



Essex County Council

Care Relationship Survey 2021

Provider Forum Presentation

February 2022

Introduction

- Essex County Council (ECC) commissioned Enventure Research to undertake a survey of care providers and ECC care officers to measure the development of relationships.
- The survey was also undertaken in 2019 and 2020 by Enventure Research.
- The survey aims to:
 - Provide ECC with up-to-date understanding of care providers' and ECC care officers' views on working with ECC and each other
 - Gauge if relationships are improving and identify areas of weakness through comparisons where possible
 - Provide recommendations on focused activity to alleviate identified issues, where possible.

Methodology



Online survey approach

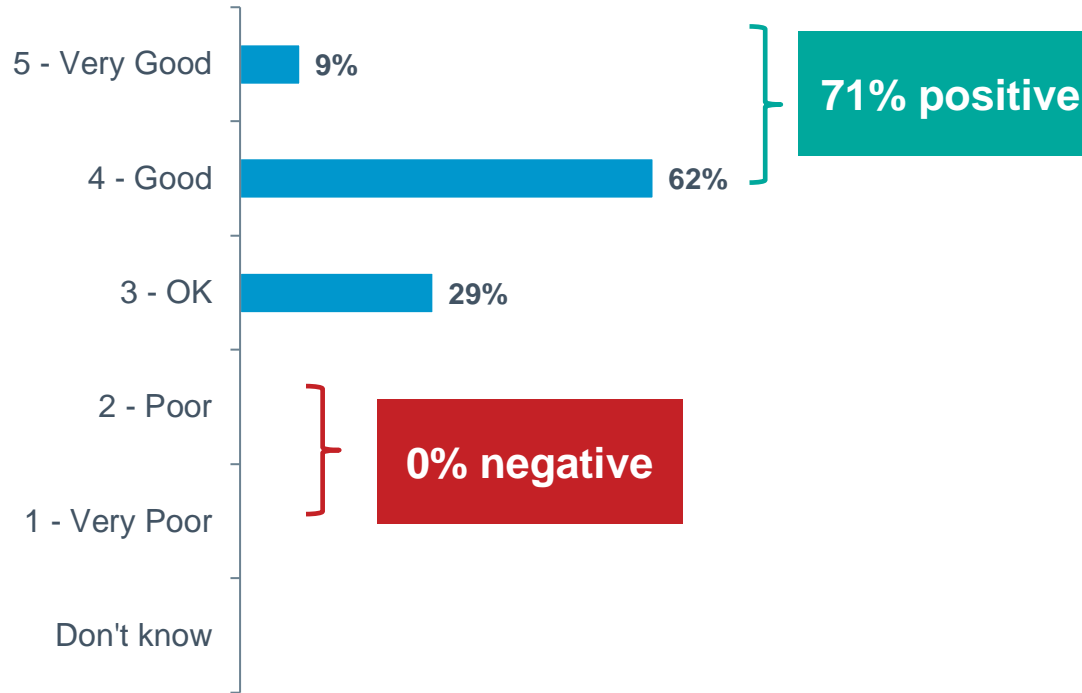
- Questionnaire designed in partnership with ECC – substantial changes were made this year, meaning direct comparisons cannot be made with previous years.
- Separate question sets asked to providers and officers.
- The survey took respondents approximately 10 minutes to complete online.
- The online survey was formatted for PCs, smartphones and tablets.
- Email invitations were sent to a database of providers provided by ECC with reminders.
- An open link to the survey was promoted by ECC via its Care Provider Information Hub.
- The Essex Care Association promoted the survey with its members.
- The survey was live from 22 September until 17 December 2021.
- 136 responses were received to the survey:
 - 81 from care providers
 - 55 from ECC care officers.

Relationships on the whole are highly rated by providers and officers, with a focus on good working relationships, a theme seen in previous years

Relationships

Officers

On a scale of 1 to 5, how would you rate your current relationship with providers?



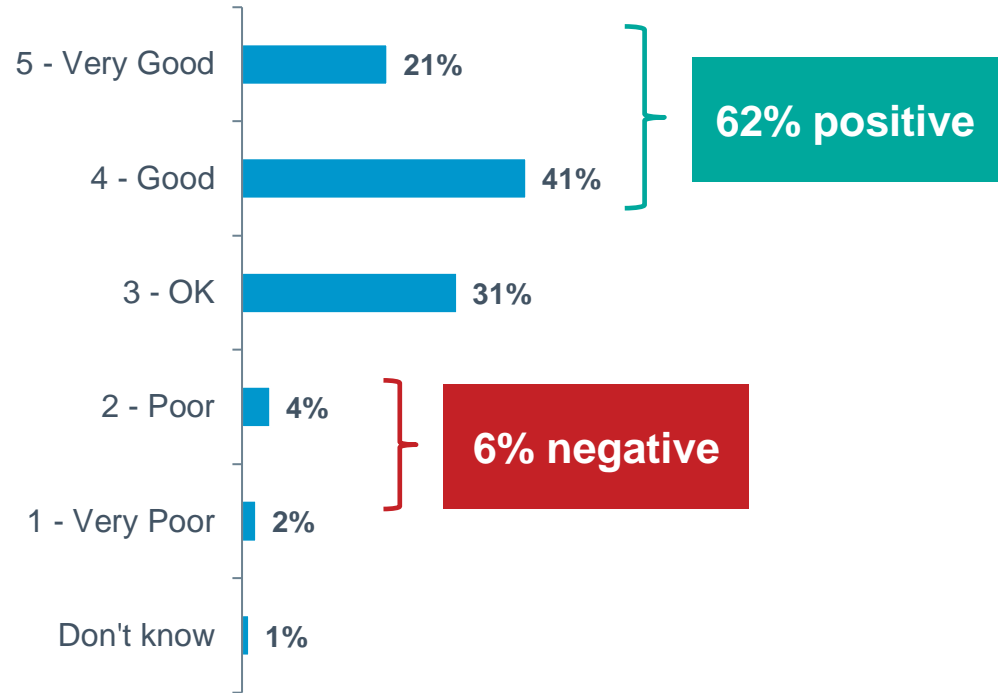
0% negative

71% positive

Mean Score
3.80

Providers

On a scale of 1 to 5, how would you rate your current relationship with ECC?



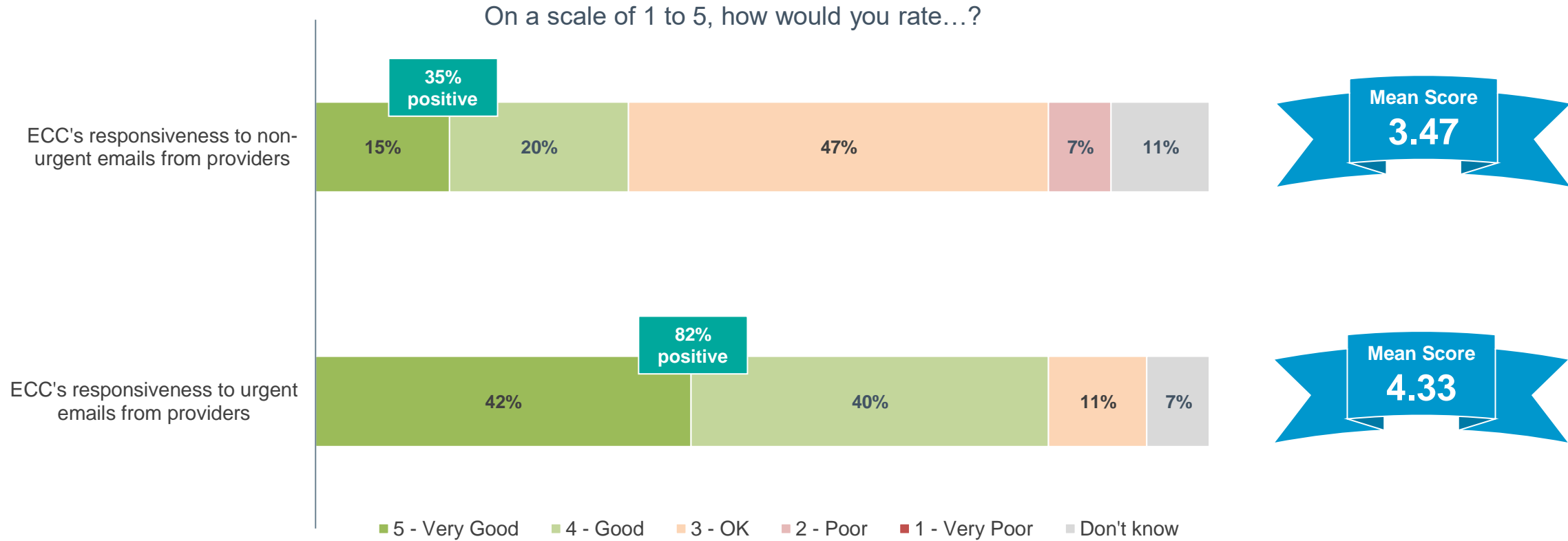
6% negative

62% positive

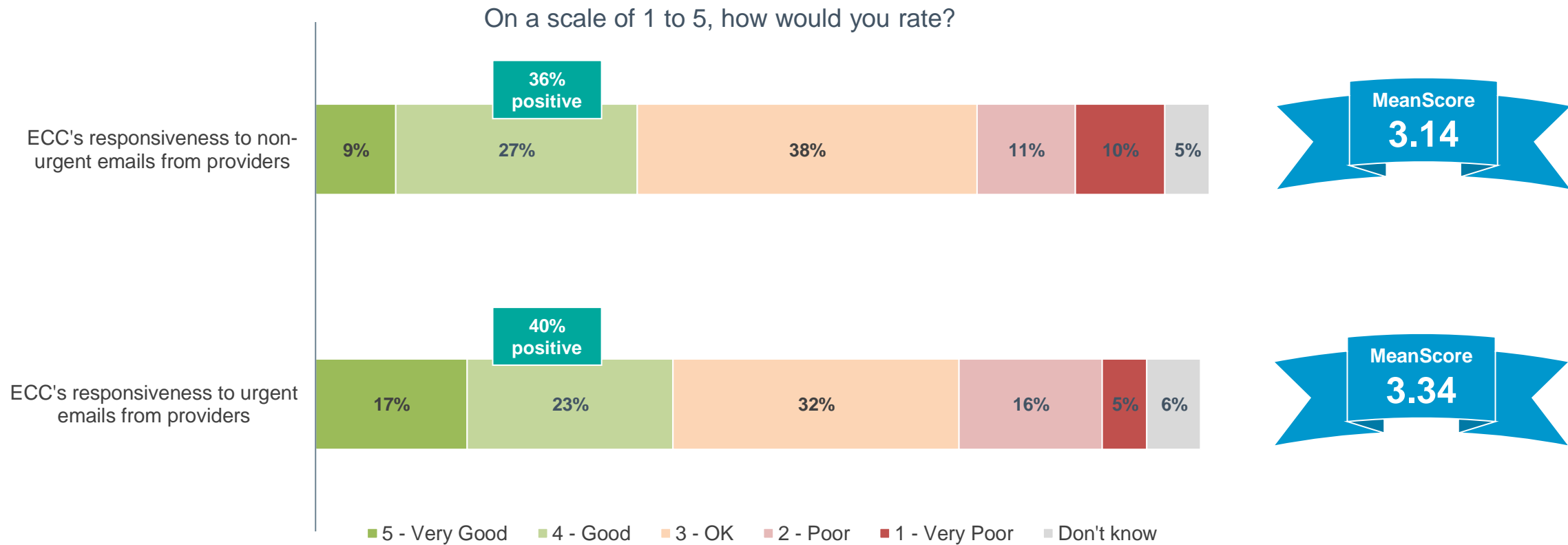
Mean Score
3.75

Although some think that ECC is generally responsive to emails, this can be improved particularly in relation to non-urgent emails

Officers: Responsiveness to emails



Providers: Responsiveness to emails

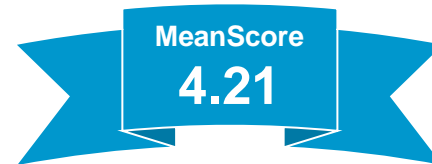
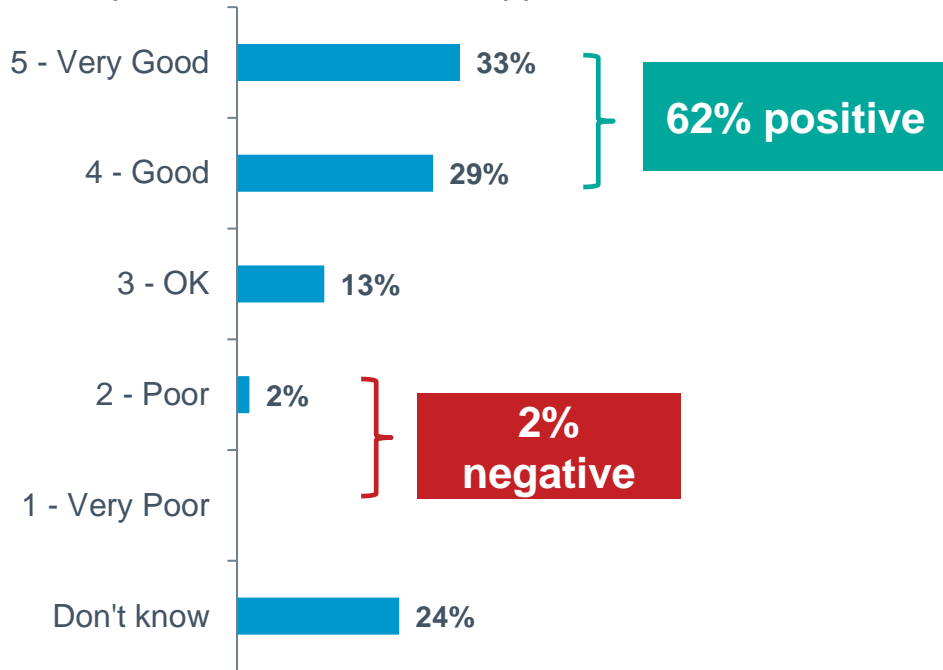


ECC is good at keeping providers updated on information and opportunities, but there is room for improvement

Keeping providers updated

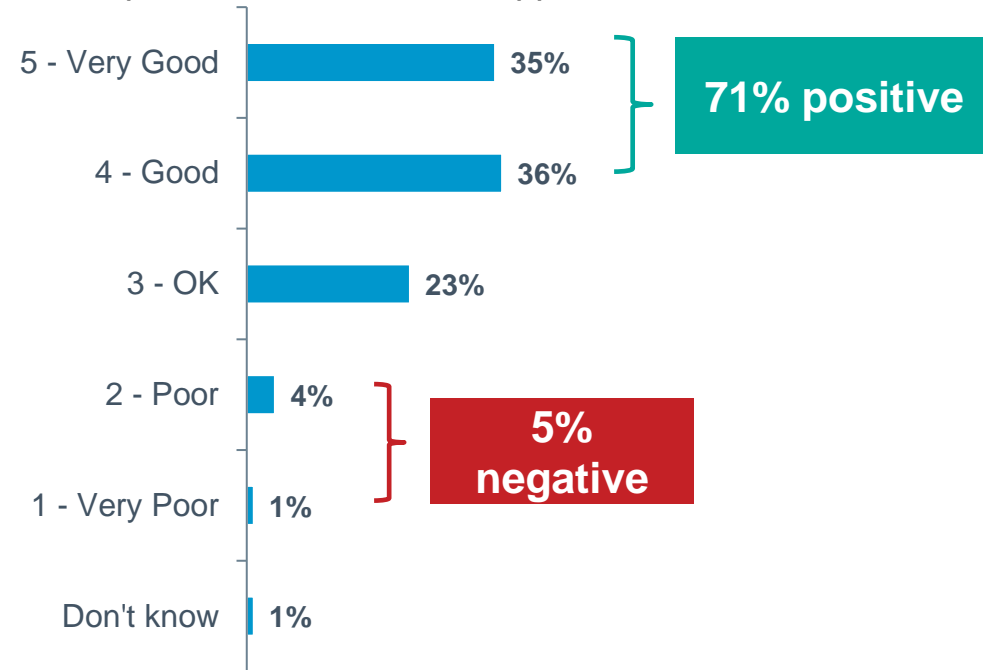
Officers

On a scale of 1 to 5, how would you rate how ECC keeps providers updated on information/opportunities?



Providers

On a scale of 1 to 5, how would you rate how ECC keeps providers updated on information/opportunities?



Lack of joined up working, poor communication and slow response times to emails and calls can be barriers to good working relationships, something which has been picked up in previous years

Officers' barriers to building better relationships

| In a few words, what do you think is the biggest barrier to being able to further build relationships? | No. of responses | % |
|--|------------------|------------|
| Lack of partnership/joined up working | 11 | 24% |
| Communication/responsiveness | 10 | 22% |
| Workload/capacity | 9 | 20% |
| Lack of understanding/appreciation of pressures | 8 | 18% |
| Time pressures | 6 | 13% |
| Financial pressures/funding | 6 | 13% |
| Unclear procedures/pathways | 6 | 13% |
| Lack of staff/recruitment issues | 5 | 11% |
| Lack of face-to-face interaction | 4 | 9% |
| Access to information/notes | 4 | 9% |
| Issues/changes resulting from pandemic | 4 | 9% |
| Trust/openness | 2 | 4% |

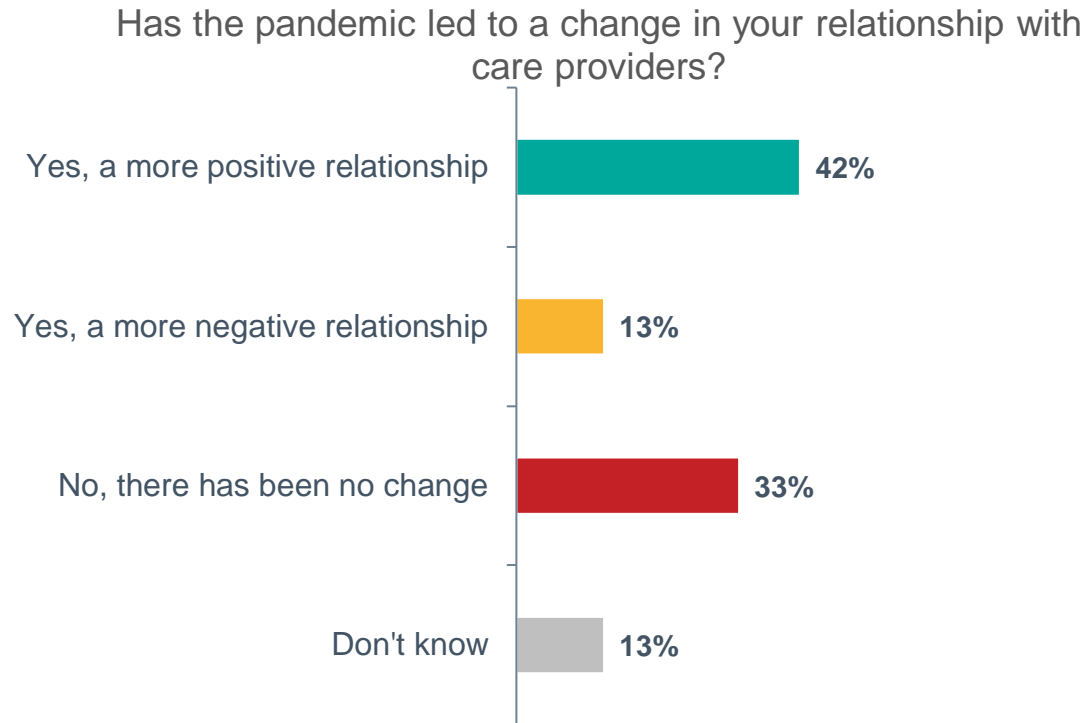
Providers' frustrations about working with ECC

| What one thing frustrates you most about working with ECC? - theme | No. of responses | % |
|--|------------------|------------|
| Not receiving responses to emails/calls | 14 | 30% |
| Lack of/poor communication | 12 | 26% |
| Time taken to resolve issues/make decisions | 9 | 20% |
| Not being listened to/engaged with | 8 | 17% |
| Contacting relevant person | 8 | 17% |
| Funding/fee issues | 7 | 15% |
| Receiving correct paperwork | 4 | 9% |
| Safeguarding follow up | 4 | 9% |
| Effect of home working | 2 | 4% |
| Lack of joined up working | 2 | 4% |

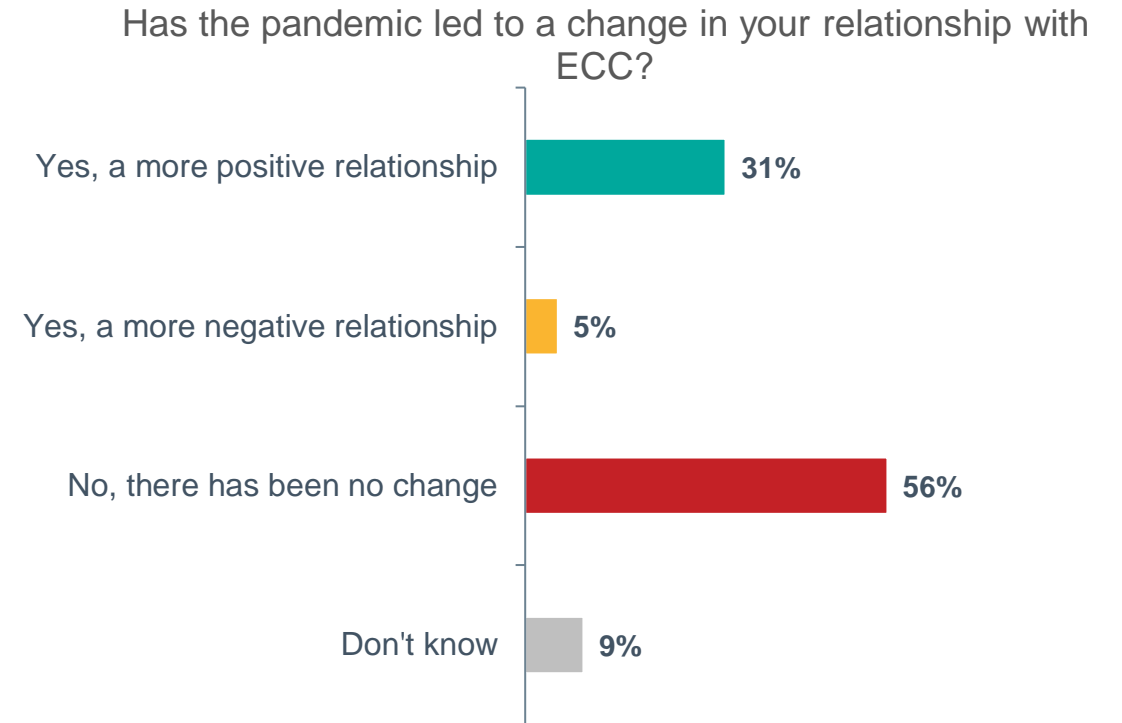
Providers and officers are more likely to think the pandemic had led to a positive change in relationships than negative

Effect of pandemic on relationship

Officers



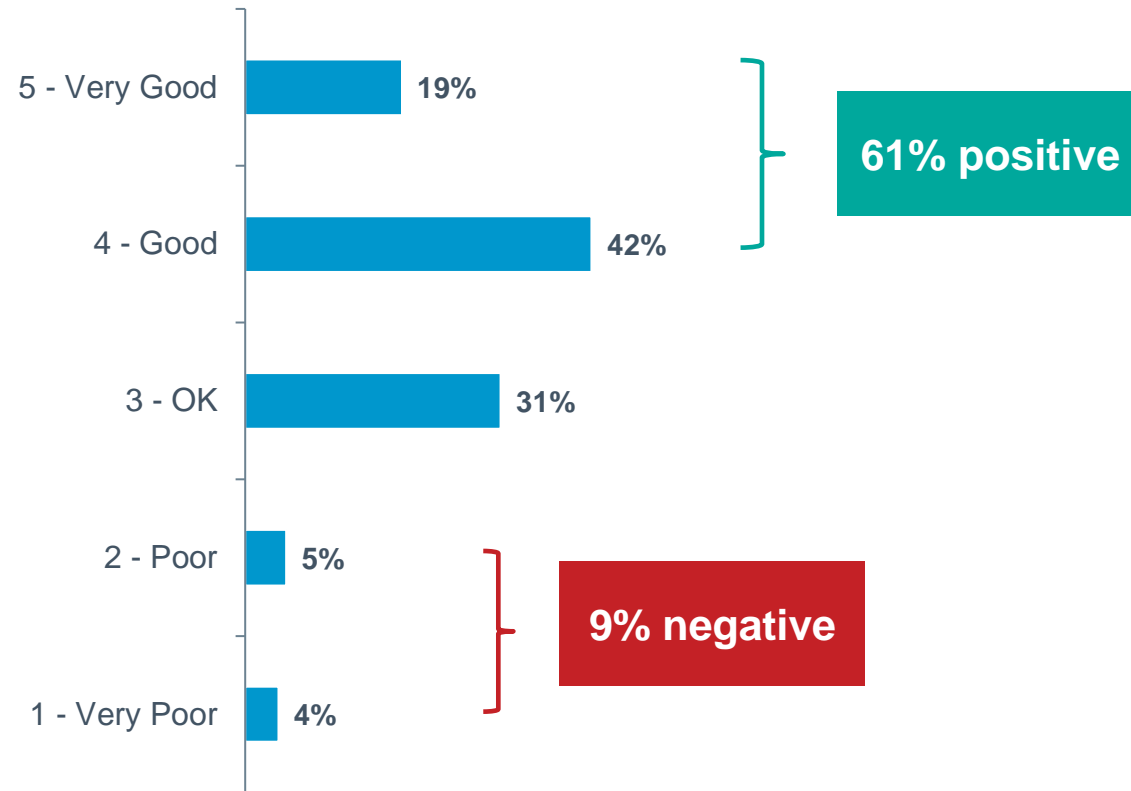
Providers



As seen last year, providers are generally happy with the level of support from ECC during the pandemic, with some thinking communication had improved

Support during the pandemic

On a scale of 1 to 5, how would you rate the overall support from ECC over the course of the pandemic?



MeanScore
3.67

Enventure Research recommendations

Recommendations

Review response times to emails and assess ways they can be improved

Review how ECC keeps providers updated on information and opportunities, and assess where improvements can be made

Focus on improving partnership working and joined up working practices between ECC and providers

Use the same questions for the 2022 survey to assess impact of improvements made as a result of the 2021 survey results

Review how the 2022 survey can be better promoted with providers and officers to increase response numbers to allow for more meaningful analysis by subgroups