

RESEARCH SUMMARY

Title	Door-to-door application process
Objective	Ways to improve implementation of the revised application process for door to door services
Date	December 2008
Methodology	49 in-depth interviews with people with a range of mobility, vision, hearing, mental, and learning impairments (representing the groups likely to be eligible for Door-to-door), following their completion of a newly revised application form and application interview held by a trained professional using a computerised assessment. The interviews were also observed and video recorded

Key findings

- Overall, more applicants would be considered suitable for door-to-door services using the revised application and interview process compared to the existing application-only process.
- However, only three in five of those who would have been considered 'automatically eligible' within the existing application process would be considered eligible if applicants used the revised process tested in this pilot.
- The application form was generally well received, but some of the language used needs to be simplified and the additional information required at this stage, such as wheelchair dimensions, caused distress to some applicants.
- The assessment interview worked well and interviewers were confident of their decisions. The interview questions contained some degree of duplication and other areas requiring further focus are explanations of the role of the computerised assessment application to applicants and the role of the interviewer in interacting with applicants.
- Consideration should be given to providing an opportunity for applicants to describe their circumstances, background and lifestyle to assist the interviewers in structuring and tailoring their assessments.

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