

Guidance on using the questionnaires

In general

This section of the guidance provides general overview of how to use the questionnaires before providing more detail on each of the specific questionnaires and the questions included in them.

Which questionnaire to use

As described in more detail in Section 8, 'The Age UK advice outcomes approach – an overview', we have developed three versions of a questionnaire.

Questionnaire 1 – General advice is the template for the two further versions. Questionnaire 1 should be applicable for the vast majority of advice service clients.

Questionnaire 2 – Referral on can be used when a client has received some limited advice from your service before being referred on to another advice provider. This questionnaire will help you assess the quality of outcome achieved for your client in terms of input from both your Age UK/Age Concern and the organisation the client was referred onto. One of the key intentions of this questionnaire is to help Age UKs or Age Concerns to assess the appropriateness of their referrals – are your clients getting the sort of service and outcomes that you would expect or want for them from your referral partners? The piloting revealed that this questionnaire was particularly of benefit to Age UKs or Age Concerns that limited their I&A service to providing one-off advice to clients and therefore relied on other local advice services to deliver case work for their clients.

Questionnaire 3 – Support brokerage has been designed specifically for Age UKs/Age Concerns that are providing support brokerage as part of their I&A service. It was developed with assistance from a local Age Concern delivering both a direct payment support service and a support brokerage service. Given that the development of support brokerage services is still very much in its infancy this questionnaire may require some tweaking to be made relevant to a support brokerage service that your Age UK or Age Concern is delivering.

Who are the most suitable clients to interview?

All three questionnaires are most suitable for use with clients who have received at least one-off face-to-face advice.

From the piloting that has been undertaken it was found that the questionnaires were not really suitable for use with clients who had only received telephone advice. Telephone clients were often reluctant to take the time to answer the questions, didn't see the relevance of the questionnaire to the service they received, or the Age Concerns found it difficult to clearly demonstrate outcomes that had come from their service.

While the questionnaire was successfully piloted by an Age Concern that only provided one-off advice, the best results in terms of capturing valuable data came from clients who had received ongoing case work. The quality of data gathered from these clients demonstrates clearly the impact of the Age UK/Age Concern, both in terms of dealing with the original problem (the practical gain) and the knock-on effects from either solving the problem or accessing your service (the consequential gains).

The outcome-measuring approaches discussed in Section 6, 'Triangulation and alternative outcome-gathering methods', may be more suitable for using with clients who have received either telephone advice or a more limited service. By using these alternative approaches you should be able to see if clients receiving less detailed advice are achieving comparable outcomes to those clients who have received more intensive support from your service.

Choosing clients to interview

To ensure that the results you get from using the questionnaire are representative and not skewed, it is preferable that clients are chosen randomly from the appropriate group. See 'Who are the most suitable clients to interview?' above for guidance on which clients the questionnaires are suitable for. From the pilots it was found that some clients were too easily confused or lacking in capacity to be interviewed, or they struggled to communicate over the telephone. While it would be ideal to visit such clients in their own home to interview them, this may not be practicable. Such problems should be clear from the client's case notes. If it appears that there may be a concern, it would be wise to check with the adviser who dealt with them whether they will be suitable to interview, while avoiding a situation where an adviser chooses the clients who are interviewed.

You should also make sure that you identify one or two extra potential clients to interview, in case you either fail to contact a client or they are unwilling to be interviewed. In the piloting, however, both of these circumstances were found to be very rare.

Given that it is likely that you will only be conducting a small number of interviews each month, you may wish to ensure that your sample over a period of time (e.g. three to six months) includes clients who have been dealt with by all staff and volunteers and all aspects of your service (e.g. office appointments, community surgery drop-ins, home visits, etc.). By doing this, you will get both a picture of the performance of the whole service and also be able to compare different advisers and aspects of the service. But it is equally

valid to focus on a single aspect of the service, especially if you have concerns about its performance or suitability. However, this may be best done after you have established a baseline from across the service to compare it to.

Combining outcome monitoring with case file review

You may find it useful to combine the questionnaires with your case file review process, to inform both existing quality monitoring processes and staff supervisions. This allows you to assess the quality of the advice alongside the outcomes achieved for the client and the client's views on the service that they received.

By conducting case file reviews of the same enquiries that you complete the questionnaires about, you will be able to compare the information from both to inform your understanding of issues such as:

- whether the advice provided helped to achieve the outcomes that the client wanted
- whether the practical gains that you would expect to be achieved, given the advice provided, had happened
- what may have gone wrong if a client's desired outcome has not been achieved
- whether everything that could be done to solve a client's problem has taken place.

In staff supervisions, this approach/information will help to identify individual development issues, and provide performance management data and examples of the positive impact that an adviser's work is having – it's always good to be able to praise staff and show them the value of what they are doing.

How and when to use the questionnaires

All three questionnaires are designed to be used when conducting a phone interview with a client. Some of the pilots also used the questionnaires for face-to-face interviews with clients, often in their own homes. The questionnaires are not suitable for sending in the post for clients to complete themselves. A sample postal questionnaire can be found in Section 6, 'Triangulation and alternative outcome-gathering methods'.

It is recommended that interviewers have access to the client's case file or records, but the questionnaires do not assume any prior knowledge of the client's circumstances. Having access to the client's case file or records can assist the interviewer in interpreting client comments, assisting a client if they are struggling to recall an event or identifying an appropriate course of action if the client's problem has not been solved.

Getting hold of clients by telephone can be difficult, although from the experience of Age Concerns that piloted the questionnaires most clients answered the first call. It is recommended that an interview is regarded as

'failed' after three unsuccessful attempts at contact, at different times of the day. From the piloting of the questionnaires, there was no evidence that it was better to ring at one time rather than another.

From the piloting it was clear that, to ensure better results, the interview should be conducted within four weeks of the client's last contact with the advice service; i.e. within four weeks of a one-off piece of advice being provided or a client's case being closed in a follow-up conversation.

When using questionnaire 2 for clients who have been referred on, an Age UK/Age Concern may wish to liaise with the referred to agency to avoid both of them contacting the client to gather feedback about their services. Such duplication could possibly frustrate clients. However, if the Age UK or Age Concern is concerned about the service of the referred-to agency, they may decide that it is better to conduct the questionnaire independently of the other agency, accepting the risk of duplication.

How long will it take?

From the pilot, it was found that the whole process (contacting the client, conducting the interview and writing up the questionnaire) took approximately an hour and 20 minutes per client. For the first few questionnaires most of the pilots found it took longer than this but by the third month of the pilot (each pilot interviewed two clients per month) all of the pilots reported that the length of time had reduced. So if an Age UK/Age Concern was to conduct two or three interviews each month, this could be done either in the course of one afternoon or in a couple of two-hour slots during the month.

Who is the most suitable person to conduct the interview?

In many of the Age Concern pilots the I&A service manager conducted the interviews. However, for some of the pilots, while the information and understanding they got from doing this was considered to be extremely useful, they felt that their I&A service managers didn't necessarily have the time to regularly conduct the interviews. Here are some suggestions to help you consider who could conduct the interviews for you:

I&A service manager – If the service manager is a skilled I&A practitioner this is the ideal option, as it can provide them with great insight into the service, but they may not have the time.

Current advisers – They are a good choice because of their practitioner knowledge and understanding of the service, though obviously they can't conduct interviews with their own clients.

Volunteer advisers – Volunteers with lots of experience and knowledge can be very good. It can also provide a development opportunity for volunteers or offer the volunteer an opportunity to be involved in reviewing and developing the service.

Organisation or I&A service management committee member – As long as they have sufficient knowledge this can be a good option, especially as it has the added benefit of allowing them direct contact with clients.

Admin staff familiar with the I&A service – While they are likely to not be as well versed in I&A delivery as other options, if they understand the nature of the work and your clients they can successfully complete the interviews.

In all cases the key requirement for selecting an interviewer is choosing someone with an understanding of providing advice services to older people.

While an I&A service manager may not feel they have the time to regularly interview clients, they will need to supervise and support the staff who are conducting the interviews and set aside time to look at and consider the completed questionnaires.

Dealing with more than one problem

Where it is clear that the service has dealt with more than one problem or enquiry from the client, the interviewer should try to deal with these separately and may need to use a second or subsequent blank questionnaire to record the results.

Issues that may arise during an interview

Because the information is being collected through a conversation, some sensitivity in dealing with the situation may be needed where matters are not resolved or the client may have other difficulties. A lot of the issues that are described below can be reduced if you have prepared your client for the type of approach taken with the questionnaire.

- Client anxious about criticising the service

From the pilot, it was found that some clients become anxious or are not sure that it is safe to comment. The questionnaires include an introductory paragraph that addresses the issues, but the interviewer may also need to reassure the client during the interview that we are happy to receive criticism and ideas that can help us improve our services.

- Client's problem has not been satisfactorily resolved

If a client's problem has not been satisfactorily resolved, this could be for a number of reasons, some of which may be due to a failing of either your service or another that you have referred the client onto. In such cases it is important that as a representative of your service you take responsibility for identifying the reasons why, and assuring the client that your service will seek to rectify them and provide additional support and advice if required. You should not 'brush off' the client's concerns or state that you can't help them because it is not your role and you are just completing the questionnaire.

- Revisiting an upsetting problem

You may also need to be sensitive about asking a client to revisit an issue or problem that upset them in the past. This may be unavoidable, but if a client becomes upset it may be best to apologise and discontinue the interview. You may also find, during the course of the interview, that the client has other problems or issues that you were either unaware of at the time of their original enquiry or that have developed since. Note these and explain to the client that you will either arrange a further appointment with an adviser or get back to them with details of, or a referral to, another agency that can help them.

How to ask the questions and record the answers

The questionnaires collect a mixture of easily coded tick-box information with free text. The questions are intended to allow the interview to uncover the client's story and experiences, good and bad, and space is provided for notes to be made. Interviewers will need to be flexible in the way they receive and record information, and in the way that issues and themes are introduced into the conversation and dealt with. Alternative approaches for some of the questions are included in the detailed guidance for each of the questionnaires that follows. In general, the more thought and interest that the interviewer puts into the conversation, the more useful the information the client will provide.

When conducting the interview it cannot be expected that clients will always describe events sequentially or tell their story in the order in which questions are asked. As described earlier, having access to the original case notes or client record can help an adviser to better interpret the client's story/response. If the interviewer has had to interpret elements of the interview they may want to check their understanding with the client before completing the interview. In some cases, where the story is long or complex, interviewers may need to go back over their notes to make them more detailed or coherent, using a fresh copy of the questionnaire.

It can be helpful, to retain authenticity, to record the client's actual words rather than the interviewer's paraphrase of them – in other words, to write in the first rather than third person.

The most common issue reported during the pilots was that clients were more than happy to talk and were very positive about the service they had received. The challenges were to keep them to the point and encourage them to consider the service with a critical eye!

The process of conducting these interviews and recording the results becomes progressively easier and quicker with practice.

Questionnaire 1 – General advice

Client details – enter this information from case or enquiry records before undertaking the interview.

Preamble – a sample preamble is provided. You may wish to adapt this for your own circumstances.

Question 1 – this provides an opportunity to check that you and the client are describing the same problem or enquiry. Surprisingly, client and adviser occasionally have different perceptions about the nature of the issue.

Question 2 – this question aims to get the conversation going by asking the client to talk about the issue (or issues) that they brought to your service.

This opening discussion may alert the interviewer to the fact that there are multiple issues, if it was not clear from the case notes. In this situation, interviewers may find it easier to use a separate questionnaire for each query. Or, if there is only limited time available, for example, they may wish to focus on the main enquiry presented to and dealt with by the I&A service.

Question 3 – this collects information about client expectations that can be useful in understanding why clients rate their outcomes in the way they do.

Question 4 – aims to identify whether the client's problem is sorted out or not. Five options are given. It is suggested that these options are put to the client before getting the answer clear. This may best be done by leading the client through the options appropriately; for example: 'You say your problem hasn't been solved – is this because you're waiting for something to happen?'

Alternatively you can ask the client: 'How well was your problem sorted out?' and from their answer clarify which of the one of the five options is most appropriate. The answer to question 4 guides the interviewer into moving on, either to questions 5–8 (where the problem is completely solved) or questions 9–12 (where the problem is not solved or only partly solved).

Questions 5–8 – ask the client to describe the actual gains they have received, the extent to which this result is due to your work and the extent to which other factors may have been important (advice from other sources, for example).

Questions 9–12 – ask the client to say why their problem has not been solved or only partly solved, whether this is due to your work or not, what is required now to resolve the problem and what help you have been to them in partially solving their problem.

Referral back to your service – where problems are not sorted out, it may be that further help from your service would be desirable. Where the interviewer feels that this may be the case, they should ask the client if they would like to be referred back to the service. You may expect that up to 30 per

cent of clients contacted may need further help in resolving their problem (or may raise a new one) and you should build in a capacity to respond positively to this situation.

Questions 13 and 14 – question 13 provides an easily coded client rating as to the actual **result** (the outcome) they have got, as opposed to the quality of the help they received from your I&A service; question 14 then asks the client to explain their response.

Questions 15 and 16 – question 15 provides an easily coded client rating as to the quality of the **help** they received from your service as opposed to actual result they have got; question 16 then asks the client to explain their response. These questions seek to get information from the client about whether they thought the adviser was competent, for example, or dealt with their matter efficiently and effectively.

Questions 17 and 18 – questions 17 and 18 provide easily coded client responses as to whether they would use your service again and whether they would recommend it to others. The responses to these two questions will give you a good indication of the overall satisfaction that they have with your service.

Question 19 – question 19 provides an easily coded client rating as to any **consequential gains** from which clients may have benefited. These are gains that arise as a consequence of practical improvements, or contact with the I&A service (see Section 1, 'An introduction to advice outcomes' for a more detailed explanation of 'consequential gains'). These consequential gains could have either a positive or negative impact on your client. The client is then asked to explain their response.

The table includes six of the most common consequential gains that Age UK/Age Concern I&A services wish to measure. These include gains related directly to having accessed your I&A service such as feeling that their ability to sort things out or their knowledge of how things work has changed. They also include gains relating to the possible impact of having their problem solved or the **practical gain** that they have received such as a change in their health or comfort or how well they get on with family and friends.

The pilot identified that this question could be difficult to understand for some clients. To help your client understand the question you may find it helpful to either rephrase the question or give examples of the types of things that could be included within each question. For 'Ability to sort things out for yourself' you could give an example such as: 'Now that we have helped you with your benefit form, do you think that in the future you will feel more confident about contacting the Pension Service yourself to sort out a problem with your benefit?'. Or for 'Getting on with family and friends' you could give examples such as: 'Now that you have more money (or are accessing dial-a-ride), are you able to visit friends and family more often?', or: 'Having been helped to find a cleaner, are you arguing with your daughter less about looking after yourself?'

Some clients may struggle with recalling the five possible responses to the question, in which case the adviser can ask the question, get a reply from the client, and then clarify with the client which of the five responses their answer best fits with.

The range of responses is both positive and negative to reflect that not all consequential gains are necessarily positive for a client. For example, having received advice a client may actually think that their 'knowledge of how things work' has decreased because they have become aware of how complex their problem was or is.

Questions 20–24 – these easily coded questions ask about five aspects of service delivery. After each question has been rated, interviewers should ask clients for any supporting information and enter their responses in the space provided. You may choose to use some of the alternative service delivery questions included in the 'Additional Quality of Service Questions' document included within this resource.

Question 25 – a catch-all question to capture any further comments that clients have about the outcome achieved. NB If you have included additional 'Quality of services' questions the numbering of this question may have changed.

Questionnaire 2 – Referral on

Client details – enter this information from case or enquiry records before undertaking the interview.

Preamble – a sample preamble is provided. You may wish to adapt this for your own circumstances. You should be able to find details of the organisation that the client was referred onto in the case or enquiry record.

Question 1 – this provides an opportunity to check that you and the client are describing the same problem or enquiry. Surprisingly, client and adviser occasionally have different perceptions about the nature of the issue.

Question 2 – this question aims to get the conversation going by asking the client to talk about the issue (or issues) that they brought to your service.

This opening discussion may alert the interviewer to the fact that there are multiple issues, if it was not clear from the case notes. In this situation, interviewers may find it easier to use a separate questionnaire for each query. Or, if there is only limited time available, for example, they may wish to focus on the main enquiry presented to and dealt with by the I&A service.

Question 3 – this collects information about client expectations that can be useful in understanding why clients rate their outcomes in the way they do.

Questions 4 and 5 – these confirm that the client recalls or confirms that they were referred on to the other agency and also asks about whether they knew about the organisation before coming to Age UK/Age Concern and if so why they came to you instead. This question is attempting to identify whether there are issues with a referral partner and also may be useful in understanding the client's answers to some of the following questions.

Question 6 – aims to identify whether the client's problem is sorted out or not. Five options are given. It is suggested that these options are put to the client before getting the answer clear. This may best be done by leading the client through the options appropriately; for example: 'You say your problem hasn't been solved – is this because you're waiting for something to happen?'

Alternatively you can ask the client: 'How well was your problem sorted out?' and from their answer clarify which of the one of the five options is most appropriate. The answer to question 6 guides the interviewer into moving on, either to questions 7–12 (where the problem is completely solved) or questions 13–18 (where the problem is not solved or only partly solved).

Questions 7–12 – ask the client to describe the actual gains they have received, the extent to which this result is due to your work or the organisation you referred them to and the extent to which other factors may have been important (advice from other sources, for example).

Questions 13–18 – ask the client to say why their problem has not been solved or only partly solved, whether this is due to your work or the organisation you referred them to or not, what is required now to resolve the problem and what help you have been to them in partially solving their problem.

Referral back to your service – where problems are not solved, further help from your service may be desirable. An interviewer who feels that this may be the case should ask the client if they would like to be referred back to the service. You may expect that up to 30 per cent of clients contacted may need further help in resolving their problem (or may raise a new one) and you should build in a capacity to respond positively to this situation.

Questions 19 and 20 – question 19 provides an easily coded client rating as to the actual **result** (the outcome) for the client, as opposed to the quality of the help they received from your I&A service; question 20 then asks the client to explain their response.

Questions 21 and 22 – question 21 provides an easily coded client rating as to the quality of the **help** they received from your service as opposed to actual result they have got; question 22 then asks the client to explain their response. These questions seek information from the client about whether they thought the adviser was competent, for example, or dealt with their matter efficiently and effectively.

Questions 23 and 24 – question 23 provides an easily coded client rating as to the quality of the **help** they received from the service you referred them to as opposed to the outcome; question 24 then asks the client to explain their response. These questions seek to get information from the client about whether they thought the adviser was competent, for example, or dealt with their matter efficiently and effectively. This sort of information may help inform decisions, for instance, about which organisations you refer your clients to.

Questions 25 and 26 – questions 25 and 26 provide easily coded client responses as to whether they would use your service again and whether they would recommend it to others. The responses to these two questions will give you a good indication of the overall satisfaction that they have with your service.

Question 27 – question 27 provides an easily coded client rating as to any **consequential gains** from which clients may have benefited. These are gains that arise as a consequence of practical improvements, or contact with the I&A service (see Section 1, 'An introduction to advice outcomes', for an explanation of 'consequential gains'). These consequential gains could have either a positive or negative impact on your client. The client is then asked to explain their response.

The table includes six of the most common consequential gains that Age UK/Age Concern I&A services wish to measure. These include gains related directly to having accessed your I&A service, such as feeling that their ability

to sort things out or their knowledge of how things work has changed. They also include gains relating to the possible impact of having their problem solved or the '**practical gain**' that they have received such as a change in their health or comfort or how well they get on with family and friends.

The pilot identified that this question could be difficult to understand for some clients. To help your client understand the question, you may find it helpful to either rephrase the question or give examples of the types of things that could be included within each question. For 'Ability to sort things out for yourself' you could give an example such as: 'Now that we have helped you with your benefit form, do you think that in the future you will feel more confident about contacting the Pension Service yourself to sort out a problem with your benefit?'. Or for 'Getting on with family and friends' you could give examples such as: 'Now that you have more money (or are accessing dial-a-ride) are you able to visit friends and family more often?' or: 'Having been helped to find a cleaner, are you arguing with your daughter less about looking after yourself?'

Some clients may struggle with recalling the five possible responses to the question, in which case the adviser can ask the question, get a reply from the client, and then clarify with the client which of the five responses their answer best fits with.

The range of responses is both positive and negative to reflect that not all consequential gains are necessarily positive for a client. For example, having received advice a client may actually think that their 'knowledge of how things work' has decreased because they have become aware of how complex their problem was or is.

Question 28 – question 28 helps to identify how much of the **consequential gains** the client attributes to involvement of your Age UK/Age Concern.

Questions 29–33 – these easily coded questions ask about five aspects of service delivery. After each question has been rated, interviewers should ask clients for any supporting information and enter their responses in the space provided. You may choose to use some of the alternative service delivery questions included in the 'Additional Quality of Service Questions' document included within this resource.

Question 34 – a catch-all question to capture any further comments that clients have about the outcome achieved. NB If you have included additional 'Quality of services' questions, the numbering of this question may have changed.

Questionnaire 3 – Support brokerage

Client details – enter this information from case or enquiry records before undertaking the interview.

Preamble – an example preamble is provided. You may wish to adapt this for your own circumstances.

Question 1 – this provides an opportunity to check that you and the client are describing the same problem or enquiry. Surprisingly, client and adviser occasionally have different perceptions about the nature of the issue.

Version 1a is for clients who have contacted the service directly. Version 1b is for when clients have been referred to your support brokerage service from the local authority's social services department. If required, you can amend this to any other source of referral that you receive.

Experience from the pilot suggests that clients referred to support brokerage services are often quite confused about why they have been referred and what they can expect to receive.

Question 2 – this question aims to get the conversation going by asking the client to talk about the issue (or issues) that they brought to your service.

This opening discussion may alert the interviewer to the fact that there are multiple issues, if it was not clear from the case notes. In this situation, interviewers may find it easier to use a separate questionnaire for each query. You may find that clients are confused about why they have been referred to your service or what they can expect to receive from it.

Question 3 – this collects information about client expectations that can be useful in understanding why clients rate their outcomes in the way they do.

Question 4 – aims to identify whether the client's problem is solved or not. Five options are given. It is suggested that these options are put to the client before getting the answer clear. This may best be done by leading the client through the options appropriately; for example: 'You say your problem hasn't been solved – is this because you're waiting for something to happen?'

Alternatively you can ask the client: 'How well was your problem sorted out?', and from their answer clarify which of the five options is most appropriate. The answer to question 4 guides the interviewer into moving on, either to questions 5–8 (where the problem is completely solved) or questions 9–12 (where the problem is not solved or only partly solved).

Questions 5–8 – ask the client to describe the actual gains they have received, the extent to which this result is due to your work and the extent to which other factors may have been important (advice from other sources, for example).

Questions 9–12 – ask the client to say why their problem has not been solved or only partly solved, whether this is due to your work or not, what is required now to resolve the problem and what help you have been to them in partially solving their problem.

Referral back to your service – where problems are not solved, further help from your service may be desirable. An interviewer who feels that this may be the case should ask the client if they would like to be referred back to the service. You may expect that up to 30 per cent of clients contacted may need further help in resolving their problem (or may raise a new one) and you should build in a capacity to respond positively to this situation.

Questions 13 and 14 – question 13 provides an easily coded client rating as to the actual **result** (the outcome) they have got, as opposed to the quality of the help they received from your I&A service; question 14 then asks the client to explain their response.

Questions 15 and 16 – question 15 provides an easily coded client rating as to the quality of the **help** they received from your service as opposed to actual result they have got; question 16 then asks the client to explain their response. These questions seek to get information from the client about whether they thought the adviser was competent, for example, or dealt with their matter efficiently and effectively.

Questions 17 and 18 – questions 17 and 18 provide easily coded client responses as to whether they would use your service again and whether they would recommend it to others. The responses to these two questions will give you a good indication of the overall satisfaction that they have with your service.

Question 19 – question 19 provides an easily coded client rating as to any **consequential gains** from which clients may have benefited. These are gains that arise as a consequence of practical improvements, or contact with the I&A service (see Section 1, 'An introduction to advice outcomes', for an explanation of 'consequential gains'). The gains included on the support brokerage questionnaire have been chosen to better reflect the sorts of outcomes that are expected of brokerage services. You may wish to amend these to better reflect the expectations of your own service. These consequential gains could have either a positive or negative impact on your client. The client is then asked to explain their response.

The table includes six of the most common consequential gains that Age UK/Age Concern support brokerage services wish to measure. These include gains related directly to having accessed your I&A service, such as feeling that their ability to sort things out or their knowledge of how things work has changed. They also include gains relating to the possible impact of having their problem solved or the '**practical gain**' that they have received, such as a change in their health or comfort or how well they get on with family and friends.

The pilot identified that this question could be difficult to understand for some clients. To help your client understand the question, you may find it helpful to either rephrase the question or give examples of the types of things that could be included within each question. For 'Ability to choose and control my care for myself' you could give an example such as: 'Now that we have helped you with putting together a care package, do you think that you have more control over the care you receive?' Or for 'Getting on with family and friends' you could give examples such as: 'Now that you have more money (or are accessing dial-a-ride) are you able to visit friends and family more often?' or: 'Having been helped to find a cleaner, are you arguing with your daughter less about looking after yourself?'

Some clients may struggle with recalling the five possible responses to the question, in which case the adviser can ask the question, get a reply from the client, and then clarify with the client which of the five responses their answer best fits with.

The range of responses is both positive and negative to reflect that not all consequential gains are necessarily positive for a client. For example, a client may feel that their 'peace of mind and well-being' have reduced now that they are managing their own care package rather than the local authority arranging everything for them.

Questions 20–25 – these easily coded questions ask about five aspects of service delivery. After each question has been rated, interviewers should ask clients for any supporting information and enter their responses in the space provided. You may choose to use some of the alternative service delivery questions included in the 'Additional Quality of Service Questions' document included within this resource. NB Question 20 may not be applicable for all support brokerage services: please remove or ignore if it is not applicable to your service.

Question 26 – a catch-all question to capture any further comments that clients have about the outcome achieved. NB If you have included additional quality of services questions the numbering of this question may have changed.

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