

Understanding the views and experiences of adult social care service users 2017/18

About the survey

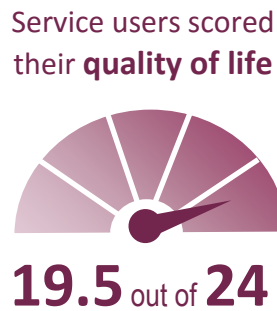
A random selection of service users were contacted who had received help or support from adult social care in the last 12 months



63% had physical support, **23%** had learning disability support, the rest had mental health, sensory, memory or social support



Enhancing the quality of life for people with care and support needs

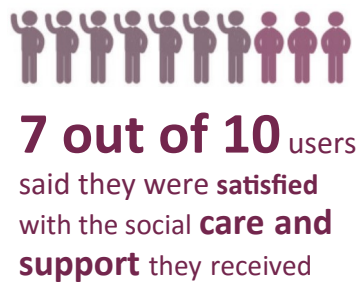


But only **49%** said they have as much **social contact** as they want with people they like




Just over 8 in 10 users said they have enough control

Ensuring that people have a positive experience of care services and support



71% said it was very or fairly easy to find **information and advice about support, services or benefits**



74% said they have enough **choice** over care and support services

Ensuring that people who are vulnerable feel safe and protected from harm



71% said they **feel safe** (this includes feeling safe from fear of abuse, falling or other physical harm both inside and outside the home)



9 out of 10 said the **services they receive help** them to feel safe and secure

