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Service Quality Audit 2010

Summary

It is possibly not surprising that the Register Services 2010 Service Quality Audit survey identified that parents of registered children with disabilities are more likely than registered adults with learning disabilities and their carers to have and give an email address (29% as against 6%). The lack of email addresses is disappointing, but the limited response to the survey from adults with learning disabilities and their carers who have emails, demonstrates that despite an 'accessible' form being used, emails and 'on-line' questionnaires were perhaps not the most productive method of communicating with this group.

However, after taking into account the 'failed' email addresses a 40% response rate to the survey was achieved from parents of children on 'I Count' Registers, 38% of whom did not wish to remain anonymous and wanted to receive the results of the survey as soon as they were published. Many parents expressed their thanks for the 'I Count' card initiative and the Service generally and wanted to hear more often from Register Services.

Despite the lack of response from people with learning disabilities the survey provided Register Services with valuable information from their 'customers' on the current Service, and possible development ideas for the future.

Results identified that the Service is valued by all customers and the opportunities given by the 'I Count' card has benefitted those registered and particularly the families of registered children with disabilities, many of whom say that they registered to obtain the card. Parents felt that the Service should be more widely advertised, both locally and nationally. They also wanted to hear more often from the Service and most were unaware of the Services' public websites or the up-to-date list of organisations that accept the 'I Count' card, therein.

Although an 'on line' registration system is in development, it is clear that some of those registered (even those used to operating and communicating via the internet) would still wish to complete the registration form in 'hard' copy and post it to Register Services. However the facility to use the developing system to 'update' their registration data seems a choice that will be popular.

Stakeholders and data service users would like the Service to be available in more areas to allow for comparison and benchmarking, and although secure website users are very pleased with the Service generally, some users want it to be available in the evening.

Introduction

At the end of 2009 Register Services proposed that a Service Quality Audit should be carried out during 2010 and it became a Personal Objective for the Head of Service.

It was decided that it would be helpful to gain information on customers' experiences of using the service, and the attached discussion document for the audit was considered on 1 February 2010 – Appendix I.

Process and method

To simplify the proposed survey forms it was decided to align questions within individual forms for specific groups. The groups are as follows:

- Group 1** Steering Group members, stakeholders, secure website users (including GP Practices) and those who have used the ad hoc data provision service or mailshot/label service in the last year.
- Group 2** Parents and carers of registered children and young people with disabilities.
- Group 3** Registered people with learning disabilities and their parents and carers – this survey form would be in an accessible format .

It was also decided that opinions on the quality, ease of use and design of processes and services would be collected. The following identifies the groups who would be questioned about the specific issues.

Service/issue	Groups to be questioned
'I Count' Register interest in	1,2,3
Registration process	2,3
Update process	2,3
Mailshots	1
Data provision	1
Public websites	1,2,3
Secure website	1
Annual Reports	1,2,3
'I Count' Card	1,2,3
Response by RS staff	1,2,3
New ideas	1,2,3
Any other comments	1,2,3

To reach as wide a population as possible and keep costs to a minimum, it was agreed that the survey was best carried out 'online' and by email. To encourage the best response from this diverse survey population the questionnaires needed to be short and simple to complete and return. The survey questionnaires were therefore designed on a portion of Register Services' public website - Appendix II, III and IV of this Report. Three different emails were sent in confidence and individually on Tuesday, 22 June 2010 to the separate survey population groups with the website link for the form to be completed. This process kept completion anonymous but asked for details of the respondent if they wanted to know when the report on the survey was available. Duplicate email addresses (for instance where there is more than one registered child in a family) were deleted.

The register field containing 'correspondence' email addresses was used for this process. All those registered that had the 'correspondence email address' field completed on their record were sent the appropriate email with the website link for the specifically designed survey questionnaire. The number of emails sent to each survey group were as follows:

- Group 1** 273 emails were sent to Steering Group members, stakeholders, secure website and Service users (including GP Practices) asking them to complete the survey form (Survey Form 1 - Appendix II)
- Group 2** 895 emails were sent to parents of registered children with disabilities asking them to complete the survey form (Survey Form 2 - Appendix III)
- Group 3** 153 emails were sent to people with learning disabilities (or their carers) asking them to complete the accessible survey form (Survey Form 3 – Appendix IV)

Two weeks later, on Tuesday, 6 July 2010 further emails were sent to all members of survey groups 2 and 3. Some email addresses for Groups 2 and 3 were corrected after 193 emails either 'failed to be delivered' or were returned as an incorrect email address, and therefore for some people this was the first email they had received regarding the survey. Even so, it is calculated that around 18% of emails to Groups 2 and 3 did not reach their intended recipients and therefore these requests should be discounted when calculating response.

Response

By 28 July 2010¹ there was an overall response rate to all the Group Surveys of 26% - 343 responses. However when the 18% of emails that did not arrive are eliminated, the response rate improves to just over 30%.

There were 26 responses (10% response rate) to the Group 1 survey, 294 responses (25% response rate) to the Group 2 survey and 24 (16% response rate) to the Group 3 survey. When the 18% delivery failures to Groups 2 and 3 are included in the calculation the response rate to these Groups improves to: 40% for Group 2 and 19% for Group 3. All emails to Group 1 were delivered and therefore the addresses considered accurate.

Group 1 – Steering Group members, Stakeholders, secure website and Service users

Overall response rate of 10% (26 individual responses). No reminder email was sent to this group so the response is the result of one email. Some respondents have an interest in more than one register.

Table 1 shows the Count' register/s the respondents have an interest in – some responses included more than one register.

¹ A further 20 responses were received after this date but were not included in the response rate.

Table 1

Register	Responses
Croydon 'I Count' CWD	3
Kingston 'I Count' CWD	4
Lambeth 'I Count' CWD	5
Sutton 'I Count' CWD	7
Lambeth 'I Count' PLD	5
Merton 'I Count' PLD	4
Sutton 'I Count' PLD	2

Table 2 identifies the number of responses from types of Service users. Some respondents may use more than one service.

Table 2

Type of user	Responses
Stakeholder	13
Steering Group member	10
Secure website user	7
Researcher	4
User of ad hoc data or mailshot service	3

Group 2 – parents and carers of registered children and young people with disabilities

Overall response rate from those who have an available email address (after 'failed emails' eliminated) of 40% (294 responses).

Table 3 shows the number of children registered, the number of emails sent (and as a percentage of registrations) and the number and percentage of responses to the survey questionnaire on each register. This table does not include 'returned' or 'failed to deliver' emails, where people have changed provider or misspelt their email address. Duplicate email addresses (where parents have more than one registered child) were not included and 5 responses indicated two registers.

Table 3

Register	No. of registrations <18 years	Emails sent	Survey responses	Responses as a % of registrations
Croydon CWD	1176	354 (30%)	107 (30%)	9.1%
Kingston CWD	465	180 (39%)	65 (36%)	14.0%
Lambeth CWD	731	144 (20%)	36 (25%)	4.9%
Sutton CWD	755	217 (29%)	91 (42%)	12.0%
TOTAL	3127	895 (29%)	299 (33%)	9.6%

Group 3 – registered people with learning disabilities and their parents and carers.

After elimination of 'failed emails' there was an overall response rate of 19% (24 responses) with some not indicating the relevant learning disability register.

Table 4 shows the number of people with learning disabilities registered, the number of emails sent (and as a percentage of registrations) and the total number and percentage of responses to the survey questionnaire on each register. This table does not include 'returned' or 'failed to deliver' emails, where people have changed provider or misspelt their email address. Duplicate email addresses were not included.

Table 4

Register	No. of registrations <18 years	Emails sent	No. of survey responses	Responses as a % of registrations
Lambeth PLD	973	73 (8%)	8 (11%)	0.8%
Merton PLD	628	29 (5%)	4 (14%)	0.6%
Sutton PLD	914	51 (6%)	7 (14%)	0.8%
TOTAL	2515	153 (6%)	19 (12%)	0.8%

Results

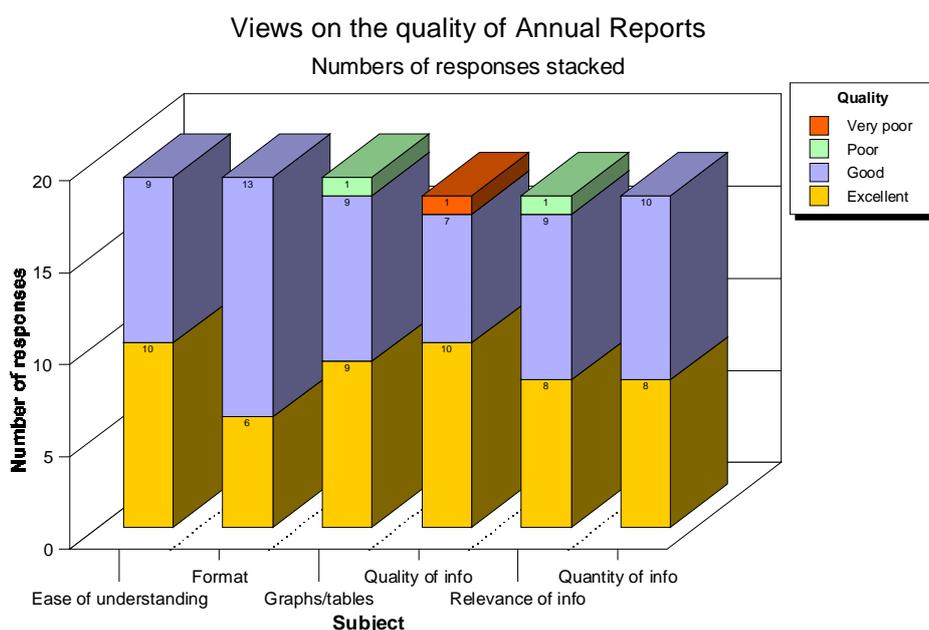
On most questions respondents had the opportunity to 'grade' the Service within: 'Excellent', 'Good', 'Poor' or 'Very Poor' – see Appendices II, III and IV.

Group 1

There were 26 responses to the survey for Group 1.

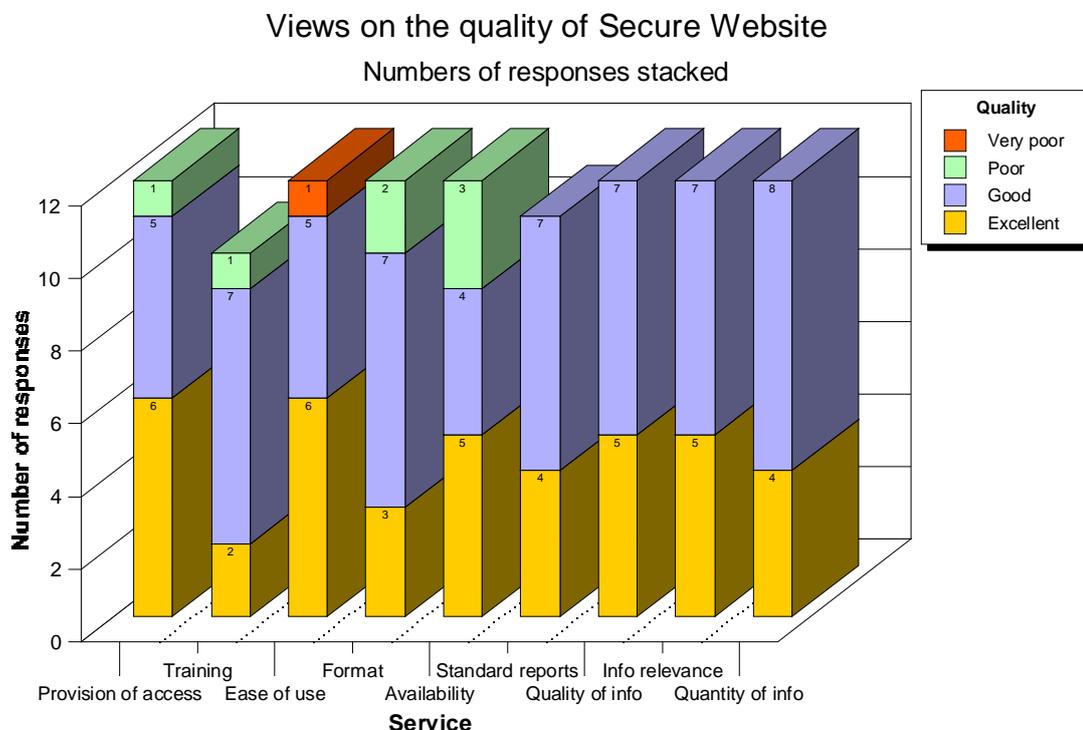
All Steering Group members and stakeholders are sent a bound annual report on their Register. However 19 respondents to the survey (73%) had downloaded or viewed a report on the Register Services website. The views of respondents on the quality of the Reports are shown in Figure 1.

Figure 1



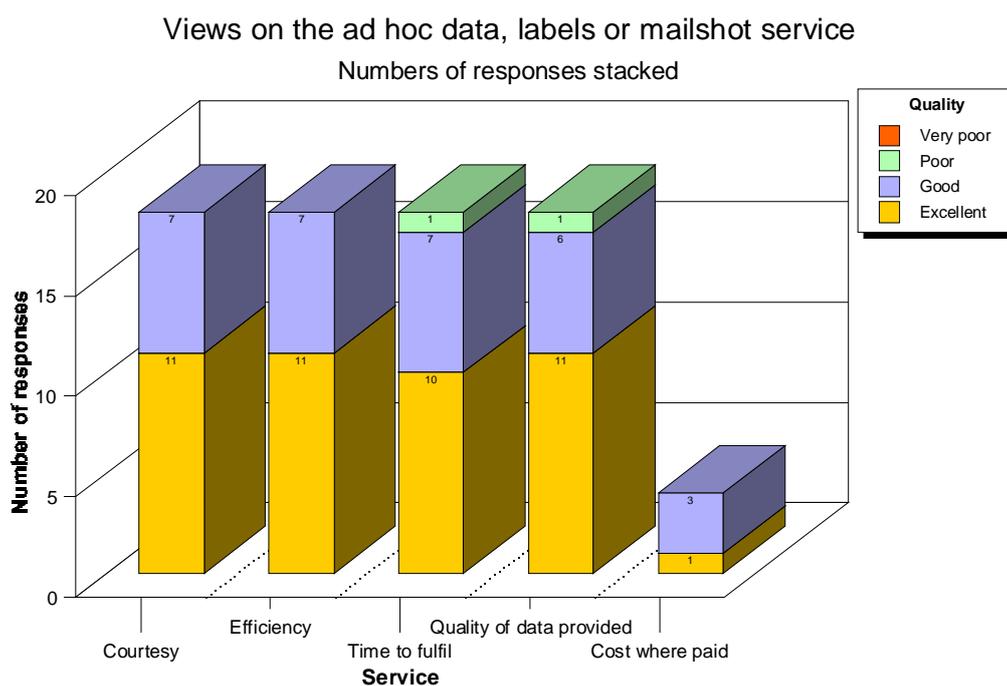
Eleven respondents (42%) had access to one or more register databases via the Register Services's secure website. The views of respondents of the quality and availability of the website are shown in Figure 2.

Figure 2



16 respondents (62%) had used the ad hoc data, label production or mailshot service. Figure 3 identifies the results as regards this service.

Figure 3



18 respondents (69%) had used Register Services's public websites. 99% of respondents said ease of use, format, quality of information, relevance of information and quantity of information was 'good' or 'excellent'. 100% of respondents felt that the information available on the 'I Count' card was either 'excellent' (56%) or 'good' (44%).

Similar responses were received regarding 'I Count' cards, their ease of use, design and the information available on the organisations that accept the card. 61% felt that the 'I Count' cards were an 'excellent' encouragement to register and 39% that it was a 'good' encouragement to register.

Pleasing responses were also given to the courtesy and efficiency of Register Services staff, with 90% saying that their courtesy was 'excellent' and 10% 'good', and 81% saying their efficiency was 'excellent' and 19% 'good'. No 'poor' or 'very poor' responses were received regarding Register Services staff.

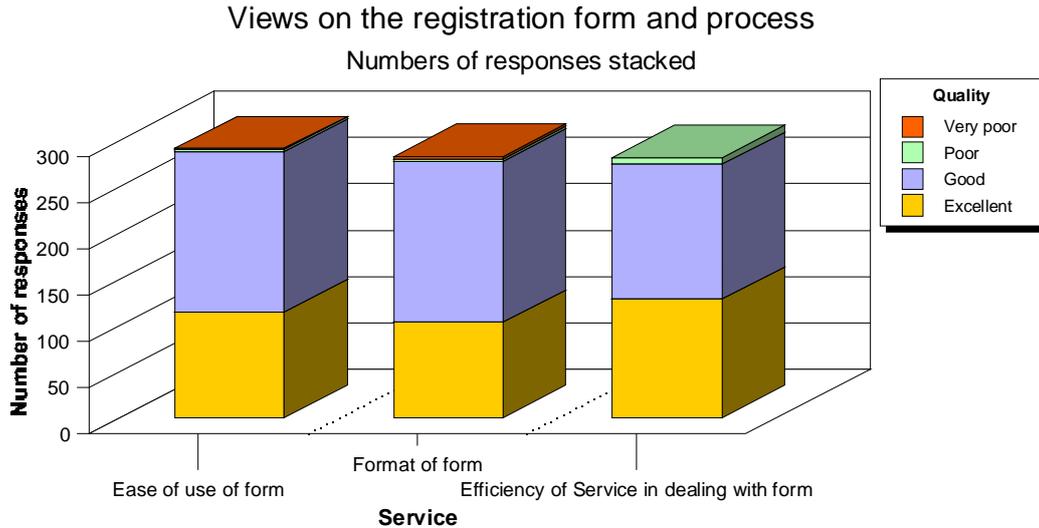
Survey responses for developments, improvements or comments on the Service are as under:

- Could the secure website be made available in the evenings – it is currently only available until 6pm.
- Service should be made available in more areas which would improve the comparison data for existing registers.
- Access to annual report on the public website was slow.
- Summary of data for the region covered by the registers to see and analyse the differences if any, for example the way services are delivered.
- Duplicate labels should be removed from label runs.
- Totals on some standard reports on secure website are not available.
- Should be a faster turn-around on acceptance for registration as some parents find it frustrating to wait.
- Excellent service.

Group 2

294 responses to the survey form were received from parents and carers of registered children with disabilities less than 18 years of age. Figure 4 shows the survey results of the views of respondents on the registration form and process.

Figure 4

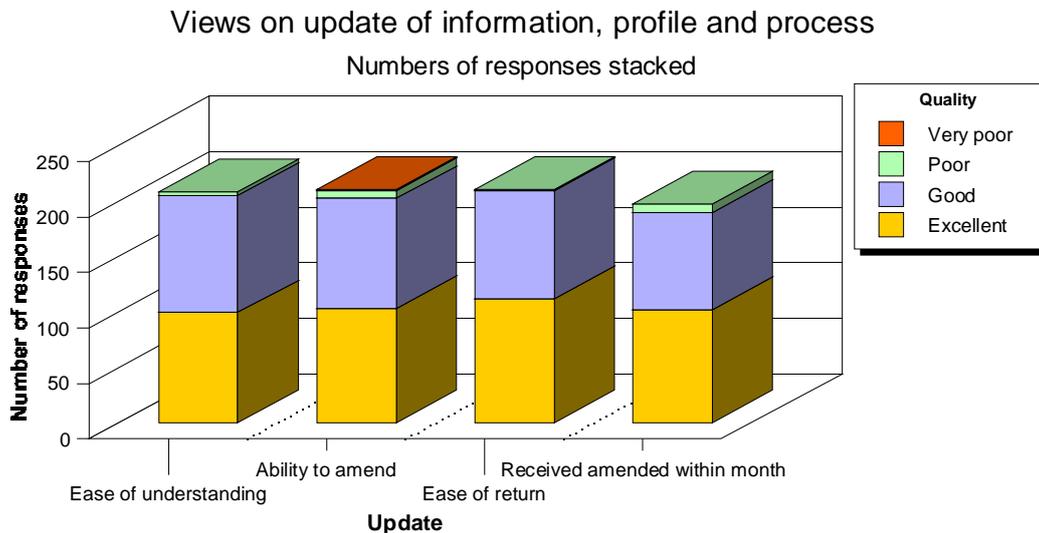


Excellent	114	103	128
Good	174	174	146
Poor	2	3	7
Very poor	1	2	

108 (58%) respondents (all internet users) would have preferred to have completed the registration form 'on line'.

197 (67%) respondents had had an annual update of their data and Figure 5 gives their views of the process.

Figure 5



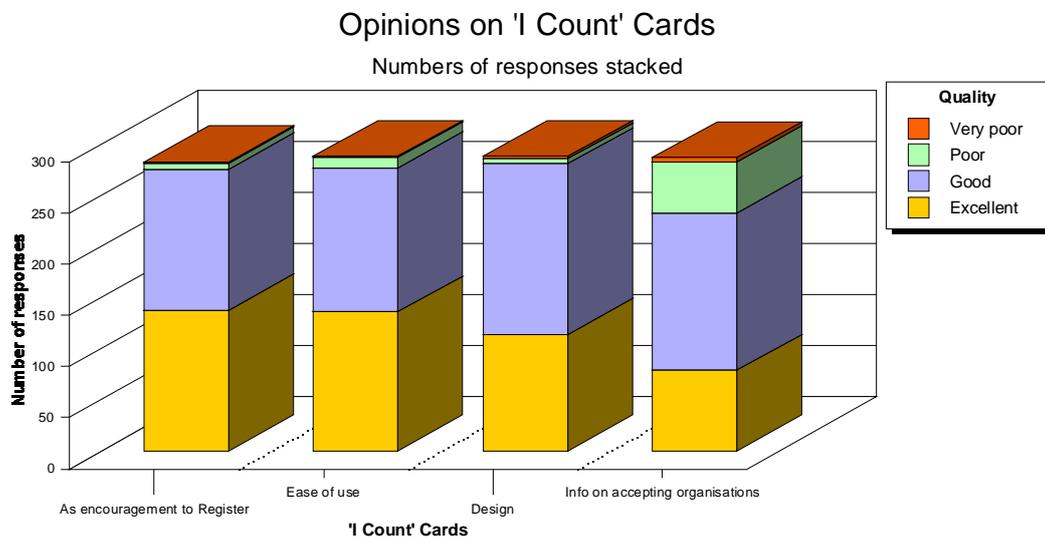
Excellent	99	103	112	102
Good	106	99	97	87
Poor	3	7	1	8
Very poor		1		

211 respondents (72%) said they would like the opportunity to update their child's Register data in a secure manner 'on line'.

Only 27 respondents (9%) said they had used either of Register Services’s public websites and many comments on the survey form said that the respondents were previously unaware of the websites. However over 90% of those that had used the websites thought that the format, ease of use, quality, quantity and relevance of the information was either ‘good’ or ‘excellent’. 97% of respondents thought that the information on the ‘I Count’ cards, available on the ‘I Count’ website, was either ‘good’ or ‘excellent’. No responses graded any aspect of the websites ‘very poor’.

Question 5 on the form asked respondents to indicate their opinion of ‘I Count’ cards. This question generated a good response with 98% of respondents answering each section of the question. Figure 6 gives the respondents’ opinions of ‘I Count’ cards.

Figure 6



Excellent	138	136	114	79
Good	138	141	167	154
Poor	6	10	5	50
Very poor	1	1	2	4

263 (99.6%) responses rated the courtesy and efficiency of Register Services staff as ‘excellent’ or ‘good’.

Only 12 respondents (4%) had viewed or downloaded an Annual Report on a Register from the Register Services website. However, ease of understanding, format, graphs, quality, relevance and quantity of information were rated overwhelmingly (minimum of 93% to each section) as ‘excellent’ or ‘good’.

This group’s responses for developments or improvements to the Service and comments are summarised as under – there were many similar ‘thanks’ and comments (particularly about the need for the Service to be advertised more widely), so these have been excluded or incorporated into other comments:

- Do other parts of the country recognise the ‘I Count’ card?
- Send email updates to places where I Count card can be used.

- Great idea and website gives lots of help and much needed support to families who have children with disabilities.
- Services that acknowledge the card should inform front-line staff of its purpose.
- Advertise the card in the window or check-in desk in all relevant places of acceptance.
- Communication disorder is not the same as autism and parents should have the disability shown. Obviously these cards are now being given out for absolutely every disability going and the cards are not worth the paper they are written on we are back to square one again! Why can't the cards display the disability.
- Diagnosis should be put on a similar I Count card as a lot of organisations want you to bring a copy of the diagnosis for fast track purposes.
- Incredible that the cards stop at 18. Young disabled adults are far more vulnerable and a card they can discreetly display would give them so much more help and confidence than having to state 'I am disabled therefore treat me differently and make me feel awkward'!
- Organisations should make it clear in their literature that holders of 'I Count' cards are entitled to concessions rather than us having to embarrass ourselves by asking.
- An up-to-date list of places to use the card and a benefits checklist.
- Keep up with all your good work and thanks.
- This service has helped me and my two autistic sons out many times, it is a really helpful service. Thank you.
- Having this card has been enormously useful with all manner of outlets and services, in that it quickly verifies my child as having a valid disability (one which happens to be 'invisible'). However having NHS staff acknowledge the Register beyond those services already known to have proved a problem.
- It is high time this project was expanded to a national level.
- Could the profile be provided in 'colour' and appear more formal as it looks as though I have typed it myself. Two copies would be good or it could be emailed. Would also be good in a wallet or similar.
- Just thank you for the idea of I count card, it helps a lot.
- My son has ADHD and eventually was accepted. However I know two families who have tried to register and were informed ADHD was not a disability. These children cannot queue up at a theme park and might not look disabled but
- Photo on the 'I Count' card may make the card be accepted a bit wider and seem more official.
- My son is nearly 18 and considering University, it would be useful to know if there are any specific services to support him through this process.
- It would be beneficial if information is shared between services. I recently applied for a freedom pass for my 15 year old daughter and was asked to supply evidence of her disability. She is on the 'I Count' register, is statemented and has short breaks through social services. Why when all this information is available do I have to prove her disability again. Every child matters says there should be a seamless web of services, where are they?
- Wonderful help for my autistic boy. Makes days out so much easier. Thank you. Could airports and airlines be aware of the card to enable priority queuing and boarding for cardholders.

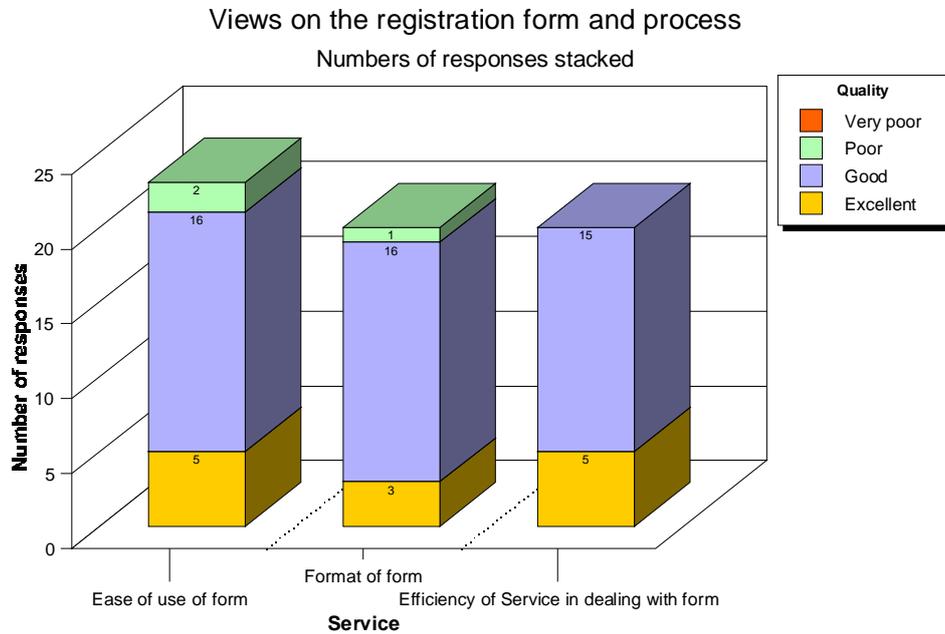
- Online registration and update of records. Newsletter/annual report to be received by email.
- Email to parents of new organisations accepting the card.
- A section on the form or data record on referrals for assessments or advice, ie CAHMS, benefits advice, Family Fund, disabled friendly playgrounds etc.
- I wasn't aware there was a public website where I could access information on Register Services.
- The only contact I have from the Service is a letter every year asking me for changes. It would be good to hear more often.
- Add more organisations to the list – all service providers should accept.
- When we receive update could an up-to-date list of participating organisations be sent. I have found the card invaluable and meant we have gone to far more places. To have something you can just hand over without making a fuss is an immense help, especially when your child is not obviously disabled. Many thanks to you.
- Newsletters would be good.
- More companies accepting as proof of disability would be great. Even to have it recognised worldwide!
- Would like 2 cards, one for each parent that could be used spontaneously.
- Some places do not accept the card if it just young people using it without a parent.
- This seems to be another register, or information gathering tool, where discounts are appreciated, but the real help will not be forthcoming in a practical way, i.e. what additional needs of the disabled person will be addressed in a meaningful way.
- People should be able to add places on the website that accept the card.
- Provide a booklet of reliable services/attractions which accept I Count.
- Let more young people become aware of it we only heard by word of mouth.
- I was not aware of this service. I just happened to look up at a small poster in a child service clinic. Maybe it should be advertised.
- Publicise the service better. I was lucky to find out through another mum but my daughter was 8 by then.
- This is a fab service.
- I know the card finishes when a child is 18 but there should be no end to this.
- I think the I Count card was an ingenious idea, well done.
- Vouchers should be sent to I Count users as perks.
- Thank you we used our card to secure seats that ensured we all sat together on a flight.
- To avoid delay advise applicants of date of next panel meeting for assessment.
- I used my I count card when I placed my request for planning permission, it saved a lot of money.
- When I have used the I-count card I have not yet had an embarrassing moment of nobody knowing what it is and having to explain. Keep up the good work and thank you!
- I hope this service continues as there is a great need!

Many respondents used the opportunity to give personal information or ask questions in the 'comments' section. All have been actioned.

Group 3

There were 24 (19%) responses to the Group 3 (registered adults with learning disabilities/carers) survey form. Figure 7 shows respondents' views on the registration form and process.

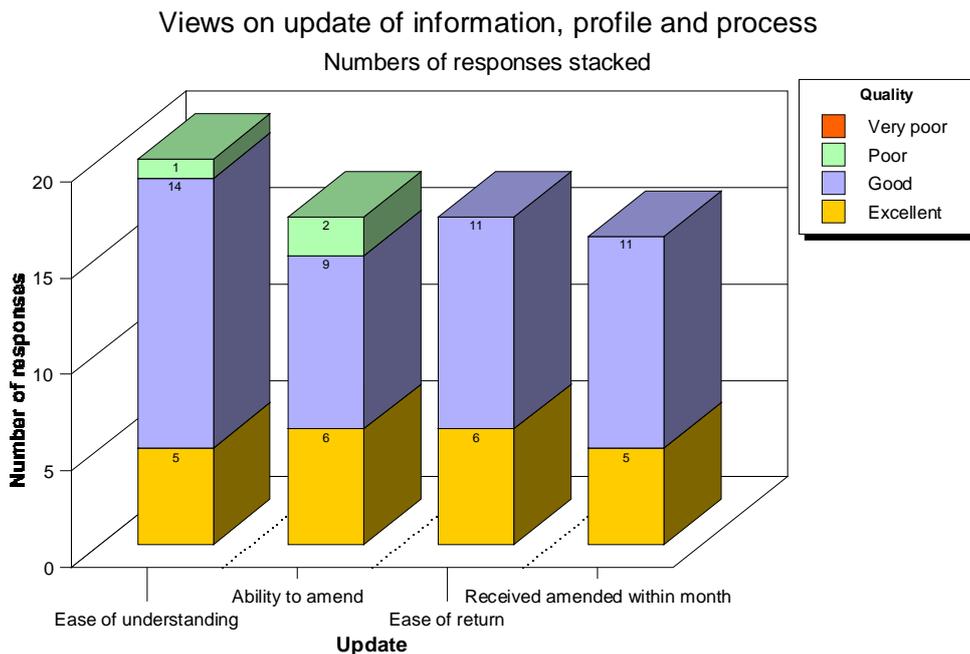
Figure 7



16 respondents (67%) (all internet users) said they would have liked the opportunity to fill in the form to register using a computer.

19 respondents (79%) said that they had had an annual check of their information. Figure 8 shows respondents views on how they found the process.

Figure 8



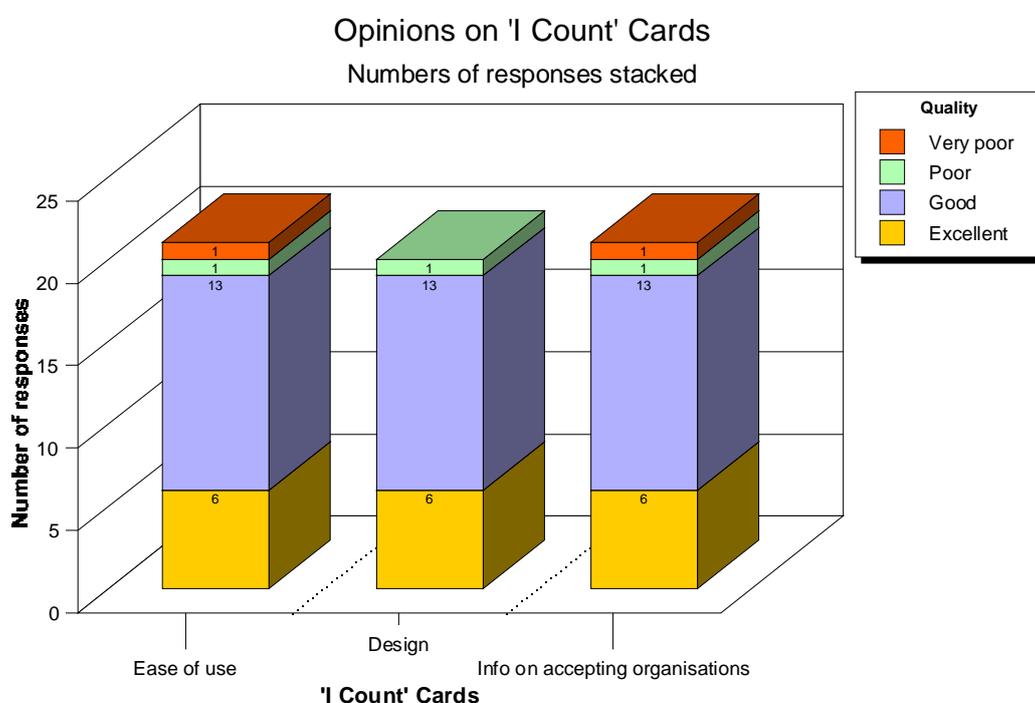
15 respondents (62%) said they would like to update their information on a computer.

Three respondents (12%) said they had used the Register Services' websites. Their views on how easy they were to use were split between 'excellent', 'good' and 'poor' and 2 respondents felt it was very easy to understand whilst the other thought it was not. Two respondents felt that the websites had very helpful information whilst the other did not think so. Similarly two respondents felt that the information on the 'I Count card was very useful whilst the other respondent did not.

15 respondents (62%) said that they had registered on the learning disability register to get an 'I Count' card.

21 respondents (87%) gave their views on the 'I Count' card which is displayed in Figure 9.

Figure 9



When asked about the staff at Register Services, 15 respondents (62%) said their politeness was either 'excellent' (8) or 'good' (7). 14 respondents said the staff were helpful, 7 'excellent' and 7 'good'.

Seven respondents (29%) said they had seen an Annual Report on the Register and of those 1 thought it was 'excellent' and 6 thought it 'good'.

This group's ideas for developments, comments and observations are as follows:

- For someone with complex medical and ASD (high IQ) it isn't easy to decide categories (*on the registration form*). Also there is a sense of 'so what' – you can say what services are needed like speech and language or OT or post 16 transition services, but then what? Nothing comes of it for the person or their families it seems.

- It would have been more benefit if we had received this by email in the past.
- More information on where the card can be used.
- I like the service I don't want anything to change.
- The service is good.
- I'm a parent and did not know you had a website.
- Why have we not seen the annual report?
- The register form is one more bit of paperwork yet the Borough still doesn't really seem to know much about its ASD or medical contingent or have the services and educational opportunities to match. When do the two start being put together?

Conclusions

The response rates to this anonymous survey are not altogether surprising but showed that it was probably not productive to communicate with people with learning disabilities by email. However the response from parents of children with disabilities was encouraging and 38% of responding parents of children with disabilities did not wish to remain anonymous in their response and wanted access to the results of the survey when it became available as well as regular emails and updates about the Service.

Notwithstanding the response and the current service improvements and developments that are underway or in the pipeline, the survey provided Register Services with valuable information from their 'customers' regarding their thoughts on the current Service and, if funds are available, development ideas for the future. These include:

Group 1 (Stakeholders, steering group members, secure website users and ad hoc Service users)

- The Service is valued and meeting customers' needs.
- The current work to upgrade the secure website and bring it in line with Register Services' public website design, is worthwhile.
- Access time to the secure website should be extended to allow evening access.
- Download time for annual reports could be improved.
- Label production should eliminate duplicates.

Group 2 (Parents/carers of registered children with disabilities)

Every registered child and young person is given an 'I Count' card which is valid for 5 years or until the young person's 18th year. A list of organisations that accept the card is sent with the card and Register Services occasionally mailshot updated lists. However, they are expensive to produce and send and, therefore, an up-to-date list is always available on the Service's public website www.i-count.org. This is mentioned in the letter sent with the card and website addresses are printed on the card. However it is clear from many comments and responses that registered families were previously unaware of the information on the Register Services' websites.

The value of the Service and the 'I Count' card, particularly to the Group 2 respondents, was evident, with many thanks for the idea of the card and expressions of how valuable it is to those registered were received.

- A growing number of parents and carers of registered children with disabilities have email addresses and want to hear more frequently from the Service.
- Registered parents value the 'I Count' card and many register in order to take advantage of the scheme.
- Bearing in mind that responses to this survey were from internet users, it is noted that although 58% would like to have completed their registration form 'on line', 72% wanted the opportunity to update their details 'on line'. Clearly it is important for the Service to continue to provide future registrants with 'hard' copies of the Request for Registration forms as well as giving the option or choice of an 'on line' registration process.
- The Service should provide parents and carers with clearer information about the public websites and the availability of the list of organisations who accept the 'I Count' card.
- Adding the diagnosis or disability registration category to the 'I Count' card could be reconsidered.
- The Service should communicate more frequently with those registered. Notwithstanding staff and management costs, this suggestion is more viable by email.
- The current policy to regularly contact organisations that accept the 'I Count' card should be continued.
- Organisations accepting the card should be made aware that young people may wish to access their facilities without adult parents/carers.
- Posters (saying the organisation accepts the 'I Count' card) should be provided for front windows etc. much in the same way as credit cards accepted logos.
- Children's Services should share the Register data more widely and use it more strategically.
- Extending the age range of Registers past 18 years should be considered.
- The 'I Count' Registers should be advertised more widely in the areas in which they operate.

Group 3 (Registered people with learning disabilities and their parents/carers)

Unsurprisingly few people registered in this group have an email address. Responses to the survey from those that do and, therefore, may be used to communicating via the internet, were much lower than anticipated.

- Registered people with learning disabilities and their parents/carers would like the choice to register and update their information 'on line'.
- The Service should attempt to make its websites and documentation more 'accessible' to all people with learning disabilities.
- Registered people with learning disabilities value their 'I Count' cards.
- Registered people with learning disabilities and their carers should be made more aware of the Service's websites.
- Services for people with learning disabilities should make better use of the Register, and use it to communicate with those registered.

Acknowledgements

I would like to acknowledge the help of the following individuals in preparing, carrying out and reporting on this audit. For their technical help: Mike Holloway, David Dines and Wesley Barretto and for their support: Julia Elliott, Jackie Jablonski, Mary Maddon and the rest of the Register Services Team: Rita Green, Lesley Reece, Lorraine Stannard and Tricia Waller.

Anne Bowman
Head of Service
August 2010

Register Services
Service Audit Proposal - 1 February 2010 - for Discussion

APPENDIX I

- 1 Survey proposal. By post or online?
Costs and budget issues?
- 2 Survey populations?
 - Heads of Service, stakeholders
 - Steering Groups
 - Secure website users
 - People who get Annual Report - from website and sent
 - Researchers
 - Parents - samples of all Childrens Registers?
 - Young people in Transition
 - People with learning disabilities - sample or all Registers?
 - Carers of people with learning disabilities
 - People to whom we have provided data/labels/mailshots
- 3 Should we have different surveys for different groups?
Should we also ask what Registers they are on or have access to or are we only concerned about the overall Service?
- 4 What do we want to know?
 - Registration
 - Updates
 - Mailshots
 - Data provision
 - What we do well
 - What could be improved
 - Do the websites suit and are the Reports usable
 - Do the Annual Reports meet need
 - Data provided: timely, format acceptable, data meets needs
 - I Count cards
 - New ideas
 - Staff helpful and polite
 - Responses from queries - timing, done well

Should the survey form be accessible?
- 5 Data entry and responses and results
 - Timing - when do we have resources available
- 6 Report on Service Audit
 - When to write
 - Could we include it in PLD reports?
- 7 What do we do about results - instigate improvements.
Identify resources required.

Register Services



'I Count' Service User Survey 1

You use or commission an 'I Count' Register service.

To help us ensure the Service meets your needs please tick the appropriate box/es in response to the questions.

1. 'I Count' register

1a. In which 'I Count' registers do you have an interest?

- Croydon Register for Children and Young People with Disabilities
- Kingston Register for Children and Young People with Disabilities or Special Needs
- Lambeth Register for Children and Young People with Disabilities
- Sutton Register for Children and Young People with Disabilities
- Lambeth Register for People with Learning Disabilities
- Merton Register for People with Learning Disabilities
- Sutton Register for People with Learning Disabilities

1b. What is your interest in the Register?

- Stakeholder
- Steering Group Member
- Secure Website User
- GP Practice Secure Website User
- User of ad hoc data or mailshot service
- Researcher

2. Annual Report

2a. Have you received or downloaded from the Register Services' website a copy of an Annual Report on a Register?

- Yes
- No

If YES, please answer question 2b.

2b. Please indicate your opinion of the Annual Report/s.

How easy are they to understand:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Format:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphs and tables:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information/data:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Register Services' secure website

3a. Do you have access to a database/s via the secure website?

- Yes
- No

If YES, please answer question 3b.

3b. Please indicate your opinion of the secure website.

How did you find Register Services' provision of your access?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you rate the training/advice provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Format:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability (8am to 6pm):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standard Reports:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information/data:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Ad hoc data/mailshot service requests

4a. Has Register Services provided you or your Service with ad hoc data, labels or a mailshot?

- Yes
- No

If YES, please answer question 4b.

4b. Please indicate your opinion of the service.

Courtesy:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time taken to fulfil:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of data provided:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you were charged, what did you think of the cost?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Public websites: www.registerservices.nhs.uk and www.i-count.org

5a. Have you used either of Register Services' public websites?

- Yes
- No

If YES, please answer 5b.

5b. Please indicate your opinion of the websites.

Ease of use:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Format:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on the 'I Count' card:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. 'I Count' cards

6a. Please indicate your opinion of 'I Count' cards.

As an encouragement to register:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on organisations that accept the Card:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Experience of Register Services' staff

7a. Please indicate your opinion of Register Services' staff.

Courtesy:

Efficiency:

8. Ideas

8a. If you have any thoughts about improvements or developments in the Service we would be pleased to have your ideas.

9. Any other comments

9a. Please make any other comments you feel relevant.

Thank You

Thank you for taking the time to complete this questionnaire.

The Report on the Service Audit will be published when available in Annual Reports and on the Register Services website.

However, if you would like to receive the Report direct or do not wish your response to this questionnaire to remain anonymous, please complete the following:

Name

Title

Email

Address

Submit

Register Services



'I Count' Service User Survey 2

Your child is registered on an 'I Count' Register for Children with Disabilities.

To help us ensure the Service meets your needs please tick the appropriate box/es in response to the questions.

1. 'I Count' register

1a. In which 'I Count' registers do you have an interest?

- Croydon Children and Young People with Disabilities
- Kingston Children and Young People with Disabilities or Special Needs
- Lambeth Children and Young People with Disabilities
- Sutton Children and Young People with Disabilities

2. Registration Process

2a. Please give your opinion of the Request for Registration form and process

Ease of use of the Request for Registration form:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Format of the Request for Registration form:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency of Register Services in dealing with form:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2b. Would you have preferred to complete the Request for Registration form in a secure manner 'on line'?

- Yes
- No

3. Updating of your information

3a. Has your data had an annual update?

- Yes
- No

If Yes, please answer 3b and 3c. If No, please answer 3c.

You will have received by post a print-out or 'profile' of your child's data for you to check for accuracy and amend as necessary.

3b. Please give your opinion of the profile and process.

Understanding of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to amend:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to return to Register Services:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Received amended profile back within a month:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3c. Would you like the opportunity to update your child's Register data in a secure manner 'on line'?

- Yes
- No

4. Public websites: www.registerservices.nhs.uk and www.i-count.org

4a. Have you used either of Register Services' public websites?

- Yes
 No

If YES, please answer 4b.

4b. Please indicate your opinion of the websites.

Ease of use:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Format:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on the 'I Count' card:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. 'I Count' cards

5a. Please indicate your opinion of 'I Count' cards.

As an encouragement to register:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on organisations that accept the Card:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Experience of Register Services' staff

6a. Please indicate your opinion of Register Services' staff.

Courtesy:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Annual Report

7a. Have you received or downloaded from the Register Services' website a copy of an Annual Report on a Register?

- Yes
 No

If YES, please answer question 7b.

7b. Please indicate your opinion of the Annual Report/s.

How easy are they to understand:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Format:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphs and tables:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information/data:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of information:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Ideas

8a. If you have any thoughts about improvements or developments in the Service we would be pleased to have your ideas.

9. Any other comments

9a. Please make any other comments you feel relevant.

What Happens Next?

Thank you for taking the time to complete this questionnaire.

The Report on the Service Audit will be published when available in Annual Reports.

However, if you would like to receive the Report direct or do not wish your response to this questionnaire to remain anonymous, please complete the following:

Name

Title

Email

Address

Submit

Register Services



'I Count' Service User Survey 3



You are registered on an 'I Count' Register for People with Learning Disabilities.



To help us make sure we give you a good service please answer the questions below. Choose what you think is the best answer



Please ask someone if you need help.

1. Registration

1a. Please choose the register you are on

- Lambeth
- Merton
- Sutton

1b. What do you think about the registration form and process?

How easy is it to use the form?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy was it to register?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the time you had to wait to find out if you were registered and get your 'I Count' card OK?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you have liked to fill in the form using a computer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Updating the information



2a. Have we asked you to check your register information?

- Yes
- No

You will have received by post a print-out of your details to check.

2b. Please answer the following questions about this.

How easy was it to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy was it to change?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy was it to send back to Register Services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you receive your updated information in good time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2c. Would you like to check your Register details on a computer?

- Yes
- No

3. Websites: www.registerservices.nhs.uk and www.i-count.org



3a. Have you used either of Register Services' websites?

- Yes
 No

3b. If YES, please answer the following questions.

How easy are they to use?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy are they to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do the websites have helpful information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How useful is the information about your 'I Count' card?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. 'I Count' cards



4a. Did you register so you would get an 'I Count' card?

- Yes
 No

4b. Please tell us what you think of 'I Count' cards.

How easy is it to use your 'I Count' card?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think of the look of your 'I Count' card?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How useful is the list of organisations that accept the Card?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Register Services' staff



5a. Please tell us what you think about the staff at Register Services.

How polite are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do they try to help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Annual Report



6a. Have you had or seen an Annual Report on the Register?

- Yes
 No

6b. How useful was the Report?

How useful was the Report?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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7. Ideas



7a. Please tell us any ideas you have which could make the service better

8. Any other comments



8a. Please tell us anything else about the service you want to say

What Happens Next?

Thank you for filling in this form.

The Report on the results of this form will be published in Annual Reports. But if you would like to get the Report direct or don't mind us knowing who you are, please fill in the following:

Name:

Title:

Email:

Address:

Submit