



Recipient Feedback Survey Results 2021

The Impact of Covid-19



342 Survey Responses

ILF Scotland launched a survey at the end of 2020 to find out about the impact of Covid-19 on its recipients who were, award managers, parents, carers of both the 2015 Fund and Transition Fund.



How has Covid affected you?

- **Quality time** - spent with family at home led to the improvement of some individuals' lives.
- **Positive outcomes** - The pandemic enabled other positive outcomes, including buying a house and completing college and university courses.
- **Feeling isolated** - Over 20% of respondents mentioned that they have felt isolated in their own homes with many feeling emotional, tired and overwhelmed.
- **Mental and anxiety** - Many respondents were shielding due to ongoing medical conditions, which affected their mental health. Many individuals have developed severe anxiety and fear about returning to the outside world.
- **Loss of services** - The loss of day services has had a huge impact on recipients and their families. This has caused a loss of routine for many, which has led to anxiety, stress and in some cases self-harm.
- **Lack of respite** - Families have also lost access to vital respite services during the pandemic, which many report as leading to exhaustion, burnout and, in some cases, consideration of residential care.
- **Reduced provider hours** - Some provider agencies have had to reduce support hours in the midst of the pandemic, causing further strain and leading some Award Managers to hire Personal Assistants (PAs) for the first time.
- **Transitions for Young People** - Very little of the ordinary statutory transition planning took place over the course of the pandemic as many schools and services were closed or withdrawn. Young people and families have been unable to access the supports they had expected as they planned for their future and their transition from school to adult life. Survey respondents reported that the Transition Fund has been a huge support to young people throughout the pandemic. The Fund has also seen an increase in uptake of its person centred planning grant.

Q2

How has Covid-19 affected those that have provided support to you?

20.3%

No change

30.5%

Loss of day
care/day services

13.0%

Loss of day
care/day
services

11.3%

Loss of unpaid
care

41.2%

Carer anxiety

15.3%

Agency care
reduced

10.2%

Replacement
care hard to
obtain

10.2%

PA request
not to attend

23.2%

Loss of
respite care

37.9%

Carer Stress

33.9%

Carer fatigue

36.7%

Other

The total does not total 100% as some survey respondents gave multiple answers.

Q3 Are there any changes you might need to make to your current support arrangements, because of the impact of Covid-19?

Responses provided varied answers, found in these key themes

Family providing care/unpaid care

Respite required

Loss of services

Increased support required/more PA's

Transition funding use affected

Loss of independence

Changed from Agency to Personal Assistants (PAs)

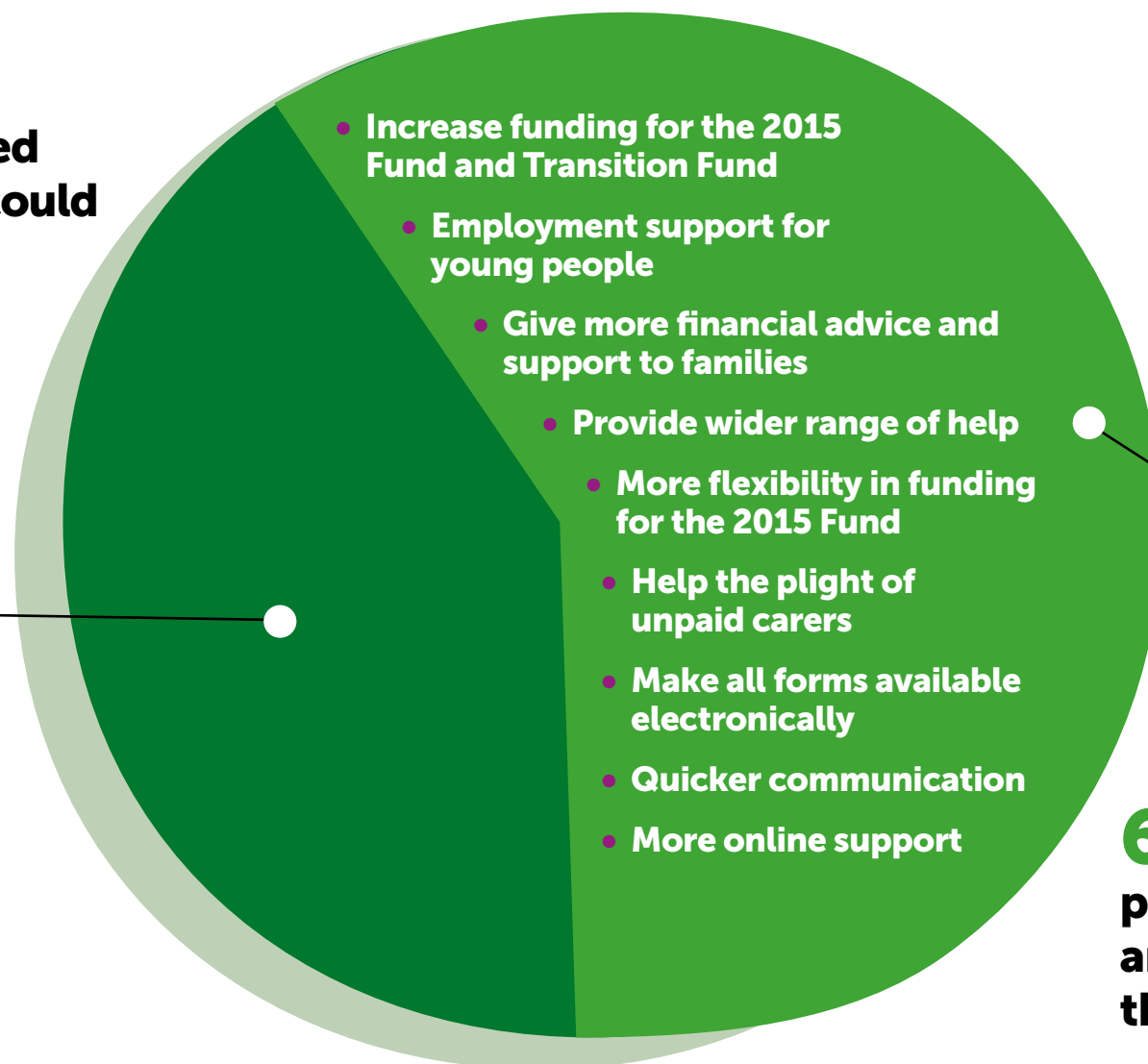
Social work support required

Day centres closed

Q4

What could ILF Scotland do differently or better in the future to help you manage your support?

40% of the responses indicated that ILF Scotland could not do any more



60% of responses provided varied answers, found in these key themes

Conclusion

We will take the following actions:

- ✓ Subject to Scottish Government decisions on the implementation of the Review of Adult Social Care findings, co-produce the re-opening of ILF Scotland to provide support to more disabled people.
- ✓ Review the 2015 maximum award levels and threshold sums with Scottish Government ahead of any potential policy reform, particularly in light of the potential reopening of the fund.
- ✓ We reduced the maximum AI contributions to £43 pwk – we will continue to work to reduce this further in future.
- ✓ We introduced greater flexibility in the use of our funding and we will keep this under review.
- ✓ Provide benefits advice/support and signposting.
- ✓ Ensure frontline staff understand the provision of The Carers Act and signposting to support.
- ✓ Explore the possibility of ongoing provision of temporary Carer Support grants in exceptional circumstances.
- ✓ Ensure staff are aware of the availability of employment support services and signpost as appropriate.
- ✓ Consider how we can contribute to A Connected Scotland: our strategy for tackling social isolation and loneliness and building stronger social connections - gov.scot (www.gov.scot)
- ✓ Make all forms available electronically, improve online support guidance and signposting to support services on our website.
- ✓ Continue to offer flexibility in our Transition Fund grants during the current pandemic.
- ✓ Keep the Transition Fund maximum cap of £4,000 under review.
- ✓ Keep under review, the possibility of extending the Transition Fund age range beyond 25 years.
- ✓ Continue to communicate clearly and quickly with recipients subject to the areas within our control.
- ✓ Share our survey findings with our Social Work Scotland Independent Living Fund Leads.