

## Cafcass National Adult Service User Feedback Survey

---

### 1. Context and Aims

#### 1.1 Context

This report sets out the findings from the 2013 National Adult Service User Feedback Survey undertaken by Cafcass (the Children and Family Court Advisory and Support Service). The survey was commissioned and sponsored by Anthony Douglas Chief Executive. It forms one aspect of the Quality Programme of the Cafcass Strategic Plan (2013-15) which commits Cafcass 'to more systematically gaining feedback from children and families about the impact of our work on them'. This national survey was conducted by the Corporate Services team which is located in the Cafcass National Office, and which has no operational responsibilities.

The methodology was informed by a pilot study carried out in A14 in March 2013, and was developed in consultation with members of the policy, governance, management information and legal teams. The survey plan was submitted to, and approved by, the Cafcass Research Governance Committee.

#### 1.2 Aims

The aim was to:

1. Survey the views of a sample of service users of private law services; and
2. Establish, and test, a robust and ethical methodology for a telephone survey that, if successful, would be replicable.

The survey was designed to capture both quantitative and qualitative data, relating to the quality or impact of Cafcass' work. The quantitative data forms a benchmark of service user satisfaction, using a five- or three-point scale from 'excellent' to 'very poor'. The qualitative data comprises 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

Cases were eligible for inclusion in the sample if they:

1. Included an application under s8 of the Children Act (1989); and included Work after the First Hearing (WAFH) as this entails more substantial work than is undertaken in Work to First Hearing (WTFH), in particular because children are not seen in WTFH, in line with Practice Direction 12B (Family Procedure Rules 2010).

## Cafcass National Adult Service User Feedback Survey

---

2. Were closed to Cafcass 6 to 12 weeks before the start of the telephone survey.<sup>1</sup> This was considered to be an optimal time period for reflection by users on their experience of Cafcass' services, while still enabling detailed recollection;
3. Cafcass had a telephone number for both adult parties.

Cases were excluded from the survey where the final legal output was recorded as 'unknown' to minimise the risk of our surveying adult parties in on-going cases. As this comprised 61% of the cases that met the above criteria we checked the final legal output of the 130 cases that formed the sample (see 2.2) and established that 60% of them had a s8 legal output type, compared to 55% in the full closed case sample (10<sup>th</sup> June to 19<sup>th</sup> July). Case outcome is therefore not considered to be a source of bias.

To avoid an 'outcome bias' – responses influenced by the outcome of the case – we aimed to contact an equal number of applicants and respondents, and to contact as many applicants and respondents *from the same case* as possible.

### 2.2 Sample size

The aim was to survey 170 service users, which equates to an average of 10 users per service area. We took the view that surveying primarily by telephone, and obtaining qualitative (as well as quantitative) data was more important than achieving a higher number of respondents but generating more superficial data.

On the premise that not all service users would consent to take part in the survey (the A14 pilot study had a 59% response rate) we selected 170 cases (346 potential participants); making use of a random sequence generator to select the cases that would be included in the final sample.

To conduct a national survey we decided to select cases from each service area, with the number of cases selected from each area being adjusted so that it was in line with that area's percentage of the national case stock during Quarter 1 (April to June 2013)<sup>2</sup>.

Of the 346 service users contacted to take part in the survey 63 people (18%) 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 63 people from the total of 346 we were left with 283 potential participants.

153 of the potential participants did not take part in the survey; 132 did not answer their phone and 17 opted out when telephoned. (The other four opted to participate through a written survey but did not return it – see 2.3 below.)

130 service users took part in the survey. The sample of 130 constitutes:

- A response rate of 46% (130 of the 283 potential participants).

---

<sup>1</sup> The time period was between 10 June and 19 July, other than if the final hearing date was before January 2013 (approximately 2% of the cases).

<sup>2</sup> Appendix 1 sets how many cases were selected per service area, alongside the number of participants per service area.

## Cafcass National Adult Service User Feedback Survey

---

- 3.5% per cent of the total number of applicants/ respondents (n=3685) in cases which concluded between 10 June and 19 July, in respect of which Cafcass provided a s7 report.

The fact that just over one-half of the potential respondents did not answer their phones, or declined to take part in the survey, may have introduced to the results a non-response bias (a bias that results when participants differ in meaningful ways from non-participants).

### 2.3 Gaining Service Users' consent

An 'opt out' approach was used to gain the consent of service users to participate in the survey. Letters were sent to potential participants advising them of the survey, and our intention to telephone them. Three means of contact were provided (postal address, e-mail, and a telephone number) should service users wish to opt-out, and service users were informed at the beginning of their telephone call that they could opt out of the survey at any time.

Service users were assured that their responses would (i) be treated confidentially; (ii) not influence any subsequent proceedings or court decisions; and (iii) would be reported anonymously.

To ensure the survey was inclusive, alternative ways of participating were offered, such as the provision of a translator, or the opportunity to respond in writing by post or email. These responses were included within the survey results in the same way as responses provided on the telephone. Seven written copies of the survey were sent out; four by email and three by prepaid return post. Of the seven written surveys sent out three were completed and returned.

### 2.4 When to contact Service Users

Service users were contacted between 2<sup>nd</sup> and 27<sup>th</sup> September 2013; there were at least three attempted contacts per service user – once each in the morning, afternoon and evening, not necessarily on the same day.

### 2.5 Questions

Five questions were asked. The first three questions sought feedback about the service provided by Cafcass; the last two questions sought feedback on Cafcass' contribution to the court proceedings.

Each participant was asked, for each question, to provide an overall 'grade' on a five- or three-point scale. This allowed us to perform a quantitative analysis of the results. Participants were then invited to expand upon their responses, providing more detailed feedback of their experiences and enabling us to see if any themes emerged from the responses.

## Cafcass National Adult Service User Feedback Survey

---

### 3 Survey results

#### 3.1 Overview

Of the 130 survey participants:

- 68 were applicants, 62 were respondents;
- 68 were male, 62 were female;
- 51 of the applicants were male (75%), 17 were female (25%);
- 17 of the respondents were male (27%), 45 were female (73%).

The percentage of male applicants compared to female applicants does not reflect the total number of all applications by gender received by Cafcass between 1 April 2013 and September 2013 (52% female and 48% male applicants). This may result from the relatively small survey sample.

72 responses were derived from cases in which we spoke to either an applicant or a respondent, but not both. We refer to these as the 'different case' group.

The other 58 responses were derived from 29 cases in respect of which we were able to survey more than one party. In 28 of these cases we surveyed both an applicant and a respondent; in the other case we surveyed two applicants but no respondent. We refer to participants derived from these 29 cases as the 'same case' group.

#### 3.2 Variables

The results of the survey were analysed using the following variables to test whether there was a correlation between them and the responses provided by participants:

- a) Status as applicant or respondent.
- b) Gender.
- c) The responses being derived from the same case group or the different case group.

There does not appear to be any correlation between any of the above three variables and the survey responses. Variable (a) status as applicant/ respondent is set out within each of the graphs in section 3.3 below. The results in respect of variables (b) gender, and (c) same case/ different case group, are set out in Appendices 2 and 3 respectively.

#### 3.3 Responses

The survey results are presented, in respect of each question, in three columns:

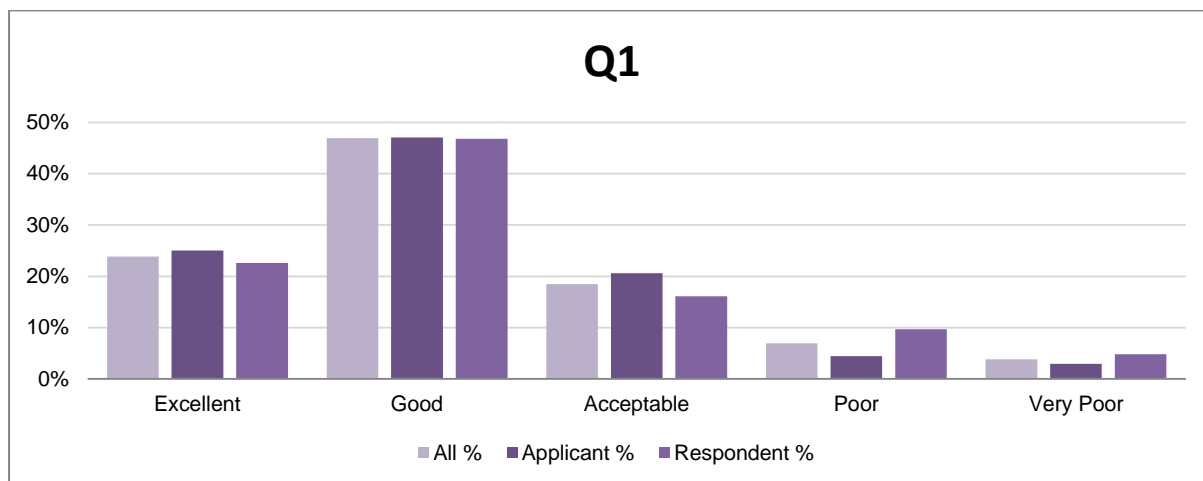
- First column – the percentage of survey participants ('all participants') who awarded that particular grade.
- Second and third columns – respectively the percentage of applicants and respondents who awarded that particular grade.

All percentages are rounded to the nearest whole number.

## Cafcass National Adult Service User Feedback Survey

**Question 1 – 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 be explained to you in person or on the telephone.**

**Fig 1: Q1 responses**



- 71% of participants rated the explanation provided by Cafcass as excellent / good.
- A further 18% rated the explanation as adequate.
- 11% rated the explanation provided by Cafcass as poor / very poor.

Positive feedback from participants included:

- Information received was clearly explained and informative; it had helped participants to understand and prepare for what was going to happen.
- An appreciation of the verbal explanation (provided by the FCA) of Cafcass' role, as this allowed participants to seek clarification.
- The leaflets provided for children promoted an understanding of Cafcass' function.

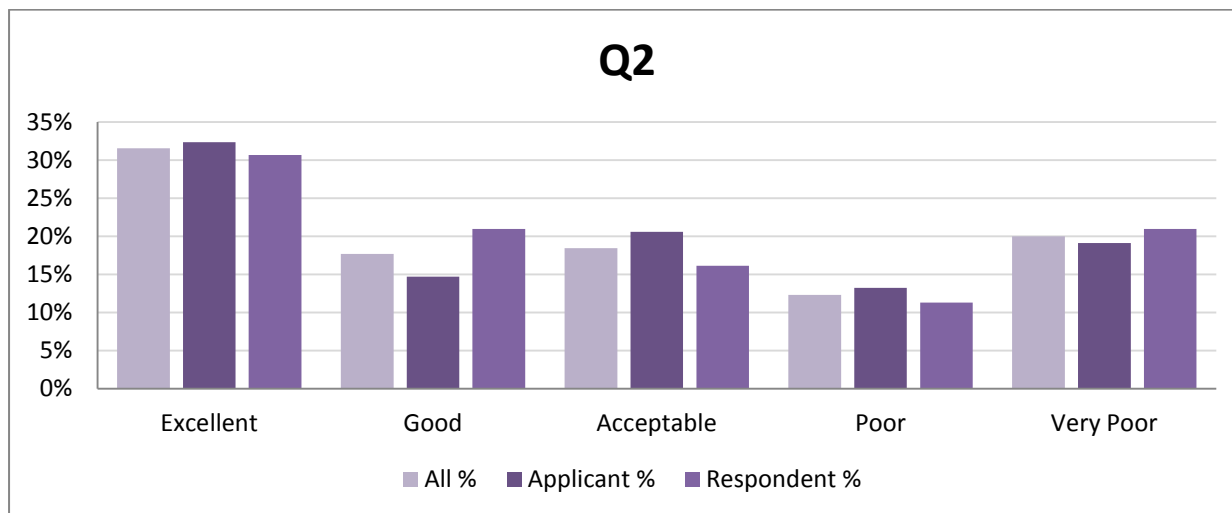
Negative feedback from participants included:

- That Cafcass did not fulfil their role as described in the information and that expectations were not met.
- Information should contain more detail on standard procedures, timescales and the levels of inquiry to expect.

## Cafcass National Adult Service User Feedback Survey

**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?**

**Fig 2: Q2 responses**



- 49% rated the Cafcass officer’s understanding of the child/ren’s needs, wishes and feelings as excellent/ good.
- A further 18% rated the officer’s understanding as acceptable.
- 32% rated the officer’s understanding as poor/ very poor.

Positive feedback about Cafcass officers included:

- The officer made the child feel at ease; spoke on the child’s level; created an environment for the child to talk freely; identified issues; listened to and understood the child.
- The officer acted in the child’s, rather than the parents’, best interests.
- The added value of interviewing the child in the presence of adult parties, as it was felt this was important for assessing parent-child interactions.
- The weight given to the child’s views in the Cafcass officer’s assessment, and the appropriateness of recommendations in reports to court.

**Father A:** “The children seemed much happier after they had spoken to the Cafcass officer”.

**Father B:** “My daughter felt she was being listened to.” “All issues were addressed in the report”.

Negative feedback about Cafcass officers included:

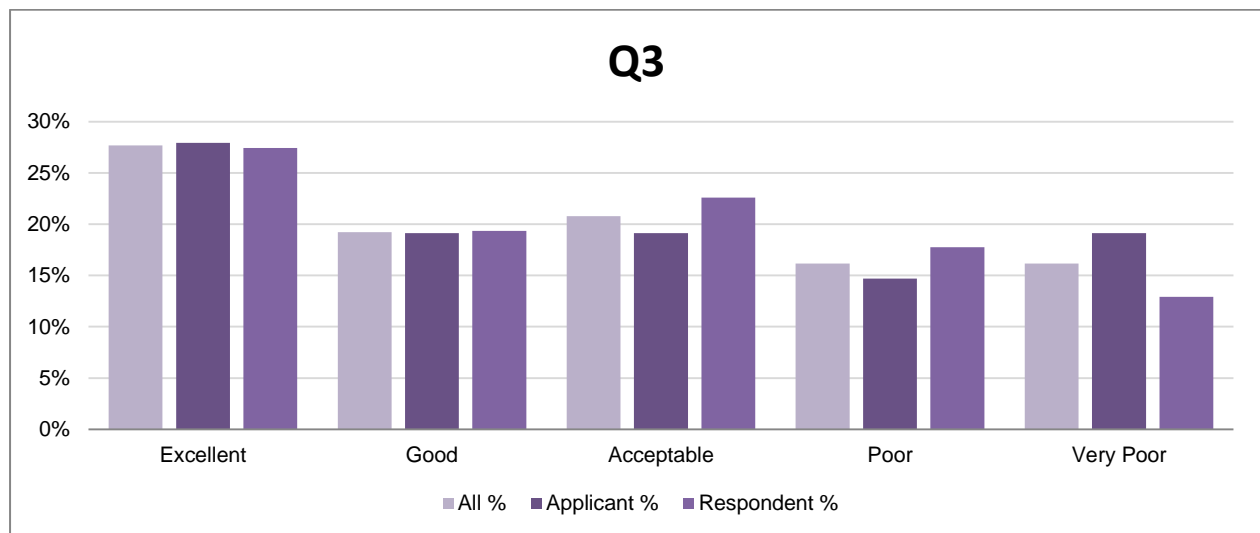
- That the Cafcass officer should have completed a fuller investigation.
- That insufficient time was spent with the child or that interviewing techniques “didn’t push further than the surface” (**Father C**).
- The Cafcass officer misunderstanding the child’s meaning, and recommendations that ignored or went against what the child said.
- The lack of consideration of the other party’s perceived influence over the child’s behaviour.

## Cafcass National Adult Service User Feedback Survey

- The child being interviewed in the presence of the other party, as it was felt this demonstrated a lack of impartiality in investigations.

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

**Fig 3: Q3 responses**



- 47% of service users rated the quality of service provided by Cafcass as excellent/good.
- A further 20% rated the quality of service as acceptable.
- 33% rated the quality of service as poor/ very poor.

#### Positive feedback from participants included:

- Cafcass officers’ experienced and professional approach, ability to analyse the overall situation, and the officer’s focus on the child.
- Cafcass officers’ considerate handling of personal situations, and the building of good relationships with adults and children.
- The use of home visits to gain a fuller understanding of the family situation.

**Mother A:** “The Cafcass officer was brilliant and I couldn’t have asked for anything else. She was a big help”.

**Mother B:** “The Cafcass officer was polite, compassionate and really listened. I was stressed out at the beginning but the service provided such a great help for me and my family”.

#### Negative feedback from participants included:

- An impersonal approach, where participants felt their case became about “box ticking” and was not treated individually.
- Disabilities or health conditions not being fully understood or appreciated.

## Cafcass National Adult Service User Feedback Survey

---

Some participants suggested that further training, in relation to the issues outlined above, be provided to Cafcass staff, or that Cafcass officers with relevant experience be allocated to 'exceptional cases'. **Mother C**, whose child suffers from epilepsy, described her relief upon learning that the Cafcass officer allocated to her case had personal experience of the condition.

Factors featuring in both positive and negative responses included:

- The wider service provided by Cafcass staff, including business support.
- The importance of polite, respectful treatment, timeliness and willingness to help.
- The quality of FCA communication, as this was linked to compassionate treatment; participants feeling they were kept involved; feelings of isolation; and Cafcass meeting people's expectations.
- The scheduling of appointments, especially where participants had to travel long distances or make practical arrangements for other children.
- The Cafcass officer's case management, including the timely commencement of investigations; the filing of reports; meeting court deadlines; the updating of reports with new relevant information before court hearings.

**Mother D** underlined the importance of good communication with children. She described her son's distress when the Cafcass officer stopped replying to his emails after the case closed. She suggested a final email from the Cafcass officer, to explain that her involvement had concluded, would have been more sympathetic to her son's feelings.

**Father D**: "The only thing stopping me from rating 'excellent' is that it took quite some time to get a Cafcass officer involved and when they were involved some of the involvement was quite last minute".

Where participants reported that their opinion of Cafcass' service had changed for the better, reasons for this included:

- Their experience of the service altering negative pre-conceptions of Cafcass.
- Greater understanding of Cafcass' role.
- Improvement of service over a longer involvement.

17% of participants mentioned that their rating would vary depending upon which Cafcass officer's involvement they were referring to. Participants described differences between Cafcass officers in style of working, messages received, and interpretation of their case.

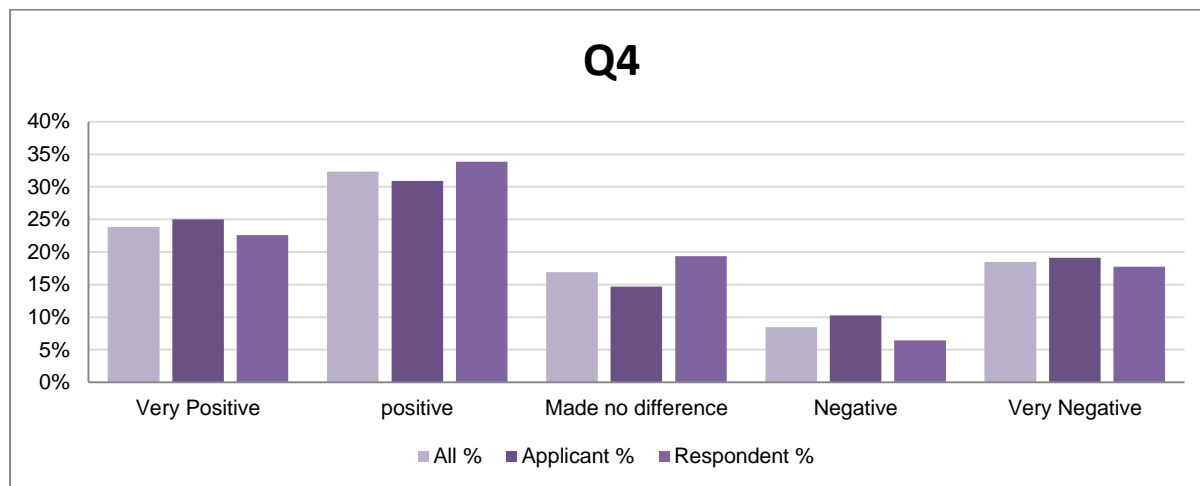
**Mother E** commented on her experience: "there were two Cafcass officers involved. The first was disappointing. The second was fantastic".



## Cafcass National Adult Service User Feedback Survey

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

Fig 4: Q4 responses



- 56% of service users rated Cafcass' contribution to the court proceedings as very positive/ positive.
- 27% rated Cafcass' contribution to the court proceedings as negative/ very negative.
- 17% of participants said that Cafcass "made no difference" to their court proceedings. 83% therefore felt that Cafcass did make a contribution, whether that contribution was viewed as positive or negative.

#### Positive feedback from participants included:

- Cafcass helping to resolve matters quickly and helping the court to progress 'stuck' cases.
- Thorough investigations which set out clearly to the court the family's situation and provided a balanced view.
- Clear reporting of the child's views, with focussed attention on the child's best interests.

**Mother F:** "There were times when things weren't being put how I wanted, but in reality they were best for my children".

#### Negative feedback from participants included:

- Reports containing errors.
- Cafcass causing significant delays to proceedings. Similar points to question 2 were commonly mentioned including bias, 'parental alienation' and insufficient investigations.
- General bias towards the other party, with concerns being linked to: more time being spent with the other party; the other party's views carrying more weight; the Cafcass officer "taking sides"; the participant feeling unsupported.

## Cafcass National Adult Service User Feedback Survey

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

- Court decisions made without Cafcass’ recommendations.
- Dismissed applications or parties reaching an agreement privately.
- Recommendations being “ignored” by the court, where they were viewed as inappropriate or the report lacked information or supporting evidence.

Factors featuring in both positive and negative responses included:

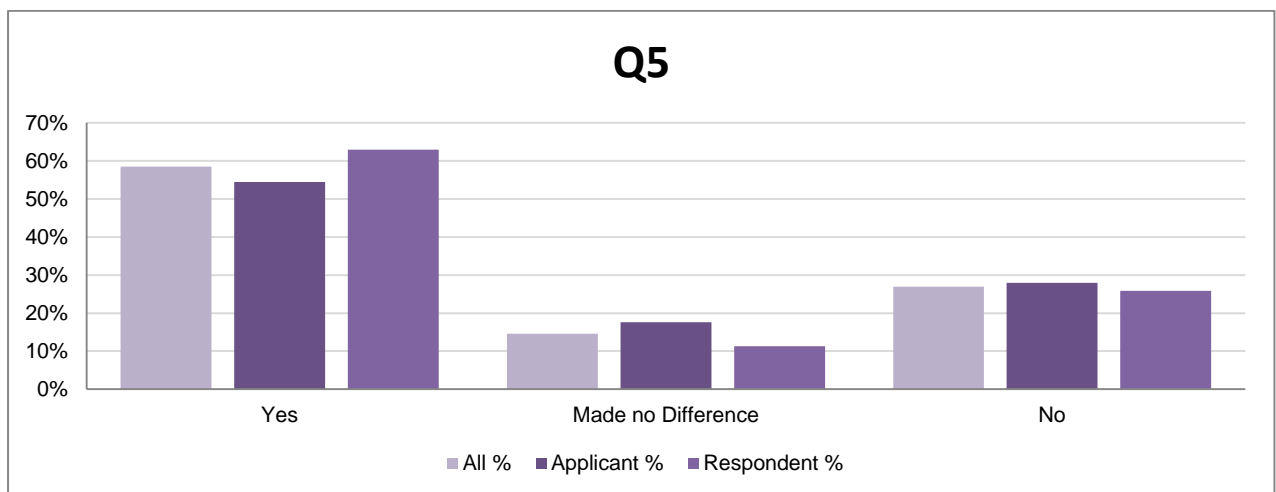
- Cafcass’ assistance to adult parties in court.
- The extent to which the participant felt the Cafcass officer helped and supported them personally in court.

Cafcass’ influence in court was generally perceived as significant in both positive and negative responses. Cafcass’ “background work” was positively viewed for providing a more comprehensive view of the family circumstances than judicial involvement alone would have. Participants typically felt that judges took the lead from Cafcass and that Cafcass’ advice had a large bearing on outcome. These results chime with the findings of the Cafcass Congruence Study (November 2012), which found that Cafcass’ recommendations were accepted in just over 75% of the sampled cases, or 90% when those cases where there was to be a further review of the case by the court were included. The distinction between Cafcass’ role and the court’s was a point raised in some responses, where participants were unhappy with the final court order and therefore questioned Cafcass’ influence or ability to alter the final decision.

**Mother G:** “Cafcass was fundamental to the outcome. No one would have budged it otherwise. What Cafcass did was very extensive and made a big difference”.

### 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?

Fig 5: Q5 responses



## Cafcass National Adult Service User Feedback Survey

---

- 59% of service users said that Cafcass' advice to the court helped it to make a decision that promoted the welfare and safety of their child/ren.
- 27% said that Cafcass' advice did not.
- 15% responded that the advice "made no difference".

Where participants answered "yes", points they commented positively on included:

- Thorough investigations and appropriate recommendations based on the child's best interests, as well as prioritisation and promotion of the child's welfare.
- The Cafcass officer understanding the child's perspective, having high levels of experience, and providing representation for the child's best interests, rather than the parents'.
- Where the participant linked their response to the child's safety with them as a parent, or where they had achieved their desired outcome.
- A positive end result to proceedings that may not have been achieved if Cafcass was not involved.

**Father E:** "Cafcass look out for the child, they're not just one-sided to the mum or dad. I think it's a great service. I don't know if couples would come to an understanding if Cafcass wasn't there. It's good to have a Cafcass officer because they inform the parents as well as looking after the child. The service is invaluable. Every case needs it".

Where participants answered "no", points they commented negatively on included:

- The child not being listened to and Cafcass officers "box ticking", rather than truly considering welfare.
- Advice not promoting safety where contact or residence was awarded to a parent viewed as irresponsible.
- A lack of solution to issues and on-going family difficulties.
- Not achieving their desired outcome at the conclusion of proceedings.

As will be apparent from some of the above responses, whilst our question related to Cafcass' role, some respondents made reference to their perceptions of the shortcomings of the family justice system as a whole. Some saw the court order as irrelevant, as the other party would disregard it, particularly where participants had been through the court process before. Where participants reported that the order was already not being followed, some expressed a lack of ability to fund a return to court.

**Mother H:** "I told Cafcass whatever they said wouldn't make any difference... There is no comeback to make my son's father do what he is supposed to. He doesn't comply with court orders".

## Cafcass National Adult Service User Feedback Survey

---

### 4 Summary/ Discussion

In summary:

- 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 89% for question 1 (explanation); and 67% for questions 2 and 3 (children's needs, wishes and feelings; and overall quality of service respectively). In respect of each question there were considerably more participants that rated our service as excellent/good than there were rated it as poor/very poor.
- The last two questions related to Cafcass' contribution to proceedings. 83% of participants (question 4: overall contribution) and 86% of participants (question 5: promoting the child's welfare) saw Cafcass as making a contribution, with over two-thirds of those who thought Cafcass had made a contribution seeing that contribution as being positive. It is encouraging to receive positive feedback regarding Cafcass' role in helping to resolve matters quickly, and in helping the court to progress 'stuck' cases.
- There does not seem to be any correlation between the survey results and any of the variables we tested: applicant/respondent status; gender; the participants 'belonging' to the Same/Different Case groups.

In respect of the above findings we think that it would be unrealistic to expect all users of a service that works in the field of contested family proceedings to be content with that service. Research (Trinder et al, 2005<sup>3</sup>) has established that parents who reach the courts face 'difficulties of an entirely different magnitude from the wider population from the wider population of post-separation families or the population as a whole' on a range of measures, including the quality of parental relationship and communication, concerns of violence against adults and children, satisfaction with contact arrangements, and levels of distrust and anger with the former partner. In the light of these findings it is not surprising to find polarised views, both very positive and very negative, being expressed within the survey. Although some participants explicitly distinguished between the outcome of proceedings and Cafcass' input to them, it is likely that some participants' views of the service they receive are likely to be informed, either positively or negatively, by the final order of the court.

What can Cafcass learn from this survey? It is important to set out some of the complexities in extracting learning, notably that:

- Different participants hold different views. For instance, in respect of question 2, officers were both praised and criticised for seeing the child in the presence of an adult.
- It is not realistic to 'match' (question 3) the FCA's personal experience to that of the service user.
- It is not within Cafcass' gift to remedy participants' views on the failings of the entire family justice system.

---

<sup>3</sup> Trinder, L., Connolly J., Kellett J., and Notley C. (2005) *A profile of applicants and respondents in contact cases in Essex*. DCA Research Series.

## **Cafcass National Adult Service User Feedback Survey**

---

That said, we think that the key themes derived from the qualitative responses are as follows:

- It is clear that service users place a high value on being treated humanely and with respect. The manner in which FCAs communicate with users may have a substantial influence upon how the latter view Cafcass and, perhaps, the wider family justice system.
- Failing to do what we said we would do, leaving things to the last minute, and missing deadlines all foster a sense of a lack of respect, and dissatisfaction with the service.
- Conversely, the timely commencement of enquiries and transparency regarding the work that the FCA tends to undertake foster a sense of respect and satisfaction.

In respect of the manner in which we undertook this survey, and the implications should the study be replicated:

- Designing and conducting the survey required a significant investment of time and resources. To replicate the study would require fewer resources if the same design were used.
- Conducting a (predominantly) telephone survey requires greater resources than, say, a postal or online study, but it probably elicits a greater number of responses, and a broader range of views than would be obtained by other methods.
- Gathering qualitative data, by telephone, enables us to gain an understanding of some of the factors that influence service users' views.
- There are benefits to a survey being conducted centrally, including the co-ordination of resources and the training of, and support to, staff who conduct the survey.
- However, the methodology is available to Cafcass teams or service areas that wish to conduct local surveys, either of their own volition or as part of a wider service user engagement framework.

## Cafcass National Adult Service User Feedback Survey

### 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 2013). Column three shows each area's percentage of the national case stock during Quarter 1. Column four shows the number of cases selected proportionately for the survey per service area, based upon stock. Column four shows the number of survey *responses* achieved per service area.

Service Area	Total	% Stock	Number of cases when selected proportionately	Achieved number of responses (users rather than cases)
A1	109	5%	8	8
A2	129	4%	7	6
A3	170	5%	9	3
A4	74	3%	6	6
A5	137	6%	10	8
A6	72	3%	5	4
A7	195	8%	14	11
A8	175	4%	7	9
A9	216	9%	15	9
A10	130	5%	8	6
A11	226	9%	15	10
A12	102	5%	9	5
A13	107	3%	5	2
A14	289	8%	14	9
A15	468	15%	25	23
A16	174	4%	6	4
A17	150	4%	7	7
<b>Total</b>	<b>2,923</b>	<b>100%</b>	<b>170</b>	<b>130</b>

## Cafcass National Adult Service User Feedback Survey

### Appendix 2 – Survey results breakdown by gender variable

Q1	Male	Male %	Female	Female %	Total
Excellent	14	21%	17	27%	31
Good	30	44%	31	50%	61
Acceptable	15	22%	9	15%	24
Poor	5	7%	4	6%	9
Very Poor	4	6%	1	2%	5
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>130</b>

Q2	Male	Male %	Female	Female %	Total
Excellent	23	34%	18	29%	41
Good	10	15%	13	21%	23
Acceptable	11	16%	13	21%	24
Poor	9	13%	7	11%	16
Very Poor	15	22%	11	18%	26
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>130</b>

Q3	Male	Male %	Female	Female %	Total
Excellent	17	25%	19	31%	36
Good	13	19%	12	19%	25
Acceptable	13	19%	14	23%	27
Poor	13	19%	8	13%	21
Very Poor	12	18%	9	15%	21
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>130</b>

Q4	Male	Male %	Female	Female %	Total
Very Positive	15	22%	16	26%	31
Positive	23	34%	19	31%	42
Made no difference	9	13%	13	21%	22
Negative	7	10%	4	6%	11
Very Negative	14	21%	10	16%	24
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>130</b>

Q5	Male	Male %	Female	Female %	Total
Yes	41	60%	35	56%	76
Made no Difference	10	15%	9	15%	19
No	17	25%	18	29%	35
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>130</b>

## Cafcass National Adult Service User Feedback Survey

### Appendix 3 – Survey results breakdown by group – same/different

The tables below set out the responses of two groups: 'Different Case' and 'Same Case'. 72 responses were derived from cases in which we spoke to one party - the 'different case' group. The other 58 responses were derived from 29 cases in respect of which we were able to survey two parties: in 28 cases this comprised an applicant and a respondent; in the other case we surveyed two applicants. We refer to these as the 'same case' group.

Q1	Same	Same %	Different	Different %	Total
Excellent	14	24%	17	24%	31
Good	27	47%	34	47%	61
Acceptable	12	21%	12	17%	24
Poor	3	5%	6	8%	9
Very Poor	2	3%	3	4%	5
<b>Total</b>	<b>58</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>130</b>

Q2	Same	Same %	Different	Different %	Total
Excellent	17	29%	24	33%	41
Good	12	21%	11	15%	23
Acceptable	12	21%	12	17%	24
Poor	6	10%	10	14%	16
Very Poor	11	19%	15	21%	26
<b>Total</b>	<b>58</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>130</b>

Q3	Same	Same %	Different	Different %	Total
Excellent	14	24%	22	31%	36
Good	13	22%	12	17%	25
Acceptable	14	24%	13	18%	27
Poor	8	14%	13	18%	21
Very Poor	9	16%	12	17%	21
<b>Total</b>	<b>58</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>130</b>

Q4	Same	Same %	Different	Different %	Total
Very Positive	12	21%	19	26%	31
positive	23	40%	19	26%	42
Made no difference	9	16%	13	18%	22
Negative	4	7%	7	10%	11
Very Negative	10	17%	14	19%	24
<b>Total</b>	<b>58</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>130</b>

Q5	Same	Same %	Different	Different %	Total
Yes	33	57%	43	30%	76
Made no Difference	10	17%	9	6%	19
No	15	26%	20	14%	35
<b>Total</b>	<b>58</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>130</b>