

Cafcass National Adult Service User Feedback Survey 2014

1. Context and Aims

1.1 Context

This report sets out the findings of the 2014 National Adult Service User Feedback Survey undertaken by Cafcass (the Children and Family Courts Advisory and Support Service). The survey was commissioned and sponsored by Anthony Douglas, Chief Executive. Cafcass has committed to implement a programme of surveys for 2014-15 (Cafcass National Business Plan) and to systematically gain feedback from children and families about the impact of Cafcass' work on them (Cafcass Strategic Plan 2013-15). This national survey was conducted by the Policy team which is located in the Cafcass National Office, and which is independent from the operational line of management.

The methodology followed that of the 2013 survey, with the addition of one question asking participants whether or not they were legally represented. The 2013 and 2014 survey methodologies were approved by the Research Governance Committee. Specific elements were reviewed and approved by the Head of Legal Services and the Information Assurance Manager.

1.2 Aims

The aim was to survey the views of a sample of service users of private law services. The survey was designed to capture data relating to the quality and impact of Cafcass' work. Quantitative questions were included to establish a benchmark of service user satisfaction, using a five- or three-point scale from 'excellent' to 'very poor'. Open-ended questions were used to seek feedback from service users, explaining the reasons behind the 'grades' they awarded in respect of each of the measures of satisfaction.

2. Methods

2.1 Sample

The sample was drawn from cases which were closed on Cafcass' Case Management System (CMS) between six and twelve weeks prior to the start of the survey (30 May to 11 July 2014). Cases were eligible for inclusion in the survey sample if they included an application under s8 of the Children Act (1989)¹ and included Work After First Hearing (WAFH)². Cases were excluded from the sample where:

- the final hearing, recorded on CMS, took place before 31 December 2013;
- Cafcass did not have a telephone number for both adult parties;
- the final legal output was recorded on CMS as 'unknown'. This was to minimise, as far as possible, the risk of surveying adult parties in ongoing cases.

As in 2013, 170 cases were selected, providing 355 potential survey participants (comprising 155 cases involving two participants, and 15 cases involving three). The number of cases

¹ Only those s8 cases where the primary application was recorded on CMS as Residence or Contact were included. In the 2013 survey, only those applications for Contact and/or Residence were included, which represented c.86% of total private law caseload.

² For the purposes of data collection, WAFH was defined as cases including a Section 7 report.

selected from each service area was proportionately weighted by each area's percentage of case closures in Quarter 1 2014/15. Appendix 1 sets out how many people were selected per service area, alongside the number of participants (people who responded to the survey) per service area.

Applicants and respondents from each of the 170 cases were included in the sample, and attempts were made to contact all potential participants. No participant was excluded on the grounds that the other party/ies in the case was/were unwilling to take part in the survey.

2.2 Gaining consent

As in the 2013 survey, an "opt out" approach was adopted. Letters were sent to potential participants three weeks in advance of the survey. Participants were offered three methods by which to inform Cafcass that they did not wish to participate: telephone, email and letter. Participants were also informed at the beginning of the phone call that they could choose to opt out at any time.

To ensure that the survey was inclusive, the letter offered special arrangements for speaking on the telephone, such as a translation service or the opportunity to respond in writing, upon request. One participant asked for a translation service at the point we contacted her by telephone. This was successfully provided.

2.3 When to contact Service Users

Service users were contacted between 21st August and 18th September 2014; there were at least three attempted contacts per service user – once each in the morning, afternoon and evening, not necessarily on the same day.

2.4 Questions

Six questions were asked. The first question asked whether or not the participant was legally represented or had sought other assistance, such as a McKenzie Friend or help from a voluntary support agency. The next three questions (numbers 1b to 3) sought feedback about the service provided by Cafcass; the last two questions (numbers 4 to 5) sought feedback on Cafcass' contribution to the court proceedings.

3. Survey results

3.1 Overview

Of the 355 service users contacted to take part in the survey 90 people (25%) were excluded because: permission letters were returned due to an incorrect or outdated address; we had an incorrect telephone number; a new court application had been received; or the case had reopened. After subtracting these 90 people from the total of 355 we were left with 265 potential participants.

134 of the potential participants did not take part in the survey: 81 did not answer their phone; 21 asked to be called back another time but did not answer their phone; 20 opted out when telephoned; and 12 opted to participate through a written survey but did not return it.

131 service users took part in the survey. The sample of 131 constitutes:

- A response rate of 49% (131 of the 265 potential participants).

- 2.6% per cent of the total number of applicants/ respondents (n=4981) in cases which concluded between 30 May to 11 July 2014, in respect of which Cafcass was asked to provide a section 7 report.

Of the 131 survey participants:

- 66 were applicants, 65 were respondents;
- 58 were male, 73 were female;

58 responses were derived from cases in which we spoke to either an applicant or a respondent, but not both. We referred to these in the 2013 study as the 'different case group'. The other 73 responses were derived from 34 cases in respect of which we were able to survey more than one participant. We referred to these in the 2013 study as the 'same case group'. Fifty-eight of the responses were cases where we spoke to two participants from a case. Fifteen responses were cases where we spoke to three participants from a case.

3.2 Variables

The 2013 report found that the results were not influenced by the gender or status (applicant or respondent) of the participant. It also found that the results were not influenced by whether the participants belonged to the 'different case' or 'same case' groups. Therefore, the results of this survey were not analysed by any of these variables.

The results of the survey were analysed using the variable of Litigant in Person (LIP) or non-Litigant in Person (non-LIP), derived from Question 1a, to test whether there was a correlation between this variable and the responses provided by participants. Chi-square tests were performed on the results to test for independence. For the purposes of this analysis, participants who said they had received "other assistance" (e.g. McKenzie Friend or voluntary support agency) were included in the Litigant in Person group. The results in respect of this are set out within the graphs in section 3.3 below, and are contained in tables in Appendix 2.

3.3 Responses

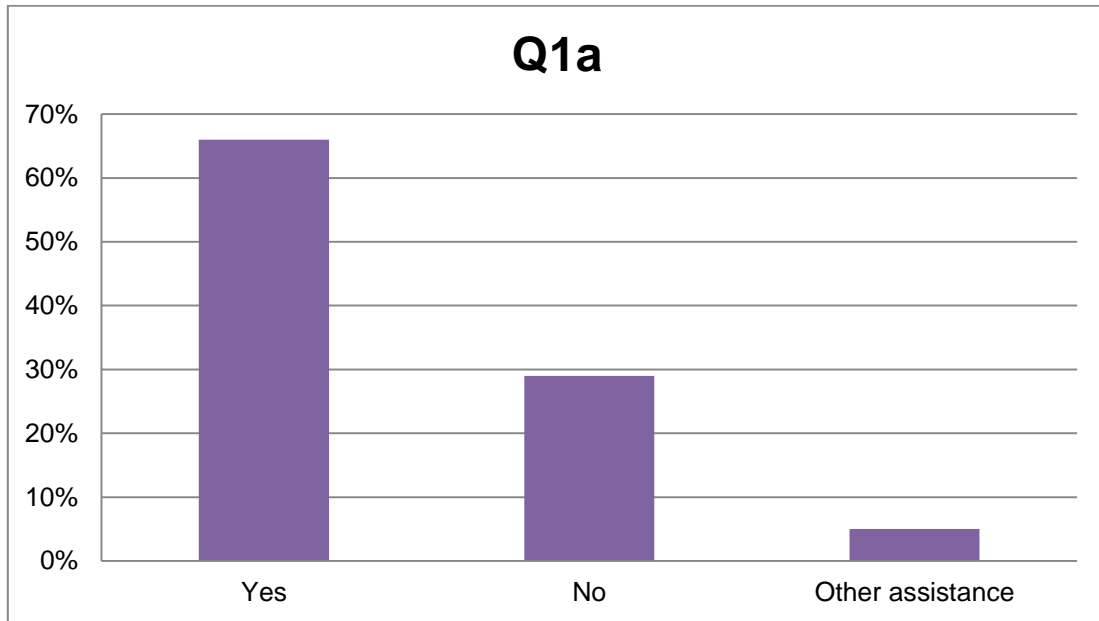
The survey results are presented, in respect of the latter five questions, in three columns:

- First column – the percentage of survey participants who awarded that particular grade.
- Second and third columns – respectively the percentage of non-LIPs and LIPs who awarded that particular grade.

All percentages are rounded to the nearest whole number.

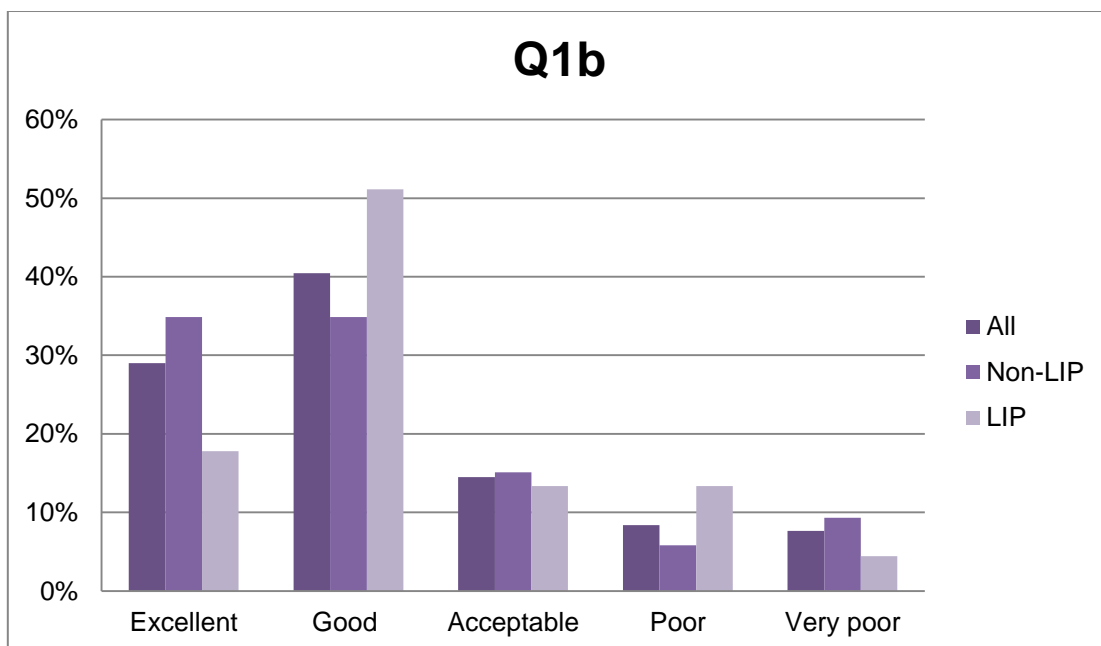
We have not set out the results of the 2013 study within this 'Responses' section, as we do not want to promote the erroneous belief that this is a comparative study. Both samples represent a tiny percentage of cases that meet the criteria for inclusion (3.5% in 2013; 2.6% in this study). The survey does not therefore tell us whether levels of service user satisfaction are rising, falling, or staying at the same level. We make a very brief reference to the findings of the 2013 study in section 4.

Question 1a – Did you access legal advice or were you legally represented at any point before or during proceedings?



- 66% of participants (n=86) had accessed legal advice or were legally represented at some point before or during proceedings.
- 29% (n=38) had not accessed legal advice.
- 5% of participants (n=7) had sought other assistance (such as a McKenzie Friend or help from a voluntary support agency).

Question 1b – Please rate the explanation provided by Cafcass to you about the role of Cafcass in the court proceedings. You may have received such information in an initial letter, and/or it may have been explained to you in person, on the telephone, or by the resources available on Cafcass’ website.



- 69% of participants rated the explanation provided by Cafcass as excellent / good.
- A further 15% rated the explanation as adequate.
- 16% rated the explanation provided by Cafcass as poor / very poor.

Positive feedback from participants included:

- The information was clearly explained and informative.
- Cafcass’ role of safeguarding the child and promoting best interests was strongly communicated.
- There were lots of resources on Cafcass’ website to supplement the letter.

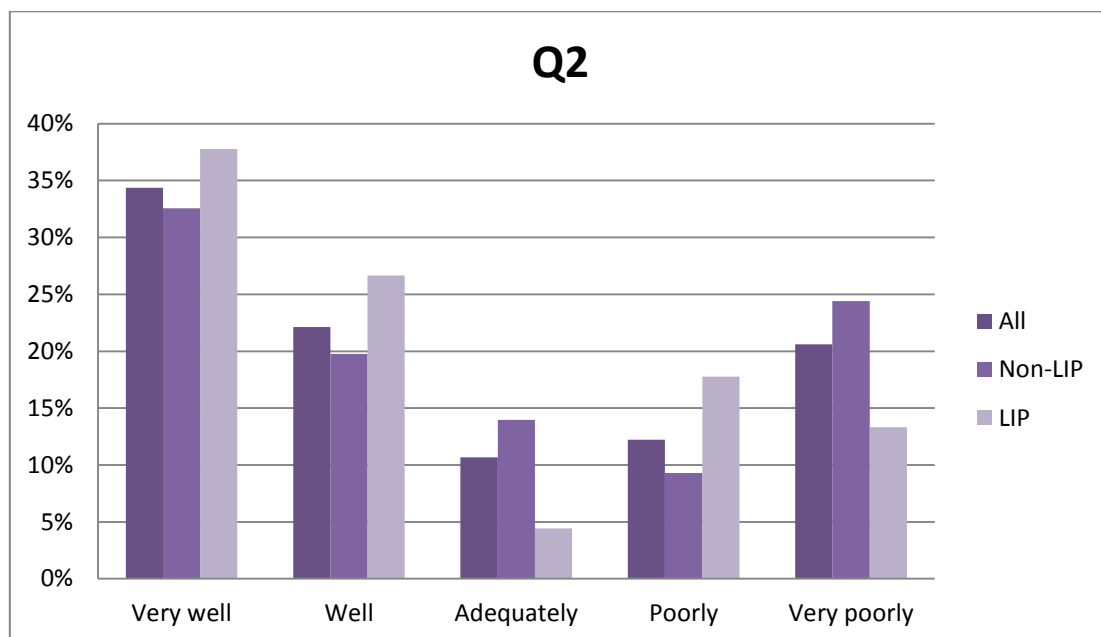
Negative feedback from participants included:

- The information created expectations which were not met; for example about when to expect the first telephone call from the Cafcass officer.
- Cafcass’ level of involvement could have been more clearly explained; it may have been helpful to understand what was not within Cafcass’ remit, as well as what was.

A feature in responses made by LIPs and non-LIPs was the added value of the oral explanation provided by the FCA; a point also included in the 2013 survey. Participants described the oral explanation as reassuring and that it provided clarification. Some participants stated that written information alone would be insufficient without the oral follow-up.

Mother A: “It is really daunting when it’s to do with your child. It was simple enough, the process etc. but I still had a lot of questions so I called and asked questions and had things explained to me, which was really helpful”.

Question 2 – How well do you think the Cafcass officer understood your child/ren’s needs, wishes and feelings and reported them to the court?



- 56% stated that the Cafcass officer understood the child/ren's needs, wishes and feelings very well / well.
- A further 11% stated that the officer understood adequately.
- 32% stated that the officer understood poorly / very poorly.
- Litigants in Person were more positive in their responses to this question than non-LIPs: 65% of LIPs responding "very well" or "well", compared to 53% of non-LIPs. However, this difference was not statistically significant³.

Positive feedback about Cafcass officers included:

- The officer engaged with the child appropriately and effectively; did not pressure the child; made the child feel comfortable; and accurately reported the child's views to the court.
- Officers' use of games, drawing and toys to encourage initial interaction, as well as techniques such as numbers, stickers and feelings charts to approach needs, wishes and feelings.
- The officer spent time understanding the family situation, the impact on the child, and was able to separate the parental dispute from the child's best interests.
- Following completion of their work with the child, the officer provided feedback to the participant, helping them to better understand their child's feelings.

Father A: "I had my views, which they did listen to and understand, but they made me think about things from my children's perspective too. A few things made me question whether it was me that didn't understand the situation properly, rather than my children".

Negative feedback about Cafcass officers included:

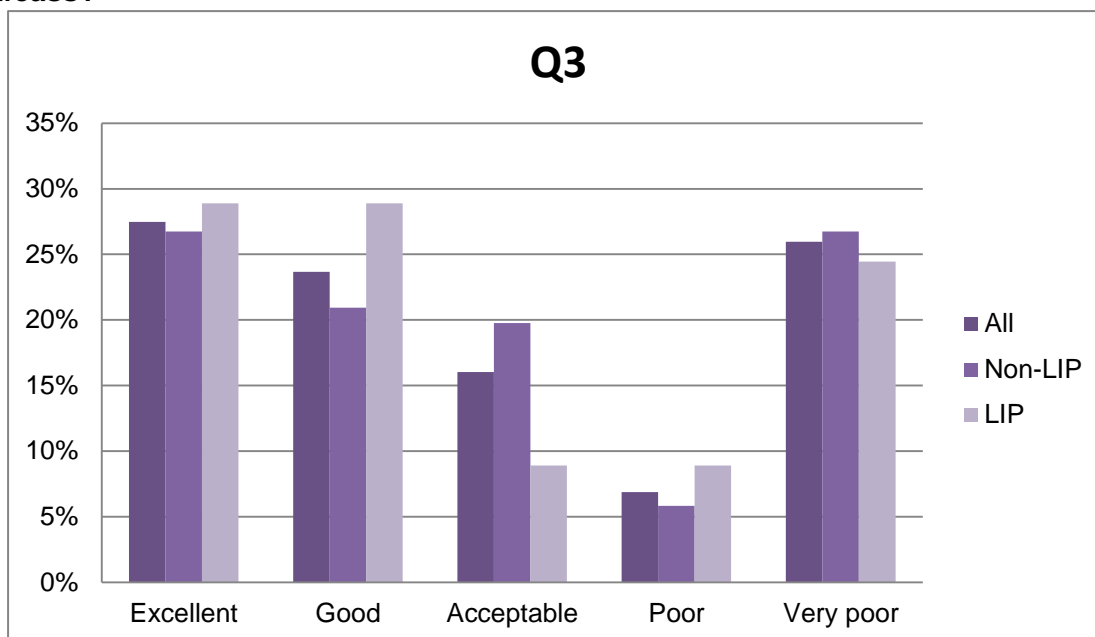
- The time spent with the child was too limited; the child's views were not fully understood; concerns about one parent influencing the child's views were not thoroughly investigated; the child's views were reported inaccurately to the court.
- Where young children's views could not be ascertained, too much emphasis was placed on the views of the adults; alternative methods should have been considered.
- The participant felt disadvantaged by the environment in which the work with the child was completed, or felt disadvantaged by not having the opportunity to demonstrate their relationship with the child in an observed contact setting.
- The officer did not provide feedback to the participant following completion of their work with the child, prompting the participant to feel excluded from information about the child and from developments in the officer's enquiries.

Mother B: "I would have liked for the officer to have spent more time with the children. I'm not sure once is enough to get a proper view."

Cafcass' focus on the child's needs, wishes and feelings was spoken of positively by some participants: "The report was completely directed at the children, which is exactly what should have happened" (**Father B**). Others, however, felt that Cafcass' emphasis on what the child had said was too strong. **Mother C**, for example, was concerned about the weight attached to the views of her older child, who she felt lacked sufficient understanding of the situation, and was being influenced by the father.

³ A Chi-square test gave the result $\chi^2=6.87$ for 4 degrees of freedom, $p=0.143$.

Question 3 – Overall, how would you rate the quality of the service provided by Cafcass?



- 51% of service users rated the quality of service provided by Cafcass as excellent/good.
- A further 16% rated the quality of service as acceptable.
- 33% rated the quality of service as poor / very poor.
- Litigants in Person were more positive in their responses to this question than non-LIPs: 58% of LIPs responding “excellent” or “good” compared to 48% of non-LIPs. Though, again this difference did not reach statistical significance⁴.

Positive feedback from participants included:

- The Cafcass officer was supportive; listened to the participant; spent enough time with the family; and produced high quality work.
- The Cafcass officer’s knowledgeable and professional demeanour reassured the participant; instilled confidence; and encouraged receptive reactions to advice.
- The service was well organised and administered; staff were friendly and helpful; and participants felt comfortable on office visits.

Mother D: “The Cafcass officer was very supportive to my child, obviously trained well in dealing with children, but was also professional with myself as a parent. They made it very clear to me that it was about my child and not me, which was hard to take, but they were firm which was good”.

Negative feedback from participants included:

- The commencement of enquiries was slow and confidence was lost where things were rushed or left too late. This included waiting too long for the first appointment (increasing apprehension for parents and children); short assessments; late filing of reports; and late arrival at court or on visits.
- Phone appointments and visits were cancelled, rescheduled, and did not respect participants’ other commitments.

⁴ A Chi-square test gave the result $\chi^2=3.49$ for 4 degrees of freedom, $p=0.480$

- A lack of support, including about what would happen at court, and how to embed arrangements once proceedings were complete.

Mother E: “It is to do with people's children. People are frantic in this situation. Then when appointments are cancelled or people are really late, it doesn't help matters”.

Father C: “I think there should be more people to do the job, and they should handle fewer cases, which would cut down waiting times.”

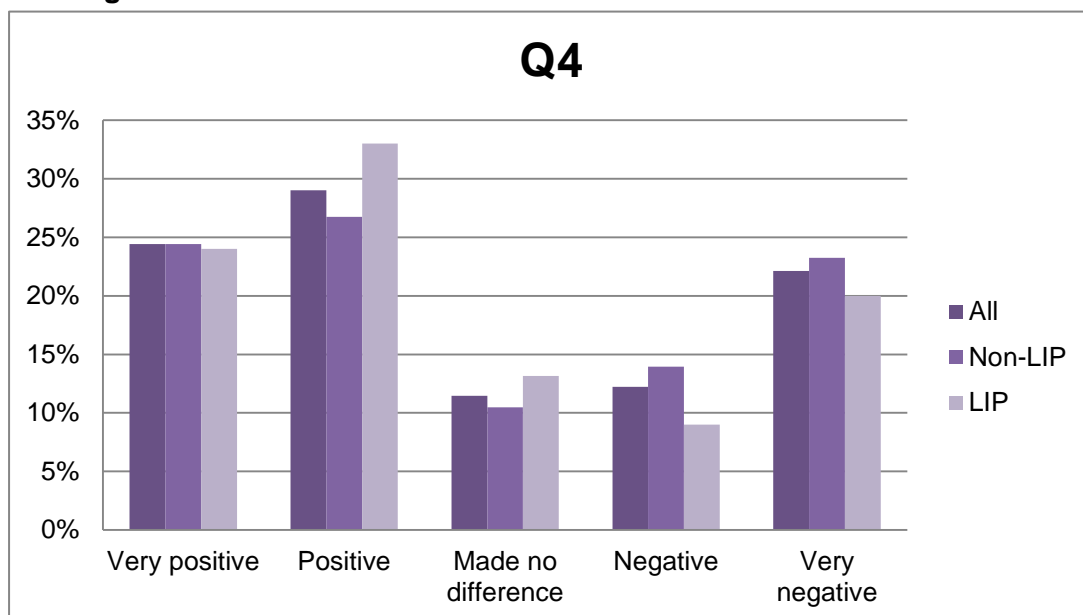
An important part of Cafcass’ service, featuring in both positive and negative responses, was levels of communication. Frequency (or infrequency) of contact with the participant, the helpfulness (or unhelpfulness) of staff in responding to questions, and the returning of (or failure to return) phone calls were cited, positively or negatively, in many responses. Some participants suggested more frequent updates be provided by Cafcass officers; particularly following developments in Cafcass’ work, or if there were administrative or case management difficulties.

Father D: “Just to reiterate, the Cafcass officer I had was pretty good and had a lot of empathy. I had confidence in her to take a well-balanced and judged view. It’s just that the communication was a little bit disappointing.”

In the 2013 survey 17% of participants volunteered the view (i.e. not all participants were asked a question about this) that their response would vary depending upon which Cafcass officer’s involvement they were referring to. In this study 16% of participants volunteered the same view. Where the case had transferred to a different officer, experiences of this process included:

- Insufficient communication with the participant about the transfer.
- Loss of case information in the transfer; having to build new relationships; and distress at re-explaining difficult family circumstances.
- Delay and negative impact on the child. **Father E’s** child moved from one part of the country to another during proceedings. His child’s relationship with the previous team was lost; information between the teams was not effectively transferred; there were delays; and, at a key stage in the child’s journey, opportunities were missed.

Question 4 – How would you rate the contribution that Cafcass made to the court proceedings?



- 53% of participants rated Cafcass' contribution to the court proceedings as very positive / positive.
- 34% rated Cafcass' contribution to the court proceedings as negative / very negative.
- 11% of participants said that Cafcass "made no difference" to their court proceedings. 89% therefore felt that Cafcass did make a contribution, whether that contribution was viewed as positive or negative.
- Although LIPs were slightly more positive in their responses to this question than non-LIPs, with 57% of LIPs responding "very positive" or "positive" compared to 51% of non-LIPs, this difference was not statistically significant⁵.

Positive feedback from participants included:

- Reports were detailed, balanced and provided a thorough analysis of the issues.
- The Cafcass officer was effective as an independent party, separate from the adults, to ensure the child's voice was heard.
- Cafcass' involvement sped up proceedings.
- Cafcass' work was respected by the judiciary and was influential in decision-making.

Father F: "It was the only way my daughter's voice could be heard. It has to be all about the children. If it wasn't for Cafcass my daughter wouldn't have been heard."

In addition to the court proceedings, some participants cited Cafcass' involvement as contributing to improvement in parental cooperation. Comments included:

- Where mediation was ineffective, Cafcass' observation of the child's relationship with both parents and direct work with the family encouraged communication and compromise.
- The completion of a written report focussed the issues in the case.
- **Father G:** 'Without a doubt, without them we would have still been banging our heads together. Cafcass helped determine what the truth was, with their research and written reports.'

Negative feedback from participants included:

- The Cafcass officer was biased or had pre-judged the participant. Concerns about gender bias were expressed by both male and female participants.
- The late filing of reports caused delays, as did the unavailability of the officer to attend court.
- The report did not include enough of the information provided by the participant or inaccurately reflected what the participant considered were the child's views.
- There was not enough time to consider the report before the hearing; it was unclear what forum was appropriate to resolve concerns; or participants felt "fobbed off".

Concerns about bias were exacerbated where the participant believed the Cafcass officer treated them differently from the other party, including:

- Longer time spent with one party; child only observed with one party; report delivered differently to one party; and the officer sitting with one party at court.
- How allegations made by one party against the other were treated. **Father H:** "Assessments were put in place to see why my daughter didn't want to see me. All of

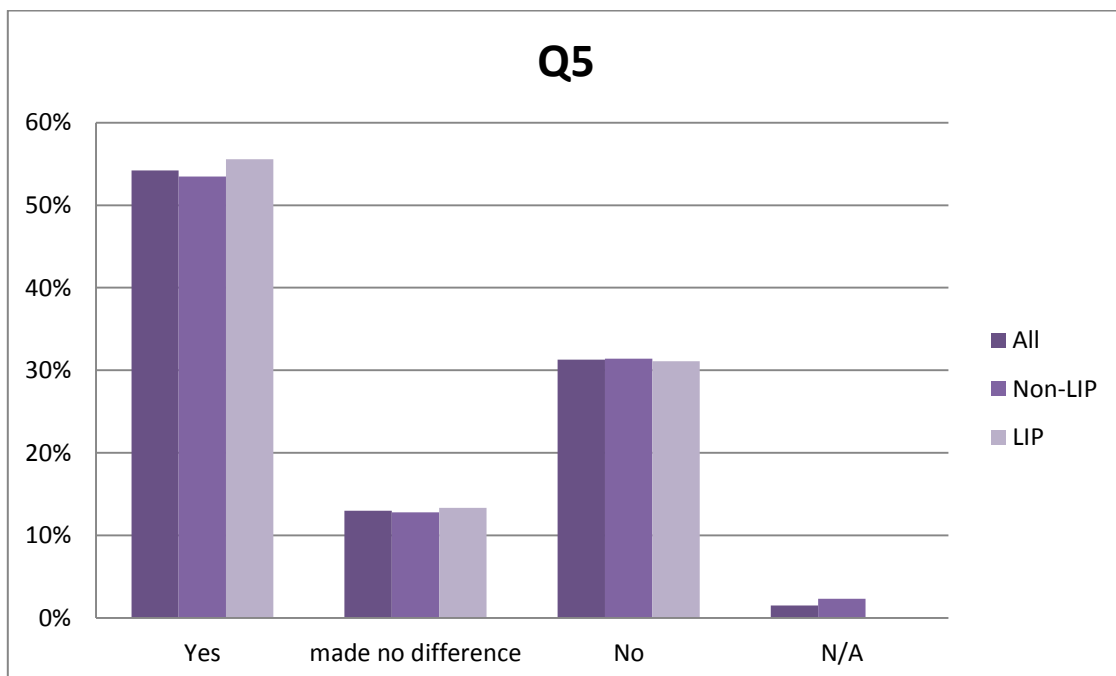
⁵ A Chi-square test gave the result $\chi^2=1.41$ for 4 degrees of freedom, $p=0.843$.

that helped me to show that I was committed and was a good father... But there needs to be responsibility for allegations that are made... Whether accusations were true, or the mother was making them up, either way was detrimental to my daughter's welfare. This was not addressed”.

Feedback provided for answers of “made no difference” included:

- The court did not sufficiently consider issues raised in the report; particularly where the officer did not attend the hearing
- A more thorough assessment was necessary to “make a difference”.
- Cafcass’ involvement was unnecessary, or it made no difference to parties’ relationships.

Question 5 – Do you think that Cafcass’ advice to the court helped it to make a decision that would promote the welfare and safety of your child/ren?



- 54% of participants said that Cafcass’ advice to the court helped it to make a decision that promoted the welfare and safety of their child/ren.
- 31% said that Cafcass’ advice did not.
- 13% responded that the advice “made no difference”.
- 2% of participants said this question was not applicable, as an order was made by consent.

From the same case group, applicants and respondents provided different responses to Question 5 in 23 out of the 34 cases. This indicates that the work done by Cafcass officers is experienced differently among ‘same case’ participants in individual cases.

Points that participants commented positively on included:

- Assessments and safeguarding checks had reassured the parties that arrangements for the child would be safe.
- The officer had recognised the child’s needs and encouraged the child to express their views where they were previously reluctant to do so.

- That the participant's views had been considered and they had achieved their desired outcome, including one example of a case involving grandparents.
- A consistent, reliable routine was now in place for the child to have a relationship with both parents.

Mother F: "My daughter was put in a situation where she had to say her piece, she was reluctant to do it. I did say I didn't think she would talk. In the short time available the officer was able to gain her confidence and talk to her. She established very quickly and very perceptively exactly how my daughter felt. On the Final Hearing Cafcass made the difference. My daughter was so fed up by the whole process, but the report provided by Cafcass gave us the hope to go on".

Positive feedback directed at Cafcass' focus on the child's best interests included:

- Reports were child-focussed and correctly assessed the child's welfare needs.
- That the officer went "above and beyond" (**Father I**) their role to ensure arrangements were a positive experience for the child
- The officer provided independent information that otherwise would not have been available to the court, which gave a full understanding of the child's perspective.

Points that participants commented negatively on included:

- Contact arrangements were unsafe, either because progression was too fast; progression was too slow; the child was being forced into contact they did not want; or a limited relationship with one parent would be damaging long-term.
- The child's views had not been listened to or the child's views did not tally with their best interests; more thorough work was necessary.
- Pre-court issues had not been resolved; the other party's lies remained undetected; or court orders were not being followed.
- Safeguarding concerns were not thoroughly investigated.

Mother G: "I had a lot of safeguarding concerns. In comparison to a lot of cases it probably seemed like nothing to the officer, but my child is my world. If I have concerns about the father they are very real to me, although they may be small concerns in comparison to some that a Cafcass officer hears".

Negative comments also included that proceedings did not sufficiently provide for the future:

- Recommendations to the court only maintained the status quo, or were based on the short-term.
- A follow-up appointment with the child, to ensure the decision was right, should have been completed.
- The court should have provided a more comprehensive plan for long-term arrangements.

Mother H: "One thing I will say is that it ended very loosely. In court it was advised for 6 contact sessions and then out into the community, as long as we felt my child was safe. Then the court case was closed. Now things have taken a turn for the worse, and we feel lost. We don't want to go through the courts again but it's not clear what we should do".

4. Summary

To summarise the quantitative data:

- The first three questions related to the quality of service provided by Cafcass. The percentage of participants that rated Cafcass' service as being adequate or above was 84% for Question 1 (explanation); and 67% for Questions 2 and 3 (children's needs, wishes and feelings; and overall quality of service respectively).
- These results are very similar to those of the 2013 survey in respect of Question 1 (89% in 2013), and are the same for Questions 2 and 3 (67% in 2013). As set out in 3.3 above, no inferences should be drawn from this about whether the levels of satisfaction of all users of private law WAFH services are rising, falling or static.
- The last two questions related to Cafcass' contribution to proceedings. For Question 4, 89% of participants saw Cafcass as making a contribution, whether that contribution was viewed as positive or negative. For Question 5, 54% of participants said that Cafcass' advice to the court helped it to promote the child's welfare. These ratings are also similar to last year: 83% for Question 4 and 59% for Question 5.
- The responses from LiPs are, in general, slightly more positive than those from non-LiPs though this difference did not reach statistical significance for any of the questions. The number of LiP responses (45) is much smaller than the number of responses from those who had accessed legal advice (86). A larger overall sample size would be required to establish whether there is a correlation between the variable LiP/non-LiP and response.

To summarise the data from the open-ended questions:

- The three main themes derived from the 2013 survey featured prominently in this year's responses. These are as follows:
 - Participants valued respectful treatment and the manner in which Cafcass officers communicated with them seems to have had a substantial influence on their views
 - Failing to file a report on time, leaving things to the last minute or arriving late for an appointment damages participants' confidence in the service.
 - Transparency and the timely commencement of enquiries foster a sense of satisfaction.
- Further themes derived from participants' responses this year are as follows:
 - The knowledge, experience and professional demeanour of the Cafcass Officer instilled confidence, which encouraged more receptive reactions from some participants. Some of the responses suggest that the Cafcass Officer was successful in helping the participant to view things differently and to resolve the dispute – to stop parties from 'banging (their) heads together'.
 - Participants' opinions of Cafcass are largely based on their experience with their individual Cafcass officer. A change in Cafcass officer can lead to a marked shift in a participant's view about Cafcass' service. The process of transferring cases can be experienced by participants as being stressful.
 - Generally, participants were positive about Cafcass' role in promoting children's best interests, in enabling the child to express a view and to be heard.
 - Where there is dissatisfaction this seems to fall into three categories. The first, which we might term being treated respectfully, is discussed above, relating to the quality communication, whether actions are taken in a timely manner etc. The second relates to the inquiries undertaken by the Cafcass officer and the third to the advice s/he provides to the court. These are self-evidently matters of

professional judgement and it would be unrealistic to expect participants to agree with the Cafcass officer in every case. (However, it is clearly important that the Cafcass officer should do everything s/he can to avoid inadvertently feeding perceptions of bias.)

To reflect upon the methodology and the implications for any future study:

- Repeating last year's methodology (bar one small amendment) saved time and resources in the planning stages. The delivery stage, however, remained resource intensive for the call handlers during the month that telephone calls took place. We estimate that approximately 90-100 hours were spent in total during this time on the fieldwork.
- Asking open-ended questions by telephone facilitates a two-way conversation with the participant and a greater understanding of their views. Fourteen participants requested written surveys. However, only two were returned; one by post and one by email. Telephone therefore remains the most effective method for gathering participants' views.
- In consideration of the resource such a survey requires, and the high level of congruence between the findings in successive surveys, we wonder whether a 'law of diminishing returns' applies to the learning derived from them. The Cafcass Management Team and Quality Committee may wish to consider whether this survey should be repeated next year and, if so, what form it should take.

Appendix 1: Survey sample breakdown by service area

The table below shows the survey sample breakdown by service area. Column two shows how many case closures there were per service area during Quarter 1 (April to June 2014). Column three shows this as a percentage. Column four shows the number of people selected proportionately for the survey per service area, based upon percentage of case closures. Column four shows the number of survey *participants* per service area.

Service area	Total	%	Sample		Participants	
A1	689	5%	18	5%	6	5%
A2	508	4%	14	4%	4	3%
A3	824	6%	21	6%	10	8%
A4	469	3%	10	3%	6	5%
A5	538	4%	14	4%	3	2%
A6	471	3%	10	3%	5	4%
A7	864	6%	21	6%	7	5%
A8	679	5%	21	6%	11	8%
A9	1183	9%	31	9%	14	11%
A10	591	4%	14	4%	3	2%
A11	1120	8%	28	8%	13	10%
A12	847	6%	22	6%	7	5%
A13	419	3%	10	3%	0	0%
A14	1089	8%	28	8%	6	5%
A15	2179	16%	55	15%	21	16%
A16	656	5%	19	5%	2	2%
A17	655	5%	19	5%	13	10%
Total	13781	100%	355	100%	131	100%

Appendix 2 – Survey results breakdown by LIP variable

Q1b	Non-LIP	Non-LIP %	LIP	LIP %	Total	Total %
Excellent	30	35%	8	18%	38	29%
Good	30	35%	23	51%	53	40%
Acceptable	13	15%	6	13%	19	15%
Poor	5	6%	6	13%	11	8%
Very poor	8	9%	2	4%	10	8%
Total	86	100%	45	100%	131	100%

Q2	Non-LIP	Non-LIP %	LIP	LIP %	Total	Total %
Very well	28	33%	17	38%	45	34%
Well	17	20%	12	27%	29	22%
Adequately	12	14%	2	4%	14	11%
Poorly	8	9%	8	18%	16	12%
Very poorly	21	24%	6	13%	27	21%
Total	86	100%	45	100%	131	100%

Q3	Non-LIP	Non-LIP %	LIP	LIP %	Total	Total %
Excellent	23	27%	13	29%	36	27%
Good	18	21%	13	29%	31	24%
Acceptable	17	20%	4	9%	21	16%
Poor	5	6%	4	9%	9	7%
Very poor	23	27%	11	24%	34	26%
Total	86	100%	45	100%	131	100%

Q4	Non-LIP	Non-LIP %	LIP	LIP %	Total	Total %
Very positive	21	24%	11	24%	32	24%
Positive	23	27%	15	33%	38	29%
Made no difference	9	10%	6	13%	15	11%
Negative	12	14%	4	9%	16	12%
Very negative	20	23%	9	20%	29	22%
N/A	1	1%	0	0%	1	1%
Total	86	100%	45	100%	131	100%

Q5	Non-LIP	Non-LIP %	LIP	LIP %	Total	Total %
Yes	46	53%	25	56%	71	54%
made no difference	11	13%	6	13%	17	13%
No	27	31%	14	31%	41	31%
N/A	2	2%	0	0%	2	2%
Total	86	100%	45	100%	131	100%