

Understanding and improving fairness in adult social care needs assessment

Submission date 30/12/2025	Recruitment status No longer recruiting	<input type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
Registration date 06/01/2026	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
Last Edited 05/01/2026	Condition category Other	<input type="checkbox"/> Individual participant data <input checked="" type="checkbox"/> Record updated in last year

Plain English summary of protocol

Background and study aims

No one can receive state support for social care without first having a "needs assessment". With over 2 million requests for support each year in England alone, this process is the lynchpin of the social care system: it determines an individual's needs, how they impact their wellbeing, and the outcomes they wish to achieve.

However, working alongside members of the public and social care users through the University of York Curiosity Partnership, we have identified three problems:

1. Little is known about how the needs assessment process works: Previous work demonstrates that people find the needs assessment process difficult. However, most research to date focuses on the outcome of a needs assessment (e.g. the support plan) rather than how Local Authorities arrive at the decision.
2. The public think the process is unfair: In our work developing the proposal, 80% of the public do not have confidence that the procedures used to decide social care applications are fair.
3. There is huge variation in practice between local authorities.

This project has three aims:

1. To understand how/why Local Authorities decide the format of a "needs assessment" for adults with social care needs.
2. To understand what social care users and the public think is a fair social care "needs assessment".
3. To change "needs assessment" processes to make them fairer.

Who can participate?

The study involves two groups of participants.

English Local Authority staff who:

1. Have direct experience of working on or managing staff who deliver needs assessments under the Care Act 2014
2. Are currently working in this area.

People with social care experience who:

1. Are between 18 and 80 years of age
2. Have had experience of receiving a Care Act 2014 needs assessment in England, or are the carer for somebody who has and have indirect experience of the process.
3. Have capacity to consent to participation.

What does the study involve?

The study has two main parts:

Local Authority case studies involving:

1. Desk-based research on social care needs assessment processes (reviewing materials on the Local Authority's website, application forms, and guidance)
2. Interviews with up to four members of staff involved in needs assessment processes at each site (20 staff in total across all sites).
3. Interviews with approximately 8 people who have had a social care needs assessment at each site (40 people in total).

A public survey involving:

1. A small sample of online interviews with members of the public (approximately 30 in total) to inform the design of the survey.
2. A survey with approximately 1,000 participants, exploring what factors and trade-offs are most important to the public regarding social care needs assessments.

What are the possible benefits and risks of participating?

We hope that across all respondents, there are three main benefits:

1. Drawing on extensive qualitative interviewing experience in social welfare research, participants often remark that they enjoy being interviewed and having the opportunity to discuss their experiences of under-explored processes.
2. Interviewees will receive a voucher for taking part in recognition of their time (at the value of £50) and survey respondents will be paid in line with the Prolific panel incentive structure (which is based on the length of the final survey instrument).
3. Some respondents might feel it is a benefit to them to be involved in research which could influence the development of better social policies and Care Act 2014 needs assessment processes in particular.

There is a low risk, likely to be of low severity impact, of someone discussing an issue with a needs assessment process they have experienced with they may find upsetting. The interviewer will be mindful of this risk and will allow participants breaks (or the opportunity to end the interview) should they wish, and the interview schedule is not designed with difficult issues in mind. Finally, we will also provide contacts for appropriate support agencies on social care issues (such as our project partner, Access Social Care).

Where is the study run from?

University of York (UK)

When is the study starting and how long is it expected to run for?

August 2024 to April 2026

Who is funding the study?

National Institute for Social Care and Health Research (NISCHR) (UK)

Who is the main contact?

Dr Jed Meers York, jed.meers@york.ac.uk

Contact information

Type(s)

Principal investigator, Public, Scientific

Contact name

Dr Jed Meers

Contact details

York Law School
York
United Kingdom
YO10 5GD
+44 (0)1904 325747
jed.meers@york.ac.uk

Additional identifiers

Study information

Scientific Title

Understanding and improving fairness in adult social care needs assessment

Study objectives

Ethics approval required

Ethics approval required

Ethics approval(s)

approved 05/08/2024, Health Research Authority West Midlands - Coventry & Warwickshire Research Ethics Committee (2 Redman Place Stratford, London, E20 1JQ, United Kingdom; +44 (0)20 7104 8049; coventryandwarwick.rec@hra.nhs.uk), ref: 24/WM/0121

Primary study design

Observational

Secondary study design

Mixed methods (interview and survey) study

Study type(s)

Health condition(s) or problem(s) studied

Social care needs assessments

Interventions

The empirical data collection in this study falls into two packages of work. The first is a set of 5 Local Authority case studies, where the research team:

1. Undertake desk-based research on social care needs assessment processes (e.g. by reviewing materials made available on the Local Authority's website, application forms and guidance provided to staff, etc).
2. Interview up to four members of staff involved in needs assessment processes (either individually, or within a small focus group format).
3. Interview people who have had a social care needs assessment (approximately 8 per site).

The second is a survey with members of the public (around 1,000 participants in total). This package of work will involve:

1. A small sample of online interviews with members of the public (approx 30 in total) to to inform the design of the survey instrument and test questions. These will be recruited via the panel provider, Prolific.
2. A survey fielded to approx. 1,000 participants, also via the Prolific panel provider platform.

Intervention Type

Other

Primary outcome(s)

1. Perceptions of administrative fairness measured using qualitative data from interviews and surveys at over the course of 2024 to 2025

Key secondary outcome(s)

Completion date

30/04/2026

Eligibility

Key inclusion criteria

For Local Authority staff, the inclusion criteria are that:

1. They direct experience of working on or management staff who deliver needs assessments under the Care Act 2014.
2. They remain working in this area at the Local Authority at the time of interview (i.e. they are not drawing on historic, rather than present, experience).

For people with social care experience, the inclusion criteria are that they:

1. Are between 18 years of age and 80 years of age.
2. Have had experience of receiving a Care Act 2014 needs assessment, or they are the carer for somebody who has and have indirect experience of the process.

Healthy volunteers allowed

No

Age group

Mixed

Lower age limit

18 years

Upper age limit

80 years

Sex

All

Total final enrolment

0

Key exclusion criteria

We will not be interviewing individuals who do not have capacity to consent.

Date of first enrolment

06/08/2024

Date of final enrolment

31/03/2026

Locations

Countries of recruitment

United Kingdom

England

Study participating centre

The University of York

Heslington

York

England

YO10 5DD

Sponsor information

Organisation

University of York

ROR

<https://ror.org/04m01e293>

Funder(s)

Funder type

Funder Name

National Institute for Social Care and Health Research

Alternative Name(s)

Sefydliad Cenedlaethol ar Gyfer Ymchwil Gofal Cymdeithasol ac Lechyd, NISCHR

Funding Body Type

Government organisation

Funding Body Subtype

National government

Location

United Kingdom

Results and Publications

Individual participant data (IPD) sharing plan**IPD sharing plan summary**

Not expected to be made available