

1 Accommodation

What kind of place do you live in?
What sort of place is it?

Assessments
Service user rating Staff rating

Does the person lack a current place to stay? CAN011U CAN011S

Rating	Meaning	Example
N	No problem	Person does have an adequate home (even if in hospital currently)
M	No/minor problem due to help given	Person is living in sheltered accommodation or hostel
U	Current serious problem	Person is homeless, precariously housed, or home lacks basic facilities such as water and electricity
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with accommodation does the person receive from friends or relatives? CAN012U CAN012S

Rating	Meaning	Example
0	None	
1	Low help	Occasionally supplied with a few pieces of furniture
2	Moderate help	Substantial help with improving accommodation, such as redecoration of flat
3	High help	Living with relative because own accommodation is unsatisfactory
9	Not known/prefer not to say	

How much help with accommodation does the person receive from local services? CAN013U CAN013S

How much help with accommodation does the person need from local services? CAN014U CAN014S

Rating	Meaning	Example
0	None	
1	Low help	Minor decoration, address of housing agency
2	Moderate help	Major improvements, referral to housing agency
3	High help	Being rehoused, living in group home or hostel
9	Not known/prefer not to say	

Does the person receive the right type of help with accommodation? CAN015U CAN015S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving with accommodation? CAN016U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

2 Food

What kind of food do you eat?
Are you able to prepare your own meals and do your own shopping?

Assessments

Service user rating Staff rating

Does the person have difficulty in getting enough to eat?

CAN021U CAN021S

Rating	Meaning	Example
N	No problem	Able to buy and prepare meals
M	No/minor problem due to help given	Unable to prepare food and has meals provided
U	Current serious problem	Very restricted diet, culturally inappropriate food
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with getting enough to eat does the person receive from friends or relatives?

CAN022U CAN022S

Rating	Meaning	Example
0	None	
1	Low help	Meal provided weekly or less
2	Moderate help	Weekly help with shopping or meals provided more than weekly but not daily
3	High help	Meal provided daily
9	Not known/prefer not to say	

How much help with getting enough to eat does the person receive from local services?

CAN023U CAN023S

How much help with getting enough to eat does the person need from local services?

CAN024U CAN024S

Rating	Meaning	Example
0	None	
1	Low help	1–4 meals a week provided, or assisted for one meal a day
2	Moderate help	More than 4 meals a week provided, or assisted for all meals
3	High help	All meals provided
9	Not known/prefer not to say	

Does the person receive the right type of help with getting enough to eat?

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

CAN025U CAN025S

Overall, is the person satisfied with the amount of help he or she is receiving in getting enough to eat?

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

CAN026U

3 Looking after the home

Are you able to look after your home?
Does anyone help you?

Assessments

Service user rating Staff rating

Does the person have difficulty looking after the home?

CAN031U CAN031S

Rating	Meaning	Example
N	No problem	Home may be untidy, but the person keeps it basically clean
M	No/minor problem due to help given	Unable to look after home and has regular domestic help
U	Current serious problem	Home is dirty and a potential health hazard
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with looking after the home does the person receive from friends or relatives?

CAN032U CAN032S

Rating	Meaning	Example
0	None	
1	Low help	Prompts or helps tidy up or clean occasionally
2	Moderate help	Prompts or helps clean at least once a week
3	High help	Supervises the person more than once a week, washes all clothes and cleans the home
9	Not known/prefer not to say	

How much help does the person receive from local services with looking after the home?

CAN033U CAN033S

How much help does the person need from local services with looking after their home?

CAN034U CAN034S

Rating	Meaning	Example
0	None	
1	Low help	Prompting by staff
2	Moderate help	Some assistance with household tasks
3	High help	Majority of household tasks done by staff
9	Not known/prefer not to say	

Does the person receive the right type of help with looking after the home?

CAN035U CAN035S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving in looking after the home?

CAN036U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

4 Self-care

Do you have problems keeping clean and tidy?
Do you ever need reminding? Who by?

Assessments

Service-user rating Staff rating

Does the person have difficulty with self-care?

CAN041U CAN041S

Rating	Meaning	Example
N	No problem	Appearance may be eccentric or untidy, but basically clean
M	No/minor problem due to help given	Needs and gets help with self-care
U	Serious problem	Poor personal hygiene, smells
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives with their self-care?

CAN042U CAN042S

Rating	Meaning	Example
0	None	
1	Low help	Occasionally prompt the person to change their clothes
2	Moderate help	Run the bath/shower and insist on its use, daily prompting
3	High help	Provide daily assistance with several aspects of care
9	Not known/prefer not to say	

How much help does the person receive from local services with their self-care?

CAN043U CAN043S

How much help does the person need from local services with their self-care?

CAN044U CAN044S

Rating	Meaning	Example
0	None	
1	Low help	Occasional prompting
2	Moderate help	Supervise weekly washing
3	High help	Supervise several aspects of self-care, self-care skills programme
9	Not known/prefer not to say	

Does the person receive the right type of help with self-care?

CAN045U CAN045S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help they are receiving with self-care?

CAN046U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

5 Daytime activities

How do you spend your day?
Do you have enough to do?

Assessments

Service user rating Staff rating

Does the person have difficulty with regular, appropriate daytime activities?

CAN051U

CAN051S

Rating	Meaning	Example
N	No problem	In full time employment, or adequately occupied with household/social activities
M	No/minor problem due to help given	Unable to occupy self, so attending day centre
U	Current serious problem	No employment of any kind and not adequately occupied with household/social activities
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives in finding or keeping regular, appropriate daytime activities?

CAN052U

CAN052S

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice about daytime activities
2	Moderate help	Has arranged daytime activities such as adult education or day centre attendance
3	High help	Daily help with arranging daytime activities
9	Not known/prefer not to say	

How much help does the person receive from local services in finding or keeping regular, appropriate daytime activities?

CAN053U

CAN053S

How much help does the person need from local services in finding or keeping regular, appropriate daytime activities?

CAN054U

CAN054S

Rating	Meaning	Example
0	None	
1	Low help	Employment training/ adult education
2	Moderate help	Sheltered employment daily. Day centre 2–4 days a week
3	High help	Attends day hospital or day centre daily
9	Not known/prefer not to say	

Does the person receive the right type of help with getting daytime activities?

CAN055U

CAN055S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving with daytime activities?

CAN056U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

6 Physical health

*How well do you feel physically?
Are you getting any treatment for physical problems from your doctor?*

Assessments

Service user rating Staff rating

Does the person have any physical disability or any physical illness?

CAN061U CAN061S

Rating	Meaning	Example
N	No problem	Physically well
M	No/minor problem due to help given	Physical ailment, such as high blood pressure, receiving appropriate treatment
U	Current serious problem	Untreated physical ailment, including side-effects
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives for physical health problems?

CAN062U CAN062S

Rating	Meaning	Example
0	None	
1	Low help	Prompting to go to doctor
2	Moderate help	Accompanied to doctor
3	High help	Daily help with going to the toilet, eating or mobility
9	Not known/prefer not to say	

How much help does the person receive from local services for physical health problems?

CAN063U CAN063S

How much help does the person need from local services for physical health problems?

CAN064U CAN064S

Rating	Meaning	Example
0	None	
1	Low help	Given dietary or family planning advice
2	Moderate help	Prescribed medication, Regularly seen by GP/nurse
3	High help	Frequent hospital appointments. Alterations to home
9	Not known/prefer not to say	

Does the person receive the right type of help for physical problems?

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

CAN065U CAN065S

Overall, is the person satisfied with the amount of help he or she is receiving for physical problems?

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

CAN066U

7 Psychotic symptoms

Do you ever hear voices, or have problems with your thoughts?
Are you on any medication or injections? What is it for?

Assessments
Service user rating Staff rating

Does the person have any psychotic symptoms?

CAN071U CAN071S

Rating	Meaning	Example
N	No problem	No positive symptoms, not at risk from symptoms and not on medication
M	No/minor problem due to help given	Symptoms helped by medication or other help
U	Current serious problem	Currently has symptoms or at risk
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives for these psychotic symptoms?

CAN072U CAN072S

Rating	Meaning	Example
0	None	
1	Low help	Some sympathy and support
2	Moderate help	Carers involved in helping with coping strategies or medication compliance
3	High help	Constant supervision of medication, and help with coping strategies
9	Not known/prefer not to say	

How much help does the person receive from local services for these psychotic symptoms?

CAN073U CAN073S

How much help does the person need from local services for these psychotic symptoms?

CAN074U CAN074S

Rating	Meaning	Example
0	None	
1	Low help	Medication reviewed monthly or less, support group
2	Moderate help	Medication reviewed more than monthly, structured psychological therapy
3	High help	Medication and 24-hour hospital care or crisis care at home
9	Not known/prefer not to say	

Does the person receive the right type of help for psychotic symptoms?

CAN075U CAN075S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving for psychotic symptoms?

CAN076U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

8 Information on condition and treatment

Have you been given clear information about your medication or other treatment?
How helpful has the information been?

Assessments

Service user rating Staff rating

Has the person had clear verbal or written information about condition and treatment?

CAN081U CAN081S

Rating	Meaning	Example
N	No problem	Has received and understood adequate information
M	No/minor problem due to help given	Has not received or understood all information
U	Current serious problem	Has received no information
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives in obtaining such information?

CAN082U CAN082S

Rating	Meaning	Example
0	None	
1	Low help	Has had some advice from friends or relatives
2	Moderate help	Given leaflets/factsheets or put in touch with self-help groups by friends or relatives
3	High help	Regular liaison with doctors or groups such as MIND, by friends or relatives
9	Not known/prefer not to say	

How much help does the person receive from local services in obtaining such information?

CAN083U CAN083S

How much help does the person need from local services in obtaining such information?

CAN084U CAN084S

Rating	Meaning	Example
0	None	
1	Low help	Brief verbal or written information on illness/problem/treatment
2	Moderate help	Given details of self-help groups. Long verbal information sessions on drugs and alternative treatments.
3	High help	Has been given detailed written information or has had specific personal education
9	Not known/prefer not to say	

Does the person receive the right type of help in obtaining information?

CAN085U CAN085S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving in obtaining information?

CAN086U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

9 Psychological distress

Have you recently felt very sad or low?
Have you felt overly anxious or frightened?

Assessments
Service user rating Staff rating

Does the person suffer from current psychological distress?

CAN091U CAN091S

Rating	Meaning	Example
N	No problem	Occasional or mild distress
M	No/minor problem due to help given	Needs and gets ongoing support
U	Current serious problem	Has expressed suicidal ideas during last month or has exposed themselves to serious danger
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives for this distress?

CAN092U CAN092S

Rating	Meaning	Example
0	None	
1	Low help	Some sympathy or support
2	Moderate help	Has opportunity at least weekly to talk about distress to friend or relative
3	High help	Constant support and supervision
9	Not known/prefer not to say	

How much help does the person *receive* from local services for this distress?

CAN093U CAN093S

How much help does the person *need* from local services for this distress?

CAN094U CAN094S

Rating	Meaning	Example
0	None	
1	Low help	Assessment of mental state or occasional support
2	Moderate help	Specific psychological or social treatment for anxiety. Counselling by staff at least once a week
3	High help	24-hour hospital care or crisis care
9	Not known/prefer not to say	

Does the person receive the right type of help for this distress?

CAN095U CAN095S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving for this distress?

CAN096U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

10 Safety to self

Do you ever have thoughts of harming yourself, or actually harm yourself?
Do you put yourself in danger in other ways?

Assessments
Service user rating Staff rating

Is the person a danger to him- or herself?

CAN101U CAN101S

Rating	Meaning	Example
N	No problem	No suicidal thoughts
M	No/minor problem due to help given	Suicide risk monitored by staff, receiving counselling
U	Current serious problem	Distress affects life significantly, such as preventing person going out
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives to reduce the risk of self-harm?

CAN102U CAN102S

Rating	Meaning	Example
0	None	
1	Low help	Able to contact friends or relatives if feeling unsafe
2	Moderate help	Friends or relatives are usually in contact and are likely to know if feeling unsafe
3	High help	Friends or relatives in regular contact and are very likely to know and provide help if feeling unsafe
9	Not known/prefer not to say	

How much help does the person receive from local services to reduce the risk of self-harm?

CAN103U CAN103S

How much help does the person need from local services to reduce the risk of self-harm?

CAN104U CAN104S

Rating	Meaning	Example
0	None	
1	Low help	Someone to contact when feeling unsafe
2	Moderate help	Staff check at least once a week, regular supportive counselling
3	High help	Daily supervision, in-patient care
9	Not known/prefer not to say	

Does the person receive the right type or help to reduce the risk of self-harm?

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

CAN105U CAN105S

Overall, is the person satisfied with the amount of help they are receiving to reduce the risk of self-harm?

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

CAN106U

11 Safety to others

Do you think you could be a danger to other people's safety?
Do you ever lose your temper and hit someone?

Assessments
Service user rating Staff rating

Is the person a current or potential risk to other people's safety? CAN111U CAN111S

Rating	Meaning	Example
N	No problem	No history of violence or threatening behaviour
M	No/minor problem due to help given	Under supervision because of potential risk
U	Current serious problem	Recent violence or threats
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives to reduce the risk that he or she might harm someone else? CAN112U CAN112S

Rating	Meaning	Example
0	None	
1	Low help	Help with threatening behaviour weekly or less
2	Moderate help	Help with threatening behaviour more than weekly
3	High help	Almost constant help with persistently threatening behaviour
9	Not known/prefer not to say	

How much help does the person receive from local services to reduce the risk that he or she might harm someone else? CAN113U CAN113S

How much help does the person need from local services to reduce the risk that he or she might harm someone else? CAN114U CAN114S

Rating	Meaning	Example
0	None	
1	Low help	Check on behaviour weekly or less
2	Moderate help	Daily supervision
3	High help	Constant supervision. Anger management programme
9	Not known/prefer not to say	

Does the person receive the right type of help to reduce the risk that he or she might harm someone else? CAN115U CAN115S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help they are receiving to reduce the risk that he or she might harm someone else? CAN116U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

12 Alcohol

Does drinking cause you any problems?
Do you wish you could cut down your drinking?

Assessments
Service user rating Staff rating

Does the person drink excessively, or have a problem controlling his or her drinking?

CAN121U CAN121S

Rating	Meaning	Example
N	No problem	No problem with controlled drinking
M	No/minor problem due to help given	At risk from alcohol misuse and receiving help
U	Current serious problem	Current drinking harmful or uncontrollable
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives for their drinking?

CAN122U CAN122S

Rating	Meaning	Example
0	None	
1	Low help	Told to cut down
2	Moderate help	Advised about Alcoholics Anonymous
3	High help	Daily monitoring of alcohol
9	Not known/prefer not to say	

How much help does the person receive from local services for this drinking?

CAN123U CAN123S

How much help does the person need from local services for this drinking?

CAN124U CAN124S

Rating	Meaning	Example
0	None	
1	Low help	Told about risks
2	Moderate help	Given details of helping agencies
3	High help	Attends alcohol clinic, supervised withdrawal programme
9	Not known/prefer not to say	

Does the person receive the right type of help for this drinking?

CAN125U CAN125S

(0= No; 1=Yes; 9=Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving for this drinking?

CAN126U

(0= Not satisfied; 1=satisfied; 9= Not known/prefer not to say)

13 Drugs

Do you take any drugs that aren't prescribed?
Are there any drugs you would find hard to stop taking?

Assessments
Service user rating Staff rating

Does the person have problems with drug misuse?

CAN131U CAN131S

Rating	Meaning	Example
N	No problem	No dependency or misuse of drugs
M	No/minor problem due to help given	Receiving help for dependency or misuse
U	Current serious problem	Dependency or misuse of prescribed, non-prescribed or illegal drugs
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with drug misuse does the person receive from friends or relatives?

CAN132U CAN132S

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice or support
2	Moderate help	Regular advice, put in touch with helping agencies
3	High help	Supervision, liaison with other agencies
9	Not known/prefer not to say	

How much help with drug misuse does the person receive from local services?

CAN133U CAN133S

How much help with drug misuse does the person need from local services?

CAN134U CAN134S

Rating	Meaning	Example
0	None	
1	Low help	Advice from GP
2	Moderate help	Drug dependency clinic
3	High help	Supervised withdrawal programme, in-patient care
9	Not known/prefer not to say	

Does the person receive the right type of help for drug misuse?

CAN135U CAN135S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving for drug misuse?

CAN136U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

14 Company

Are you happy with your social life?
Do you wish you had more contact with others?

Assessments

Service user rating Staff rating

Does the person need help with social contact?

CAN141U CAN141S

Rating	Meaning	Example
N	No problem	Able to organize enough social contact, has enough friends
M	No/minor problem due to help given	Attends appropriate drop-in or day centre
U	Current serious problem	Frequently feels lonely and isolated
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with social contact does the person receive from friends or relatives?

CAN142U CAN142S

Rating	Meaning	Example
0	None	
1	Low help	Social contact less than weekly
2	Moderate help	Social contact weekly or more often
3	High help	Social contact at least four times a week
9	Not known/prefer not to say	

How much help does the person *receive* from local services in organising social contact?

CAN143U CAN143S

How much help does the person *need* from local services in organising social contact?

CAN144U CAN144S

Rating	Meaning	Example
0	None	
1	Low help	Given advice about social clubs
2	Moderate help	Day centre or community group up to 3 times a week
3	High help	Attends day centre 4 or more times a week
9	Not known/prefer not to say	

Does the person receive the right type of help in organising social contact?

CAN145U CAN145S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving in organising social contact?

CAN146U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

15 Intimate relationships

Do you have a partner?

Do you have problems in your partnership/marriage?

Assessments

Service user rating Staff rating

Does the person have any difficulty in finding a partner or in maintaining a close relationship?

CAN151U

CAN151S

Rating	Meaning	Example
N	No problem	Satisfactory relationship or happy not having partner
M	No/minor problem due to help given	Receiving couple therapy, which is helpful
U	Current serious problem	Domestic violence, wants partner
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives with forming and maintaining close relationships?

CAN152U

CAN152S

Rating	Meaning	Example
0	None	
1	Low help	Some emotional support
2	Moderate help	Several talks, regular support
3	High help	Intensive talks and support in coping with feelings
9	Not known/prefer not to say	

How much help does the person *receive* from local services with forming and maintaining close relationships?

CAN153U

CAN153S

How much help does the person *need* from local services with forming and maintaining close relationships?

CAN154U

CAN154S

Rating	Meaning	Example
0	None	
1	Low help	A few talks
2	Moderate help	Several talks, regular therapy
3	High help	Couple therapy, social skills training
9	Not known/prefer not to say	

Does the person receive the right type of help with forming and maintaining close relationships?

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

CAN155U

CAN155S

Overall, is the person satisfied with the amount of help he or she is receiving with forming and maintaining close relationships?

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

CAN156U

16 Sexual expression

How is your sex life?

Assessments

Service user rating Staff rating

Does the person have problems with his or her sex life?

CAN161U CAN161S

Rating	Meaning	Example
N	No problem	Happy with current sex life
M	No/minor problem due to help given	Benefiting from sexual therapy
U	Current serious problem	Serious sexual difficulty, such as impotence
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with problems in his or her does the person receive from friends or relatives sex life?

CAN162U CAN162S

Rating	Meaning	Example
0	None	
1	Low help	Some advice
2	Moderate help	Several talks, information material, proving contraceptives, etc
3	High help	Establish contact with counselling centres and possibly accompanying the person in going there. Consistent accessibility to talk about the problem.
9	Not known/prefer not to say	

How much help with problems in his or her sex life does the person *receive* local services?

CAN163U CAN163S

How much help with problems in his or her sex life does the person *need* local services?

CAN164U CAN164S

Rating	Meaning	Example
0	None	
1	Low help	Given information about contraception, safe sex, drug-induced impotence
2	Moderate help	Regular talks about sex
3	High help	Sexual therapy
9	Not known/prefer not to say	

Does the person receive the right type of help for problems in his or her sex life?

CAN165U CAN165S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving for problems in his or her sex life?

CAN166U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

17 Dependents

Do you have any dependents, e.g. children under 18?
Do you have any difficulty in looking after them?

Assessments

Service user rating Staff rating

Does the person have difficulty looking after dependents, such as a child aged under 18 or a dependent parent?

CAN171U CAN171S

Rating	Meaning	Example
N	No problem	No children under 18 or no problem with looking after them
M	No/minor problem due to help given	Difficulties with parenting and receiving help
U	Current serious problem	Serious difficulty looking after children or other dependents
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with looking after dependents does the person receive from friends or relatives?

CAN172U CAN172S

Rating	Meaning	Example
0	None	
1	Low help	Occasional babysitting less than once a week
2	Moderate help	Help most days
3	High help	Children living with friends or relatives
9	Not known/prefer not to say	

How much help with looking after dependents does the person *receive* from local services?

CAN173U CAN173S

How much help with looking after dependents does the person *need* from local services?

CAN174U CAN174S

Rating	Meaning	Example
0	None	
1	Low help	Children attend day nursery
2	Moderate help	Weekly worker visit to dependent parent
3	High help	Children in foster home, or in care
9	Not known/prefer not to say	

Does the person receive the right type of help for looking after dependents?

CAN175U CAN175S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving with looking after dependents?

CAN176U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

18 Basic education

Do you have difficulty in reading, writing or understanding English?
Can you count your change in a shop?

Assessments

Service user rating Staff rating

Does the person lack basic skills in numeracy and literacy?

CAN181U CAN181S

Rating	Meaning	Example
N	No problem	Able to read, write and understand English forms
M	No/minor problem due to help given	Difficulty with reading and has help from relatives
U	Current serious problem	Difficulty with basic skills, lack of English fluency
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with numeracy and literacy does the person receive from friends or relatives?

CAN182U CAN182S

Rating	Meaning	Example
0	None	
1	Low help	Occasional help to read or write forms
2	Moderate help	Has put them in touch with literacy classes
3	High help	Teaches the person to read
9	Not known/prefer not to say	

How much help with numeracy and literacy does the person receive from local services?

CAN183U CAN183S

How much help with numeracy and literacy does the person need from local services?

CAN184U CAN184S

Rating	Meaning	Example
0	None	
1	Low help	Help filling in forms
2	Moderate help	Given advice about classes
3	High help	Attending adult education
9	Not known/prefer not to say	

Does the person receive the right type of help with numeracy and literacy?

CAN185U CAN185S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving with numeracy and literacy?

CAN186U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

19 Digital communication

*Do you know how to use a telephone?
Is it easy to find one that you can use?*

Assessments

Service user rating Staff rating

Does the person have any difficulty in owning or using a phone, or using online services?

CAN191U

CAN191S

Rating	Meaning	Example
N	No problem	Has own phone and access to internet
M	No/minor problem due to help given	Has to borrow phone
U	Current serious problem	Lacks skills to use online services
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with phones and using online services does the person receive from friends or relatives?

CAN192U

CAN192S

Rating	Meaning	Example
0	None	
1	Low help	Can borrow phone occasionally
2	Moderate help	Given laptop
3	High help	Given laptop and regularly helped to use phone
9	Not known/prefer not to say	

How much help with phones and using online services does the person *receive* from local services?

CAN193U

CAN193S

How much help with phones and using online services does the person *need* from local services?

CAN194U

CAN194S

Rating	Meaning	Example
0	None	
1	Low help	Can borrow phone for calls on request
2	Moderate help	Given internet access on request
3	High help	Given laptop and regularly helped to use phone
9	Not known/prefer not to say	

Does the person receive the right type of help with phones and using online services?

CAN195U

CAN195S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help with phones and using online services?

CAN196U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

20 Transport

How do you find using the bus, tube or train?
Do you get a free bus pass?

Assessments

Service user rating Staff rating

Does the person have any problems using public transport?

CAN201U CAN201S

Rating	Meaning	Example
N	No problem	Able to use public transport, or has access to car
M	No/minor problem due to help given	Bus pass or other help provided with transport
U	Current serious problem	Unable to use public transport
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help with travelling does the person receive from friends or relatives?

CAN202U CAN202S

Rating	Meaning	Example
0	None	
1	Low help	Encouragement to travel
2	Moderate help	Often accompanies on public transport
3	High help	Provides transport to all appointments
9	Not known/prefer not to say	

How much help does the person receive from local services with travelling?

CAN203U CAN203S

How much help does the person need from local services with travelling?

CAN204U CAN204S

Rating	Meaning	Example
0	None	
1	Low help	Provision of bus pass
2	Moderate help	Taxi card
3	High help	Transport to appointments by ambulance
9	Not known/prefer not to say	

Does the person receive the right type of help with travelling?

CAN205U CAN205S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving with travelling?

CAN206U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

21 Money

How do you find budgeting your money?
Do you manage to pay your bills?

Assessments

Service user rating Staff rating

Does the person have problems budgeting his or her money?

CAN211U CAN211S

Rating	Meaning	Example
N	No problem	Able to buy essential items and pay bills
M	No/minor problem due to help given	Benefits from help with budgeting
U	Current serious problem	Often has no money for essential items or bills
?	Not known/prefer not to say	

If rated N or ? go to next page

How much help does the person receive from friends or relatives in managing his or her money?

CAN212U CAN212S

Rating	Meaning	Example
0	None	
1	Low help	Occasional help sorting out household bills
2	Moderate help	Calculating weekly budget
3	High help	Complete control of finance
9	Not known/prefer not to say	

How much help does the person *receive* from local services in managing his or her money?

CAN213U CAN213S

How much help does the person *need* from local services in managing his or her money?

CAN214U CAN214S

Rating	Meaning	Example
0	None	
1	Low help	Occasional help with budgeting
2	Moderate help	Supervised in paying rent, given weekly spending money
3	High help	Daily handouts of cash
9	Not known/prefer not to say	

Does the person receive the right type of help in managing his or her money?

CAN215U CAN215S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving in managing his or her money?

CAN216U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)

22 Benefits

Are you sure that you are getting all the money you are entitled to?

Assessments

Service user rating Staff rating

Is the person definitely receiving all the benefits that he or she is entitled to?

CAN221U CAN221S

Rating	Meaning	Example
N	No problem	Receiving full entitlement of benefits
M	No/minor problem due to help given	Receives appropriate help in claiming benefits
U	Current serious problem	Not sure/not receiving full entitlement of benefits
?	Not known/prefer not to say	

If rated N or ? the assessment is complete

How much help does the person receive from friends or relatives in obtaining the full benefit entitlement?

CAN222U CAN222S

Rating	Meaning	Example
0	None	
1	Low help	Occasionally asks whether person is getting any money
2	Moderate help	Has helped fill in forms
3	High help	Has made enquiries about full entitlement
9	Not known/prefer not to say	

How much help does the person *receive* from local services in obtaining the full benefit entitlement?

CAN223U CAN223S

How much help does the person *need* from local services in obtaining the full benefit entitlement?

CAN224U CAN224S

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice about entitlements
2	Moderate help	Help with applying for extra entitlements
3	High help	Comprehensive evaluation of current entitlement
9	Not known/prefer not to say	

Does the person receive the right type of help in obtaining the full benefit entitlement?

CAN225U CAN225S

(0 = No; 1 = Yes; 9 = Not known/prefer not to say)

Overall, is the person satisfied with the amount of help he or she is receiving in obtaining the full benefit entitlement?

CAN226U

(0 = Not satisfied; 1 = Satisfied; 9 = Not known/prefer not to say)