

## **Appendix 2**

### **Phase 1 Consultation Feedback**

#### **Background**

The Phase 1 consultation exercise was conducted over 4 weeks beginning 22 October and ending on 16 November 2012. The consultation was comprised of a number of elements including: -

- Consultation documents and questionnaires mailed directly to service users and their carers/supporters;
- SBC Webpage including an online facility to return the consultation questionnaire;
- Five open invitation public meetings facilitated by the Head of Adult Operational Services or the Independent Review Officer in Yarm, Stockton, Thornaby, Ingleby Barwick and Billingham;
- Five focus groups facilitated by staff within the Mental Health Team at CHAT, Billingham Outreach, 70 Norton Road, S.U.R.G.E., and Thornaby Outreach.

Two versions of the consultation document and questionnaire were compiled and mailed to 307 service users and 43 carers. Service users and their carers/supporters could choose to complete and return a hard copy of the questionnaire or complete an online template.

68 service users completed/returned a questionnaire (22% return). 8 carers/supporters completed/returned a questionnaire (19% return).

#### **Service User Feed Back**

The questionnaire devised for service users contained 26 questions concerning the Adult Mental Health Services provided by Stockton-On-Tees Borough Council (nb. those question numbers not included below related to the opportunity to leave additional comments for each of the main questions). A summary of the results is provided in table form for each question below and where appropriate these are backed up by the key messages from the free comments returned.

Appendix 3 shows the demographic breakdown to the survey responses.

#### **1. What do you consider to be the most important when using existing mental health services for adults?**

	Very Important	Important	Neither Important or unimportant	Unimportant	Least Important	Total
Affordable cost (if you pay a charge for accessing them)	28	14	7	4	0	53
Location - easy to access	41	16	1	0	2	60
Meals provided	8	15	7	4	13	47
Networking/ friendship opportunities	25	18	9	4	4	60
Opening hours suit me	33	24	4	2	0	63
Referral - easy to access service	37	21	4	0	0	62
Staff	49	15	0	0	0	64
Variety of services/ activities/ support available	41	17	3	0	0	61
Other (please specify):						

Respondents value the friendship and networking aspects of the current services. The responses suggest that flexible opening hours are very important and a choice of activities and support is highly valued. Customers value the calibre of staff and appreciate when services are provided with straightforward referral routes.

In response to "Other", comments included:

Continuity of care, understanding staff and a friendly welcoming environment are key attributes that customer's value. Conversely "seeing too many support people" is singled out as a negative by one respondent.

**2. Thinking about Norton Road Day Centre, please tell us how satisfied you are with the following characteristics of that service.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't Know	Total
Cost (if you pay a charge for accessing services)	4	7	6	2	3	6	28
Location	12	14	0	1	0	3	30
The Building	14	11	3	0	0	3	31
Networking/ friendship opportunities	12	12	1	0	0	3	30
Opening hours	10	15	1	0	0	3	29
Staff	20	6	0	0	0	4	30
Variety of services/ activities/ support available	14	11	1	0	1	3	30

All aspects of this service received a high very satisfied or satisfied response rate ranging from 81% concerning the building to 87% concerning location. Satisfaction with cost only warranted a 39% satisfied or very satisfied response.

18 comments were received to qualify the scoring associated with the above, the most frequent comments were supporting the notion of more flexible opening hours.

**4. Thinking about Ware Street, please tell us how satisfied you are with the following characteristics of that service.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't Know	Total
Cost (if you pay a charge for accessing services)	6	3	5	2	2	3	21
Location	14	5	2	1	0	3	25
The Building	15	6	0	0	0	3	24

Networking/ friendship opportunities	10	9	1	0	0	4	24
Opening hours	13	5	2	1	0	3	24
Staff	14	6	0	1	1	3	25
Variety of services/ activities/ support available	9	5	3	1	0	4	22

The range of satisfied and very satisfied responses to this question vary from 64% concerning the variety of services/activities/support available up to 88 % about the building itself.

17 free comments were made to qualify the responses above, the positive comments concerned the staff and their care, the negative questioning the variety of activities available.

**6. If you have a Community Support Worker or a Link Worker, please tell us how satisfied you are with the work they do to support you:**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't Know	Total
Community Support Worker	18	6	0	2	1	0	27
Link Worker	22	6	1	1	2	0	32

There were 27 free comments provoked by this question, substantially supporting the quality and efforts of staff, valuing personal relationships etc, only one comment was directly negative.

**8. Overall, how satisfied are you with the mental health services provided by Stockton-On-Tees Borough Council (namely: Norton Road, Ware Street; Community Support Workers; Link Workers)**

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't Know	Total
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35	7	1	1	2	3	49
71.4%	14.3%	2.0%	2.0%	4.1%	6.1%	100

37 free comments were returned. Norton Road comments included: a lack of awareness of the services available, more support for carers, and more flexibility in opening hours

The free comments on Ware St were either very positive or very negative. Comments on Community Support Workers reflected very personal experiences both good and bad.

**10. Thinking more generally about other mental health services which are available locally, how often, on average do you use the following services.**

	Daily	Weekly	Monthly	Annually	Used in the past, but not now	Never	Total
Billingham Outreach	0	2	0	0	2	33	37
CHAT/GUD BUD (New Horizons)	1	2	2	0	3	28	36
Cleveland Alzheimer's Residential Care Ltd (Cleavearc)	0	0	0	0	0	33	33
Fusion Café	0	0	2	0	0	33	35
Light House Drop In	0	2	0	1	5	27	35
Middlesbrough & Stockton Mind	0	0	0	0	4	30	34
Richmond Fellowship	0	2	0	0	0	32	34

STAMP	0	0	0	0	2	31	33
Steps	0	0	0	0	3	30	33
Stockton Dementia Link Service	0	0	0	0	0	33	33
Stockton Outreach	0	3	1	0	2	30	36
SURGE	0	2	2	1	1	30	36
Sweet Charity Dementia Café	0	0	0	0	0	33	33
The Cabin	0	1	0	1	0	32	34
Thornaby Outreach	0	3	0	0	0	31	34
Young at Heart Friendship Group	0	0	0	0	0	32	32

From the 12 free comments submitted to accompany the above awareness and promotion of the third sector provision appears to be an issue.

**11. If you have never used any of the services listed above or have chosen to stop using this service, please briefly tell us why.**

33 comments were received, the key reason for people not using the non-SBC services appears to be a lack of awareness (7 comments) and/or people being satisfied with the provision they currently receive (7 comments). Some do not feel able to attend services on their own.

**12. Thinking about the range of mental health services that may be available in Stockton-on-Tees in the Future, please tell us what you would most like those services to provide. For example what services and support would you like to see more of?**

48 Comments were received in response to this question including:

- Flexible provision, including opening times
- Variety in choice and provision
- Greater support towards independence
- Prompt and timely support when needed
- Better awareness of existing provision

- Continuity and consistency
- Dedicated units for short breaks/respites
- Advocacy/benefit/financial advice

**13. Have you heard of personal budgets:-**

<b>13</b> Yes – heard of but not applied	<b>11</b> Yes - heard of and applying
<b>7</b> Yes – heard of and receiving a personal budget	<b>32</b> No – not heard of

From 63 responses, 32 individuals are not aware of personal budgets (51%) only 7 people (11%) have seen the process through to securing a personal budget.

**14. If you have a Personal Budget, please say how satisfied you are with by ticking an option in each row below.**

	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>
Accessing a Personal Budget	5	1	1	1	2
Getting paid a Personal Budget	4	1	0	0	1

Reasons for dissatisfaction included the need for a faster process and more clarity about what is involved.

**16. If you are not already in receipt of a Personal Budget, please tell us what would most encourage you to take up a Personal Budget?**

	<div style="display: flex; justify-content: space-between; align-items: center;"> <span>Would encourage me most</span> <span>Would encourage me least</span> </div> <div style="text-align: center; margin-top: 5px;"> </div>				
	1	2	3	4	5
Knowing more about how to apply for a Personal Budget	24	5	6	1	5
Knowing how much Personal Budget I	23	6	9	1	4

would receive					
Knowing how it would impact on my Benefits	24	5	8	2	4
Knowing more about what Personal Budgets can be spent on	21	10	5	1	4
Having more choice about what to spend a Personal Budget on	18	13	5	1	4
Having help to manage the money I receive as a Personal Budget	18	6	7	2	6
Knowing how to opt out of a Personal Budget	17	4	13	1	4
Other (please specify):					

12 comments were returned under the “other” section in relation to encouraging the uptake of Personal Budgets. Amongst these, there was an anxiety about the complicated process and confusion about what can or can not be procured.

**17. Thinking about housing, please tell us if you have ever experienced difficulties with each of the following.**

	Yes, I'm experiencing such difficulties at the moment	Yes, I've experienced such difficulties in the past	No, I've never experienced such difficulties
Securing a mortgage	1	3	48
Keeping up mortgage payments	2	5	44
Looking after your own property (either wholly owned or owned via a mortgage)	3	7	42
Accessing social housing	3	13	34
Securing a social housing tenancy	3	10	37
Keeping a social housing tenancy	2	8	40
Accessing privately rented	3	0	47



housing			
Securing a private rental housing tenancy	3	0	47
Keeping a private rental housing tenancy	1	2	47

10 respondents from 50 (20%) state that they have had issues looking after their own home whilst accessing social housing is highlighted as a problem for 13 (26%) of the respondents to this question.

Of the 21 free comments returned in relation to these housing questions all reflect very personal experiences including financial exclusion, the impact of a person's condition on their ability to manage a tenancy, and a lack of practical advice and support.

**19. Still, thinking about the difficulties you have experienced in relation to housing, please tell us what you think could be done to help others with mental health conditions avoid such difficulties in future?**

Suggestions as to what can be done to help others with mental health conditions avoid housing difficulties again focus on additional specialist advice and support throughout the process.

**20. Are you familiar with the idea of 'Supported Housing'?**

Yes	28
No	37

**21. Would you like to know more about the idea of 'Supported Housing'?**

Yes	12
No	47

**22. Do you know what is included in your care plan?**

Yes	41
No	26

**23. Have you received a copy of your care plan**

Yes	33
No	34

**24. Overall, how satisfied are you with your current care plan?  
Please tick a response in each row below.**

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
25	13	8	2	6

31 comments were received. Some stated that care plans had not been seen, others commented on the supportive or non-supportive staff (including GPs/nurses), and one described the positive impact direct payments had had on their life.

The general tone of these comments is expressing a general lack of awareness about the specific content of individual care plans, even though some were happy with the care that was received.

**26. Finally, in the space below, please share with us any other views or comments you have on the mental health services provided by the Council (namely: Norton Road; Ware Street; Community Support Workers; and, Link Workers), including any general observations/remarks; comments you have about any gaps in service; and, suggestions for service improvements.**

Norton Road	27 comments were returned  General themes include:- <ul style="list-style-type: none"> <li>• Lack of knowledge of the service</li> <li>• More flexible hours</li> <li>• An appreciation of the staff</li> <li>• A dissatisfaction with the cost per session</li> </ul>
Ware Street	17 comments were returned  General themes include:- <ul style="list-style-type: none"> <li>• Lack of knowledge of the service</li> <li>• Appreciation of the physical quality of the facilities</li> <li>• Appreciation for staff</li> </ul>
Community Support Workers	19 Comments were returned  These comments were mostly very positive about the role

	played by Support Workers in people's lives, however a couple were negative.
Link Workers	24 comments were returned  These comments were generally very positive about the reassuring nature of link workers and their support.

Some additional comments were made on the survey documents and these included: needing more advice on benefits and possible entitlement, financial stress, worry over less support provided in future, personal budgets appearing to be a cost cutting exercise, and praise for the support received at Ware Street.

### **Feedback from the 5 focus Groups conducted by Health Staff**

Five focus groups were arranged and facilitated by mental health staff to support the consultation exercise at:-

Thornaby Outreach - 9 service users attended  
 Billingham Outreach – 6 attended  
 Norton Road – 9 service users attended  
 SURGE – 10 service users attended  
 CHAT – 30 attended

The staff conducting the focus groups used the consultation documents and questionnaire as the starting point to begin the conversation at each of the five sessions. Set out below is a summary of key recurring themes and selected individual issues.

The reasons clients attend a specific service include:

- Friendship and shared experiences are all helpful
- An opportunity to get out of the house
- An opportunity to talk to people who understand mental health problems
- A well-deserved break for carers
- Stability in a time of crisis
- Reduces hospital admissions

Clients value:-

- Easy self-referral for access (Thornaby Outreach)
- The only mental health service in Thornaby (Thornaby outreach)
- The only mental health service in Billingham (Billingham outreach)
- Familiar staff help to ensure clients feel comfortable about attending
- 1:1 support
- Volunteering at CHAT – 'I want to help others; I feel proud to be a volunteer'; different volunteering levels and training help build confidence and opportunity to grow as a person.

Development of Services

- Suggestion that male and female support workers should rotate at outreach sessions

- Universally clients would appreciate more choice in activities
- Support for additional community based activities
- Extended opening hours to support additional activities and better coverage
- Advocacy support would be a welcome addition to the offer at all services
- Benefit support and advice is a recurring request
- More opportunities for social and recreational activities.
- Risk Assessments used as an excuse to avoid delivering new activities even when specifically requested (relating to Ware Street).

#### Feedback on specific services

- CHAT – would appreciate additional day time sessions
- CHAT, Lighthouse & Outreach – concern about the use and competence of volunteers
- Stockton Outreach – concerns expressed about a perception that the service is unwelcoming
- Ware Street - Respite is an excellent service, positive comments about the building and its facilities, concerns about costs/charges leading to an acknowledgement that this has adversely affected user numbers.
- Billingham Outreach – concerns about the condition of the venue
- Norton Road – ‘Don’t close the service!’
- Norton Road – service does not lend itself to relocation

#### Personalisation

- Lack of awareness and understanding amongst service users
- Recognitions that staff are confused about personalisation

#### Housing

- Additional advice and support would be desirable
- Complaints about the attitude of Tristar staff

#### Other Comments

- Anxieties about GP referrals to the access team, worries that GPs won’t make referrals due to the potential cost of service.
- Crisis Service – crisis beds need to be available locally
- Financial Assessments – criticisms of a lack of clarity and unfairness.
- SURGE - were surprised that support & LINK workers were part of the review, whilst SBC social workers were not. The clients explained that often care co-ordinators are the main obstacle to attaining services; they think they know best, fail to listen to the clients views. Don’t promote services that service users could benefit from.

## **Feedback from Public Drop In Sessions**

Five sessions were planned, advertised and attended by staff at Yarm Library, SPLASH, Thornaby Pavilion, Ingleby Barwick Community Centre and Billingham Forum. Only 4 individuals attended in total: two in Yarm and two at Splash. The discussions covered issues including:-

- Traditional Day Services are sometimes not conducive to an individual's recovery i.e. being in the company of others who are unwell or acutely unwell.
- Individuals appreciating the role of their link/support workers
- The move to Wessex House – a backwards step as it is much less accessible and more social work time will be spent just on travelling.
- Additional community based services are appealing to provide choice other than traditional day services.
- Charging policy – a disincentive to use statutory services, anecdotally client has moved on to a non-charged voluntary sector provision to reduce costs.

## **The Carer/Supporter Survey Feedback**

The consultation document and questionnaire devised and distributed amongst carers and supporters contained 17 questions. Only 8 completed questionnaires were returned, a summary of the returns and replies to free questions are set out below. It is not possible to make strong conclusions from this feedback given the low response rate.

### **1. Have you been offered a Carers' Assessment?**

**Please select one option below.**

Yes	No	Don't know
7	0	1

### **2. Did you take up the opportunity of a carers assessment**

Yes	No	Don't know
7	0	1

### **3. If you did not take up the opportunity of a carers assessment, why not?**

Two comments were made in relation to never having been offered one, or having received one but no services yet provided.

### **4. How satisfied are you with each of the following**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Your most recent carers assessment (please ignore this if you have not received a carers' assessment yet)	2	1	2	2	0
Your identified needs being met as a result of your carers assessment	2	1	2	3	0
Carers' support groups	1	1	4	1	0
Recognition of your caring role by mental health services	1	4	0	2	1
Advice you have received (e.g. recommendations about services)	3	1	0	3	1
Support for carers	1	2	1	2	1

The number of neutral responses i.e. neither satisfied nor dissatisfied is perhaps an unexpected outcome from certain aspects of question 4 which is not qualified by any of the comments in the free text. It is noticeable that opinion is polarised in reply to the question regarding satisfaction with advice received/recommendations about services. This is perhaps related to the response to the service users' questionnaire suggesting a lack of awareness of all the opportunities for help and support already available, an action point for the future.

5. **If you are in anyway dissatisfied with aspects of the support you receive in your caring/supporting role, if you would like to, please briefly explain why this is the case in the space below.**

Four free text replies were received which are collectively challenging of the quality of the existing service provision. One comment stated that carers know the people they care for better than anyone and that their opinions should be respected.

**6. Which carers' support services do you use?**

Elicited only two named providers:-

- Avalon as a sitting service
- Clifton House

Three respondents suggested that they do not take part in the existing provision

**7. Thinking about the carers' support services that you use, please tell us what you consider to be most important about those services.**

	Most important <span style="font-size: 1.2em;">→</span> Least important				
	1	2	3	4	5
Cost	3	2	1	0	0
Listening Support	6	0	0	0	0
Location: easy to access	2	4	0	0	0
Meals provided	1	1	3	0	1
Networking/ support opportunities	2	3	1	0	0
Opening hours	3	2	1	0	0
Referral: easy to access	3	3	0	0	0
Staff	5	1	0	0	0
Type of service available	3	1	1	0	0
Variety of services/ support available	4	1	1	0	0
Other (please specify):					

In reply to question 7 the qualities carers/supporters value most are similar to the results for service users. Understandably listening support was most important to all six respondents who chose to answer Question 7. Again a personal relationship with staff comes out as important along with flexibility of provision in services.

**8 Overall, how satisfied are you with the carer support services you use? Please tick one option below.**

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2	1	3	1	1

**9. If you are in anyway dissatisfied with any of the carer support services you use, in the space below please briefly tell us what you think could be done to improve them.**

**Please identify specific services as necessary and provide examples if you wish to.**

It was stated that the George Hardwick Foundation does not support those with mental health issues, and that more guidance was wanted on possible listening support services. Another stated that they had tried to contact a service but did not have their needs recognised when they did so.

10. **Thinking about the range of carer support services that may be available in Stockton on Tees in the future, please tell us which services and what aspects of such services you consider to be most important.**

**Please add your suggestions in the box below.**

Comments included: carers support at CHAT Mental Health charity, and having someone to talk to, praising their easy access to a mental health nurse.
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11. **Do you know what is included in you carer support plan**  
**Please tick yes or no below**

Yes	3	No	5
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12. **Have you received a copy of your carer support plan?**

Yes	4	No	3
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13. **Overall, how satisfied are you with your current carer support plan?**

**Please tick an answer in each row below.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
	2	2	3	1	0

15. **In the space below, please share with us any other views or comments you have on the mental health services provided by the Council, including any general observations/remarks; comments you have about any gaps in service; and, suggestions for service improvements.**

Norton Road	Comments included: husband attended Norton Road now he has no support from that area, and husband goes twice a week it is 'the only day service he will go to - the staff are great with him'.
Ware Street	'Wife loves Ware Street'.
Community Support Workers	'Husband's support worker is excellent'
Link Worker	One comment stated that support was previously provided but not now.

The comments contained in the table above reflect all that were returned.



**16. Please share with us any other views or comments you have on the mental health services listed below which are not provided by Stockton on Tees Borough Council**

Billingham Outreach	'Didn't know about this one'
CHAT/GUD BUD (New Horizons)	'Brilliant - listening support – would like carers group'
Cleveland Alzheimer's Residential Care Ltd (Cleavearc)	
Fusion Café	'Very enjoyable, meeting others in similar situations, staff you can talk too.'
Light House Drop In	'My husband is able to attend and gets good support'
Middlesbrough & Stockton Mind	'Good'
Richmond Fellowship	'We use this service once a week. They take him out in the car for two hours'
STAMP	'Good'
Steps	
Stockton Dementia Link Service	
Stockton Outreach	'St John's Durham Road, my husband attends one per week'
SURGE	'From what my wife says, brilliant'
Sweet Charity Dementia Café	
The Cabin	
Thornaby Outreach	'My husband attends this one morning per week'
Young at Heart	
Other (please specify):	

The comments contained in the table above reflect all that were returned.

**17. Finally, thinking about the range of mental health services that may be available in Stockton on Tees in future, please tell us what you would most like those services to provide. For example, what Services and support would you like to see more of?**

**Please provide brief details in the box below.**

Comments included:

I would like to see more continuous care and support as long as the person needs this.

Places like Norton Road so I know he is in a safe place that he feels comfy in and I get a few hours to myself

Respite for carers - drop in for carers with someone who has knowledge of the issues

Trips out and about carers to meet and discuss experiences, etc nice to share and talk to others in the same situation.

The comments contained in the table above reflect all that were returned.

## **Demographic Breakdown of Survey Responses**

### **Service User Survey**

<b>Age</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
20 - 29 years	3	4.7
30 - 39 years	7	10.9
40 - 49 years	16	25.0
50 - 59 years	22	34.4
60 - 69 years	14	21.9
70 - 79 years	1	1.6
Prefer not to say	1	1.6
<b>Total</b>	<b>64</b>	<b>100.0</b>

<b>Ethnic origin</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
White English/Welsh/Scottish/Northern Irish/British	64	96.9
Pakistani	1	1.5
Prefer not to say	1	1.5
<b>Total</b>	<b>66</b>	<b>100.0</b>

<b>Gender</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
Male	31	50.8
Female	30	49.2
Total	61	100.0

<b>Marital status</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
Single	25	43.9
Married	19	33.3
Separated	4	7.0
Divorced	6	10.5
Widower	2	3.5
Prefer not to say	1	1.8
Total	57	100.0

<b>Disability</b> <b>Do you consider yourself to be a person with a disability as described by the Equality Act 2010?</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
Yes	44	77.2
No	4	7.0
Prefer not to say	9	15.8
Total	57	100.0

<b>UK Armed Forces (including Territorial Army (TA) and Reserve Forces)</b>  <b>Do you currently serve in the UK Armed Forces (including Territorial Army) or have you done so previously?:</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
Prefer not to say	6	8.9

**Carer/Supporter Survey**

<b>Age</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
40 - 49 years	2	25.0
50 - 59 years	3	37.5
60 - 69 years	3	37.5
Total	8	100.0

<b>Ethnicity</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
White English/Welsh/Scottish/Northern Irish/British	7	87.5
Pakistani	1	12.5
Total	8	100.0

<b>Gender</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
Male	4	50.0
Female	4	50.0
Total	8	100.0

<b>Marital status</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
Married	8	100.0

<b>Disability</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
<b>Do you consider yourself to be a person with a disability as described by the Equality Act 2010?</b>		
No	8	100.0

<b>UK Armed Forces (including Territorial Army (TA)/Reserve Forces)</b>  <b>Do you currently serve in the UK Armed Forces (including Territorial Army), or have you done so previously?</b>	<b>No. Responses</b>	<b>Percentage (%) of Responses</b>
I previously served in the UK Armed Forces (including Territorial Army/Reserve Forces)	1	100.0