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## **The Future of Lasting Power of Attorney**

APPENDICES TO A RESEARCH REPORT FOR THE OFFICE OF THE PUBLIC GUARDIAN

Anna Beckett, Katrina Leary, Lauren Cumming and Georgie Davies



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# 1 Methodology

## 1.1 Introduction

This report brings together data from qualitative and quantitative research with potential LPA customers, and is further informed by the findings of ten in-depth interviews with deputies conducted over the telephone.

Potential LPA customers were defined as those aged 45 and over, living in England and Wales, and who do not currently have an LPA. The Office of the Public Guardian only covers England and Wales (Scotland and Northern Ireland have separate arrangements). Those aged under 45 were excluded from this research on the basis that they would be more difficult to engage on the subject of loss of mental capacity and LPA.

## 1.2 Qualitative research

A qualitative approach was adopted for the initial phase of the research, to provide detailed understanding of potential customers' attitudes to and awareness of LPA, and to inform the design of the quantitative research. Qualitative research is particularly useful when exploring how and why individuals make decisions and to understand emotional and psychological contexts, because it allows participants to express their thoughts and opinions freely, without being restricted by a structured questionnaire.

The qualitative research comprised of 14 x 90 minute mini-groups and 10 x 60 minute in-depth face to face interviews with potential LPA customers (i.e. general public and vulnerable groups aged 45 and over) and 10 x 30-45 minute telephone interviews with deputies.

Participants were recruited using a short screener-questionnaire to ensure they were eligible for the research and were willing to take part. Participants in the mini-groups and in-depth interviews were predominantly recruited by free-find methods<sup>1</sup>, and some older participants were recruited by snowballing<sup>2</sup>. Deputies were recruited over the telephone from a sample supplied by the Office of the Public Guardian.

All of the qualitative fieldwork was conducted with the use of semi-structured discussion guides (Appendix 2.1-2.3) to ensure topics were covered consistently and that the key issues were explored, whilst allowing flexibility to explore particular issues for specific groups or interviewees. These discussion guides were written in partnership with the Office of the Public Guardian to ensure that all relevant areas were covered and a behavioural model was also drawn on to ensure that we uncovered a full range of the behavioural determinants affecting take-up of LPA.

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<sup>1</sup> Using a recruitment questionnaire, recruiters find people in the general population, often on the street, within pre-selected locations who fit the criteria needed until quotas are met.

<sup>2</sup> Snowballing – also known as chain referral sampling – is a type of purposive sampling. In this method, participants who have already been recruited or contacted about the research but who did not meet quotas refer the researcher to other people who could potentially participate in the research.

In groups, a blank process map (Appendix 2.5) was used to aid conversation about what participants would expect the application process to entail and in both groups and in-depth interviews a populated version helped to explain the current process. To bring questions about the relevance and timing of LPA to life, moderators used case studies presenting people in a variety of circumstances.

### 1.2.1 Mini-groups

Mini-groups of four to six participants were convened to discuss awareness of and interest in LPA, attitudes towards the process of applying for LPA, and views on communications about LPA. Discussing these issues in a small group allowed each participant time to voice their opinions, offered a more intimate setting than a typical group of 8-10 participants discussion could, and meant the moderator had sufficient time to probe in depth to understand the sometimes complex emotional, cultural and psychological issues at hand. The group environment was also helpful when asking participants to generate ideas for when and how they would like to be engaged on the subject; participants were able to respond creatively to one another's suggestions.

Quotas for the groups were set for region, gender, age, socio-economic grade (SEG) and ethnicity.

#### **About socio-economic grades**

Socio-economic grades are used in recruitment to help differentiate between different types of household. Each household is attributed a grade based on the occupation of the chief income earner and the responsibilities that they hold at work. Typically people in the highest social grades (AB) are in professional or managerial roles. The lowest social grades (DE) include those in low-skilled manual jobs and people living on state benefits, including pensioners whose only source of income is the state pension. For more information please see <http://www.abc1demographic.co.uk/>

It was felt that people's experiences of and attitudes to the management of financial and health matters, and their attitudes to LPA, might differ along these lines, and that participants might feel more comfortable expressing their views amongst people who were similar to them. The evidence also shows that notably more white females of SEG AB currently have LPAs than any other demographic group, and we wanted to explore the possible reasons for this. Arranging the mini-groups in this way helped to explore differences in attitudes, experiences and practices between these demographic groups. We also recruited BAME groups so that we could explore which barriers and enablers may be more relevant to these groups. Each group was also recruited to involve participants who reported different levels of interest in and awareness of LPA, to encourage generative discussion. By chance, some of the groups included current attorneys through LPA.

Table 1.1 – Breakdown of mini-groups by quotas

Location	Age	SEG	Ethnicity	Gender
Nottingham	45-69 (working, min 2 x 60+)	AB	Reflective of local population	Female
London	65-74	C1C2	Black/African/Caribbean/Black British	Female
London	65-74	AB	Reflective of local population	Female
Abergavenny	50-69	DE	Reflective of local population	Female
Abergavenny	65+ (min 2 x 75+)	C1C2	Reflective of local population	Male
Manchester	50-69	C1C2	Asian/Asian British	Female
Manchester	65+ (min 2 x 75+)	DE	Reflective of local population	Male
Durham	45-69 (working, min 2 x 60+)	DE	Reflective of local population	Male
Durham	75+	AB	Reflective of local population	Female
Nottingham	65+ (min 2 x 75+)	C1C2	Asian/Asian British	Male
Croydon	50-69	C1C2	Black/African/Caribbean/Black British	Male
Croydon	50-69	DE	Reflective of local population	Male
Bristol	75+	C1C2	Reflective of local population	Female
Bristol	45-69 (working, min 2 x 60+)	AB	Reflective of local population	Male

Source: Ipsos MORI. All mini-groups were conducted between 19 August and 6 September 2013

### 1.2.2 In depth-interviews

The in-depth interviews were split across three groups:

- People aged over 70 who were not able to attend a group discussion for reasons of frailty (3 participants).
- People with a family history of conditions which affect mental capacity (4 participants).
- People who have been diagnosed with a condition which will affect their mental capacity in the future, and who do not yet have an LPA or a deputy in place (3 participants).

Interviews were conducted in Abergavenny, Croydon, Durham, London and Manchester, between 22 August and 17 September 2013 and each one lasted between 45 minutes and one hour.

In depth interviews were also used to ensure the perspective of people who were unable to access the groups for reasons of physical frailty were included in the research. The aim of these in-depth interviews was to explore whether the experiences of these individuals made them more interested in LPA. A face-13-050890-01 OPG Future of LPAs

to-face approach was chosen as it allowed the interviewers to establish a rapport with the participants. This helps to create an atmosphere of trust so that sensitive issues, such as losing capacity, can be discussed in greater detail. Further, it enabled interviewers to assess individuals' understanding of the questions and whether they were getting tired or needed to take a break.

### 1.2.3 Telephone interviews

Ten telephone interviews, each lasting around 45 minutes, were conducted with deputies between 29 August and 25 September 2013, and explored how participants had come to be deputies and their experiences of the deputyship. Deputies' opinions on LPAs were sought, and they were asked if they thought LPA could have been relevant and helpful for the person they were deputy for.

Participants were offered an incentive conditional on taking part in the study. This was to try and ensure a sufficient number and range of participants took part to provide robust qualitative data, within the study timeframe. For participation in groups, the incentive was £35 cash, for in-depth interviews it was £30 cash, and for telephone interviews it was a cheque for £20.

## 1.3 Quantitative research

Findings from the qualitative research contributed to the design of the survey. For example, it illuminated barriers to applying for an LPA and helped to identify possible interventions, which were then tested in the quantitative research.

The method chosen for the quantitative research was Ipsos MORI's weekly omnibus survey, known as *Capibus*. The fieldwork dates were 13-30 September 2013. Participants living in Scotland or who were under 45 years old were screened out before beginning the survey. A total of 1,886 interviews were achieved, but a further 252 of these were screened out after Q4 because they had a registered LPA or an Enduring Power of Attorney (EPA)<sup>3</sup>, so therefore a total of 1,634 respondents completed the full survey. All interviews were carried out in-home using computer-assisted personal interviewing (CAPI).

Capibus uses a two stage random location design. This involves using a control method applied to field region and sub-region over a robust number of sample points to ensure a good geographical spread. Capibus used 173 sampling points in Britain during the first week of fieldwork and 167 during the second week.

The two stages of sampling are:

- Stage One - Selection of Primary Sampling Units (PSU): A total of 154-180 Local Area Authorities are randomly selected from our stratified groupings with probability of selection proportional to size. This ensures that the most populated areas in the UK are always represented in the sample. These are fixed over the course of at least one year.
- Stage Two - Selection of Secondary Sampling Units (currently Double OAs): The second stage of sampling happens every week on Capibus. At this stage, one or two output areas (OA) are randomly selected from each PSU; this then becomes the secondary sampling unit.

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<sup>3</sup> Enduring Power of Attorney was the previous system of appointing an attorney

Quotas are set for gender, age, working status and tenure to ensure the sample is nationally representative, using the CACI ACORN<sup>4</sup> geo-demographic system in the selection process. This ensures all types of area are represented and allows us to select OAs with differing profiles so that we can be sure we are interviewing a broad cross-section of the public. Interviews are conducted in-home. Each interviewer is given target quotas to achieve in their sample point and is required to leave a minimum of four doors between each address visited.

Respondents were asked about their attitudes to planning for later life, their levels of trust in the people around them, their awareness and knowledge of LPA, where they would go to find information about LPA and how they would respond to a range of possible influences on their decision to set up LPA. A full copy of the questionnaire is included in Appendix 2.7.

In order to correct minor deviations in terms of the generated sample profile week on week, omnibus services use a variety of weighting procedures. Clearly, the more effective the sampling the less the need to rely on weighting to resolve problems. The weighting of this data was for the population of over 45s in England and Wales.

All Capibus data was processed in-house by Ipsos MORI. A rim weighting system was applied which weights to National Readership Survey (NRS) defined profiles for age, social grade, region and working status - within sex<sup>5</sup>. The idea of rim weighting is to provide the 'best weighting', or least distorting, by using computing power to run a large number of solutions from which the best is chosen.

## 1.4 Behavioural analysis

Data collection and analysis was structured around the COM-B model of behaviour change.<sup>6</sup> This model captures the different influences on behaviour – emotional and rational, internal and external – and was developed by academics following a review of 19 earlier behaviour change models. Its strengths are that it is comprehensive, conceptually coherent, and it directly links a way of understanding behaviour to functional, real-world ways of changing it. COM-B covers the full range of influences on behaviours including important variables excluded from other prominent behavioural models like Theory of Planned Behaviour<sup>7</sup> and the Health Belief Model<sup>8</sup> such as impulsivity, habit, self-control and emotional processing. It identifies six components within the behavioural system, all of which, with the exception of reflective motivation, are necessary for a given behaviour.

At its most basic level, the model identifies three broad factors that combine to produce behaviour. Two of these are internal to the individual (capability and motivation), while the third (opportunity) describes external factors that influence behaviour (see chart overleaf for more detail):

- Capability: the psychological or physical ability to enact the behaviour.
- Motivation: the reflective or automatic mechanisms that activate or inhibit the behaviour.

<sup>4</sup> **A Classification Of Residential Neighbourhoods:** is a geodemographic segmentation of the UK's population. It segments households, postcodes and neighbourhoods into 6 categories, 18 groups and 62 types. By analysing significant social factors and population behaviour, it provides precise information and an in-depth understanding of the different types of people

<sup>5</sup> There are several sources of information about the structure of the population. The most important is the Census that is carried out every ten years. The Census does not have all the weighting factors which we take into consideration to ensure that Capibus is representative. There are also a number of major continuous surveys, such as the NRS, that provide regular information about the structure of the population and how it may be changing. The NRS is a valuable source of information for weighting general population samples and in part due to its size (36,154 in the 2012-13 sweep), is very accurate.

<sup>6</sup> Michie, van Stralen and West (2011) [The behaviour change wheel: A new method for characterising and designing behaviour change interventions](#), in *Implementation Science* 6: 42.

<sup>7</sup> <http://people.umass.edu/aizen/tpb.html>

<sup>8</sup> [http://www.utwente.nl/cw/theorieenoverzicht/theory%20clusters/health%20communication/health\\_belief\\_model/](http://www.utwente.nl/cw/theorieenoverzicht/theory%20clusters/health%20communication/health_belief_model/)



- Opportunity: the physical and social environment that enables the behaviour.

The comprehensive and systematic nature of the model makes it suitable for primary research. Once the topic guide for the mini-groups and in-depth interviews had been designed, reflecting the objectives outlined by Office of the Public Guardian, they were reviewed against a more detailed questioning framework that maps onto the COM-B model.<sup>9</sup> This ensured that we included questions around the full range of behavioural determinants which could shape behaviour going beyond attitudes and intentions to also include environmental influences and opportunities.

The COM-B model<sup>10</sup> was also used to analyse the data: it guided both ways of organising the data and the analysis of internal and external influences on behaviour which are included in the report. This analysis is also able to link the key barriers to and drivers of behaviour with possible interventions to change behaviour: for example, if a behaviour driven by an automatic motivation were identified, it might best be influenced by a messaging campaign designed to access automatic – as opposed to reflective, or rational - thought processes; whereas if a behaviour was recognised to be prevented by a lack of psychological capability, it might best be influenced by the provision of information or education.

The interventions identified from COM-B-guided analysis of the qualitative data were included in the quantitative survey, and responses were gathered on how likely people felt the suggested interventions would be to impact on their behaviour. Similarly, the behaviours and barriers identified in the qualitative research were also included in the quantitative survey.

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<sup>9</sup> Our approach is adapted from the Theoretical Domains Framework.

See <http://www.implementationscience.com/series/TDF>.

<sup>10</sup> <sup>10</sup> Michie S, van Stralen MM, West R (2011). The behaviour change wheel: A new method for characterising and designing behaviour change interventions.

Figure 1 – COM-B model of influences on behaviour



### 1.5 Segmentation analysis

We ran an exploratory segmentation analysis on the quantitative data. As awareness of LPA is currently low, the value at this stage was to help the Office of the Public Guardian start to understand the 'lie of the land'. Specifically aiming to understand what common barriers were shared by different groups of people, to think about what support and information different groups of the population might need and to help the Office of the Public Guardian start thinking about priorities.

We adopted a two-step process for the segmentation analysis. Firstly, we ran a factor analysis. We used factor analysis to group the questions into themes. Factor analysis has several advantages and is widely used as a first step when conducting segmentations. First of all, it identifies underlying factors contained in the initial data. In this data, the information was summarized in 11 factors (main themes) instead of 31 questions, which facilitated the analysis. A factor is a combination of original variables which are correlated together and convey similar ideas/information based on the responses given by respondents. The 11 factors created explained 62% of the variance.

Factor analysis also allows us to "balance" the importance of each theme. For example if we have 30 variables with similar meanings and only one conveying another meaning, then the segmentation will be mainly based on the first idea. Here, each factor/variable/theme will have the same importance in the analysis, whatever the number of original variables it summarises.

We ran three different methods of segmentation in order to find an approach that best met the needs of the Office of the Public Guardian. The three approaches were Varclus, Principal Component Analysis with a rotation and Varclus by block using the SAS statistical software package. The most meaningful<sup>11</sup> segmentation was chosen to be the one derived using Principal Component Analysis.

<sup>11</sup> i.e. the one which fitted the data well, which created sufficient groups to ensure they were showing the diversity of views, while not creating so many groups that the data was not sufficiently summarised. Additionally we looked at the solution which made most intuitive sense to the research team and OPG.

To create the segmentation people, are grouped together / separated if statistical criterions are satisfied. The number of segments ultimately chosen is based on arriving at the solution that ensures that the individuals within each segment are the most similar, and the differences between the segments is greatest, and examining cross-tabs to assess the potential usefulness of the segments. The 6 segment solution from this approach was best in this regard.

The segments were derived from a subset of the questions in the survey. These questions are shown in the table below.

Table 1.2 Questionnaire data used in segmentation analysis

Being able to choose the person/people who would be in charge of making decisions that affect me
If it meant that decisions which would affect me are made in my best interests
If it meant I would be more likely to be cared for in a way I would have wanted
If it would make things easier for my relatives if I lose capacity
I would be comfortable talking to my family about making an LPA
I can think of someone I would choose to be my attorney(s) (i.e. the person/people who would take
Before this interview, how much, if at all, would you say you knew about Lasting Power of Attorney?
Being helped to complete the form by a charity such as Age UK, Alzheimer's UK or the Citizen's Advice Bureau
A friend or relative suggesting you set up an LPA
Seeing someone else experience the problems of not having an LPA in place (e.g. on a television
Being recommended to set up an LPA by a professional (e.g. a doctor or solicitor)
I trust the people around me
I have a network of friends and family who I can rely on
I prefer to complete forms online rather than on paper
Being able to complete the forms online
I feel confident filling out official forms
There is no point registering a Lasting Power of Attorney until you need it
I would only consider getting an LPA if I knew I was going to lose my mental capacity
I don't think I am ever going to lose my ability to make decisions for myself
If a couple have a joint bank account and their home is in joint names, and one person loses the
In a hospital, the next of kin always get the final say in treatment decisions if the patient is
You need a solicitor in order to make a Lasting Power of Attorney
I would seek professional advice to help me with the LPA application
When you register a Lasting Power of Attorney the person you nominate always has control immediately
When it comes to making decisions, I usually go with my gut instinct
I prefer to live for today rather than plan for tomorrow
I am nervous about old age
I worry about other people's feelings and opinions when I take decisions
Religious beliefs influence the decisions I make
I try to avoid talking or thinking about bad things that could happen
My financial situation is complicated

For ease of use, the segments were given a name, which reflects the most dominant or prevalent characteristics of the group. However it is important to note that this does not always reflect characteristics of all individuals in that segment).

Table 1.3 Segment names and % respondents in each segment

Name	% of respondents in segment
Receptive	17%
Complex Finances <sup>12</sup>	17%
Prefer Online	18%
Planners	17%
Live for Today	13%
Hard-to-convince	18%

The table below shows the results of a re-affectation algorithm, which checks the validity of the segmentation. When the original segmentation is run each person is allocated to a segment. To check the segmentation is robust a cross-validation exercise is then run. This involves ‘forgetting’ what segment the person was allocated to in the original segmentation and allocating them to a segment based on just their responses to the discriminating questions. The percentages quoted in the table shows what percentage of people were allocated to the same segment both times. All of the segments have high rates of successful allocation (over 80%), with the Hard-to-Convience segment and Prefer Online segment being the easiest segments to predict.

Table 1.4 Percent classified into each segment using re-affectation algorithm

		'Predicted' cluster					
		Receptive	Difficult Finances	Hard-to-convince	Prefer Online	Live for Today	Planner
'Actual' cluster	Receptive	85.7	1.6	1.2	2.4	4.0	5.2
	Difficult Finances	0.7	87.8	1.0	2.4	4.4	3.7
	Hard-to-convince	1.3	0.4	95.2	0.9	0	2.2
	Prefer Online	1.1	2.5	0.7	93.7	0.4	1.8
	Live for Today	1.5	1.8	0.7	3.6	90.2	2.2
	Planner	3.1	1.4	0.3	3.7	2.0	89.5

<sup>12</sup> For example, people in the Complex Finances segment are more likely than average to agree their financial circumstances are complicated but this does not necessarily mean that everyone in the segment agrees with this statement. Two thirds (66%) of people in this segment agree or agree strongly that their financial circumstances are complicated compared with just one in five (21%) overall and only 12% disagreed which includes 1% who disagreed strongly

The final table shows the key demographics of each of the segments. Percentages exclude don't know/refused.

Table 1.5 Key demographics of each segment

		<b>Receptive</b>	<b>Complex Finances</b>	<b>Hard-to-Convince</b>	<b>Prefer Online</b>	<b>Live-for-Today</b>	<b>Planner</b>
AGE	45 - 54	31%	46%	25%	50%	24%	28%
	55 - 59	11%	13%	13%	16%	15%	15%
	60 - 64	20%	14%	14%	15%	15%	14%
	65+	39%	28%	48%	19%	45%	43%
SEX	MALE	48%	39%	47%	58%	45%	47%
	FEMALE	52%	61%	53%	42%	55%	53%
WORKING STATUS RESPONDENT	FULL TIME JOB	27%	35%	23%	49%	28%	25%
	PART TIME JOB	14%	13%	7%	8%	10%	13%
	SELF-EMPLOYED	7%	6%	4%	6%	2%	5%
	IN EDUCATION	%	%	%	%	%	%
	UNEMPLOYED	1%	2%	4%	5%	2%	1%
	RETIRED	48%	31%	53%	28%	54%	49%
	HOUSEWIFE	2%	3%	3%	2%	1%	3%
SOCIAL GRADE	OTHER	2%	10%	5%	3%	3%	4%
	AB	42%	25%	17%	29%	29%	34%
	C1	33%	25%	25%	31%	24%	25%
	C2	13%	21%	22%	24%	26%	25%
MARITAL STATUS	DE	12%	30%	36%	16%	21%	17%
	MARRIED	65%	62%	50%	75%	63%	63%
	SINGLE	11%	11%	17%	10%	7%	13%
CHILD/CHILDREN IN HOUSEHOLD	WID/DIV/SEP	24%	27%	32%	14%	29%	24%
	YES	11%	18%	11%	21%	10%	9%
ETHNIC ORIGIN	NO	89%	82%	89%	79%	90%	91%
	WHITE	98%	91%	85%	92%	98%	96%
TENURE	BAME	2%	9%	15%	8%	2%	4%
	OWNED HOME	87%	73%	71%	83%	81%	85%
	RENTED HOME	13%	27%	29%	17%	19%	15%

## 1.7 Interpretation of findings

This study combined complementary qualitative and quantitative methodologies. Where the two methodologies were used to explore a similar issue, the findings have been analysed together to enable commentary about both the extent to which something is happening and why it appears to be happening.

It was not possible to test all of the elements explored in the qualitative research through the quantitative survey. Therefore some parts of this report rely solely on qualitative findings. Whilst it is not statistically reliable, qualitative research is designed to be exploratory, detailed and illustrative, and in this study offers important insight into the context of participants' attitudes to LPA. In some instances, to aid interpretation of the qualitative findings, we have observed whether a view was expressed across all groups, or appeared to be more common in particular mini-groups (e.g. amongst older participants or BAME participants), but this should be considered indicative rather than exact due to the nature of qualitative research which is not intended to give a measure of the prevalence of different views.

Throughout the report, verbatim comments have been included to illustrate certain viewpoints, particularly where there was broad agreement about an issue. It is important to remember that the views expressed do not represent those of all participants.

When interpreting the quantitative findings, it is important to remember that results are based on a sample of potential LPA customers, and not the entire eligible population. Not all differences between subgroups are statistically significant – this report typically only reports statistically significant differences<sup>13</sup> unless otherwise stated in the text. It should also be noted that where percentages do not add up to 100, this may be due to computer rounding, multiple responses, or the exclusion of 'don't know' categories.

Throughout the report an asterisk (\*) in charts denotes any value less than half a per cent.

When looking at the findings for the population as a whole, or for sub-groups, it is important to note that as this is a sample survey each percentage quoted is an estimate of what the population would say if every eligible person was interviewed. Statistical significance is only valid, strictly speaking, in random probability surveys, but in practice is often applied to quota surveys as well as an indication of the level of confidence in the results. The table below shows the 'confidence interval' for different sample sizes and different results assuming a 95% confidence interval. This means that if 100 sample surveys were conducted, for 95 of the samples the true population figure would sit within the given percentage point (pp) interval. For example, if a question was answered by 100 participants and 30% said yes and 70% said no then we would be confident that for 95 cases out of 100 the true population figure would be between 21% (30% minus nine percentage points) and 39% (30% plus nine percentage points).

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<sup>13</sup> Based on a 95% confidence interval

Table.1.6 – Sampling tolerances

Size of sample on which results are based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
100 respondents	+/-6pp	+/-9pp	+/-10pp
500 respondents	+/-3pp	+/-4pp	+/-4pp
1,000 respondents	+/-2pp	+/-3pp	+/-3pp
1,634 respondents	+/-1.5pp	+/-2.2pp	+/-2.4pp

Source: Ipsos MORI

When results are compared between separate groups within a sample (e.g. males versus females), different results may be obtained. The difference may be 'real', or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is 'statistically significant' - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a '95% confidence interval', the differences between the results of two separate groups must be greater than the values given in the following table. Again, statistical significance is only valid, strictly speaking, in random probability surveys, but in practice is often applied to quota surveys as well as an indication of the level of confidence in differences between sub-groups.

Table. 1.7– Sub-group differences required to be statistically significant

Size of sample on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
100 vs. 100	±8	±13	±14
200 vs. 200	±6	±9	±10
500 vs. 500	±4	±6	±6

Source: Ipsos MORI

While the nationally representative sample comprised 1,886 interviews, most of the figures in this report are based on the 1,634 adults who said they did not have a registered LPA or an EPA.

## 2 Research materials

### 2.1 Mini-group discussion guide

<p>Lasting Power of Attorney Research</p> <p>Mini-group Discussion Guide – FINAL 01</p>
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#### 1. Research scope and objectives:

The Office of the Public Guardian (OPG) hopes to increase uptake of Lasting Power of Attorney orders (LPAs), to minimise the number of deputyships required. Further, it hopes to reach a greater proportion of the LPA market and to digitise the LPA application process and deputyship services. For this reason, it would like to better **understand the shape of the potential LPA customer market**, and to **examine any factors which could inhibit or enhance LPA uptake**.

The mini-groups aim to identify:

1. What the current **barriers and enablers** are to applying for an LPA, and how these differ across segments;
2. How can each of these segments best be made **aware of and encouraged to apply** for an LPA;
3. Which segments will be most responsive to **engagement, education and marketing**; and
4. If there are **organisations** potential customers trust that **OPG could partner with** to promote LPAs, and which these are.

#### 2. Structure of the discussion

Notes	Guide Sections	Guide Timings
<b>1. Introductions and background</b>	Explains the purpose and ground rules for the discussion, and discusses what participants do and who they live with. General discussion of planning for the future, particularly old age and illness.	10 mins
<b>2. Understanding awareness of initial reactions to LPAs.</b>	Explores both participants' spontaneous awareness of and attitudes towards LPAs, and their views after explaining LPAs. We will explain both Health and Welfare and Financial LPAs in detail.	20 mins
<b>3. Exploring expected relevance of and journey to an LPA.</b>	Brings LPAs to life and gives examples of how they might be used. We will ask participants to imagine how a LPA might be relevant to them, and the journey they would expect to take to establishing one – identifying any triggers or barriers along the way.	20 mins
<b>4. Reactions to current application process</b>	Explains the current application process and gauges reactions to it, before asking participants to suggest how they would "sell" an LPA to friends and relatives.	15 mins



<b>5. Suggestions for communications about LPAs</b>	Discussion of what sort of communications or support during applications participants would be most open to, and most effective in encouraging uptake.	15 mins
	Key messages about the benefits of LPAs and dangers of not having one, and final thoughts about the discussion.	5 mins

We use several conventions to explain to you how this guide will be used, described below.

Questions	(timing in minutes) Notes and Prompts
<p><b>Bold = Question or read out statement:</b> Questions that will be asked to the participant if relevant. Not all questions are asked during fieldwork based on the moderator's view of progress.</p> <ul style="list-style-type: none"> <li>▪ Bullet = prompt: Prompts are not questions – they are there to provide guidance to the moderator if required.</li> <li>▪ CAPITALISED INSTRUCTIONS ARE TO THE MODERATOR IN MANAGING THE GROUP</li> </ul>	<p>This area is used to summarise what we are discussing, provides informative notes, and some key prompts for the moderator</p>

1. Introductions and background	10 mins
<ul style="list-style-type: none"> <li>• Thank participants for taking part</li> <li>• Introduce self, Ipsos MORI – independent research organisation commissioned by Office of the Public Guardian</li> <li>• Explain aims of project – to explore what people know and think about Lasting Power of Attorneys and the application process</li> <li>• Explain scope of project – 13 further small group discussions with potential customers in a range of locations.</li> <li>• Explain that their views and ideas will help shape the OPG’s development of LPA services and deputyships.</li> <li>• Explain confidentiality and MRS guidelines</li> <li>• Get permission to digitally record – transcribe for quotes, no detailed attribution and not passed on to OPG</li> </ul> <p><b>I’d like to start by understanding more about what you do. Can you tell me a little bit about...? MODERATOR TO ASK ALL IN TURN:</b></p> <ul style="list-style-type: none"> <li>• Where you live?</li> <li>• Who you live with?</li> <li>• How do you spend your time?</li> </ul> <p><b>As we will be talking about planning for events or circumstances in the future, it would be helpful to understand what plans, if any, you have in place for later in your life or times of illness. Do you already have plans in place?</b></p> <ul style="list-style-type: none"> <li>• If no, why? When do you think you might start making plans? Why then?</li> <li>• If yes, can you tell me what sort of things you have plans for? Prompts: pensions, saving to pay for care, making wills.</li> <li>• When did you start thinking about this? When did you put a plan in place?</li> <li>• Who or what is available to help you with this? How did you find out about these?</li> </ul> <p><i>PROBE to explore whether they are plans established in law, or just through social agreements, or to do with resources (e.g. money).</i></p> <ul style="list-style-type: none"> <li>• Have you spoken to friends and family members as part of your planning? Who? What have you discussed with them? How do they react to these conversations?</li> </ul> <p>If not – why not? <i>PROBE: difficult to talk about incapacity or end of life? Fear of upsetting people?</i></p>	<p><i>Sets the scene for the research</i>  <i>Ensures informed consent</i>  <i>Clarifies ground rules</i>  <i>Makes people comfortable/confident about participating by putting them at their ease and making sure everyone says something early on</i></p>
2. Understanding awareness of, and initial reactions to, LPAs.	20 mins
<p><b>Today we will be talking about Lasting Power of Attorney. To start off, I’d like to understand how familiar you are with this. Can you tell me what, if anything, you know about them?</b></p> <ul style="list-style-type: none"> <li>• What are they for?</li> <li>• How do they work?</li> <li>• How do you know this?</li> </ul> <p><b>Do you know anyone who has one or who has considered getting one?</b></p> <ul style="list-style-type: none"> <li>• Who? Why were they thinking about it? Did someone recommend that they get</li> </ul>	<p><i>Explores participants’ knowledge and awareness of LPA</i>  <i>Looking for the motivations and opportunities that lead those they know have one to set them up.</i></p>

<p>one?</p> <ul style="list-style-type: none"> <li>• Did they decide to get it?</li> <li>• How did they get one?</li> <li>• What have they said about the LPA? Were they comfortable talking about it?</li> <li>• Have you considered getting one for yourself?</li> <li>• MODERATOR NOTE: IF ANYONE IN THE GROUP HAS CONSIDERED IT PLEASE TRY TO UNDERSTAND IN A BIT MORE DETAIL <i>WHY</i> THEY DIDN'T GET AN LPA YET (AND ESTABLISH WHETHER THEY HAVE FILLED IN THE FORMS BUT NOT REGISTERED, OR HAVE NOT EVEN GOT THE FORMS)</li> </ul> <p>USING STIMULUS A EXPLAIN WHAT LPAS ARE – BOTH FINANCE &amp; PROPERTY AND HEALTH &amp; WELFARE – BUT NOT HOW TO APPLY FOR THEM.</p> <p><b>Does anything surprise you about that?</b></p> <ul style="list-style-type: none"> <li>• If so, what?</li> </ul> <p>How do you feel about it?</p> <p><b>Does getting an LPA sound like it could be a good idea or not?</b></p> <ul style="list-style-type: none"> <li>• What do you think are the good things and bad things about an LPA?</li> </ul> <p><b>Who do you think LPAs are for?</b></p> <ul style="list-style-type: none"> <li>• What types of people might benefit from having one? Why?</li> <li>• Are the two types LPA for different kinds of people? Why/ why not? Who might financial LPAs be for? And what about health and welfare LPAs?</li> <li>• Who might not need one?</li> <li>• PROBE around: age, health, financial circumstances, health.</li> </ul> <p><b>Which sort of LPA do you imagine would be most relevant to you or are they both equally relevant? Why?</b></p> <p><b>Do you think an LPA is relevant to you or something you personally would consider applying for?</b></p> <ul style="list-style-type: none"> <li>• Why/why not?</li> <li>• If yes – which type(s)</li> <li>• If not now, when do you think it could be relevant to you?</li> <li>• What, if anything, would worry you about applying?</li> </ul> <p>ASK PARTICIPANTS, IN PAIRS, TO TAKE 5 MINUTES TO CONSIDER THE FOLLOWING QUESTIONS.</p> <ul style="list-style-type: none"> <li>• In what circumstances do the different types of LPA become relevant?</li> <li>• When would be the best time to get one? When is the most convenient time to get one?</li> </ul>	<p>Examine initial reactions to LPA and assumptions around their relevance.</p> <p>Explore any cultural barriers to LPA from expectations family will automatically play the care-taker role.</p> <p>Opens the discussion about the social context of LPA and access to information about them.</p>
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<ul style="list-style-type: none"> <li>• When would you like to receive information about them?</li> <li>• Who would you like to receive information about them from? Who would you trust? <i>PROBE: what kinds of organisations? Medical/legal/financial? Government or charities?</i></li> <li>• Would you expect to be given information about them from anyone/where?</li> <li>• Who would you talk to about setting up LPA? Would it depend on which type you wanted to get?</li> <li>• When would you not want to think about LPA?</li> </ul> <p><b>Ask for each pair to explain their answers</b></p>	
3. Exploring expected relevance of and journey to an LPA.	15mins
<p>JOURNEY MAPPING EXERCISE. HAND OUT PROCESS MAP IN STIMULUS B FOR PARTICIPANTS TO FILL IN INDIVIDUALLY.</p> <p><b>Now, using the template, I'd like you to think about the different steps you might need to take to put an LPA in place.</b> Follow up with questions about each stage</p> <p><b>Planning</b></p> <ul style="list-style-type: none"> <li>• What might trigger you to think about applying?</li> <li>• What would you need to do first?</li> </ul> <p><b>Support</b></p> <ul style="list-style-type: none"> <li>• Would you look for information about them? Where would you look?</li> <li>• Who would you need to speak to? <i>PROBE: family, friends, solicitor, doctor, bank?</i></li> <li>• At what stage would you speak to the person you wanted to have power of attorney? How might that conversation go? What involvement do you think they would have in this process?</li> </ul> <p><b>Completing an application</b></p> <ul style="list-style-type: none"> <li>• How would you want to make an application? How easy/difficult do you think the forms would be to fill in?</li> <li>• Would you think about using a legal professional? Why/ why not?</li> <li>• Would you think about doing it online? Why/ why not? How comfortable or not do you feel using a computer and with online tools? What are the benefits or drawbacks of doing it this way? <i>PROBE: would it make a difference if there was an organisation such as Age UK or Citizens Advice which would help you to do it?</i></li> <li>• Would you think about applying on paper? Why/ why not?</li> <li>• Where would you expect to get the forms if you did not have internet access? Is</li> </ul>	<p>Encourages participants to think about LPAs in the context of their own lives, and gauges their expectations of where something like LPA would fit - e.g. in the legal, medical, financial sphere.</p> <p>Questions about the physical act of application - expectations and physical opportunity.</p>

<p>there somewhere in particular you would go? <i>PROBE: a library, friend's house, doctor, a charity?</i></p> <p><b>Timing</b></p> <ul style="list-style-type: none"> <li>How long do you think it would take to apply?</li> </ul> <p><b>Cost</b></p> <ul style="list-style-type: none"> <li>How much do you think it would cost to register? What would be the right price/too much?</li> </ul>	
<p>4. Reactions to current application process</p>	<p>20 mins</p>
<p>PRESENT DIAGRAM IN STIMULUS B OF CURRENT APPLICATION PROCESS AND READ THROUGH THE STEPS WITH PARTICIPANTS</p> <p><b>Do you have any questions about this? What do you think of this process?</b></p> <ul style="list-style-type: none"> <li>How easy or difficult do you <i>think</i> this would be?</li> <li>Is there anything about the process that would mean some people can't set up LPA?</li> <li>Is there anything about the process would <i>put people off</i>? Why? Would it put you off?</li> <li>Is there anything you would change about it?</li> </ul> <p><b>The forms allow you to include restrictions such as when the LPA will come into effect and how power is balanced between attorneys if you have more than one.</b></p> <ul style="list-style-type: none"> <li>How easy or difficult do you <i>think</i> this would be?</li> <li>Do you feel that you would need support with setting these restrictions out? What kind of support might be helpful? Probe: example restrictions in guidance notes, instructions in guidance notes, face-to-face support?</li> <li>Who would be best placed to provide face-to-face support for this?</li> </ul> <p>GIVE OUT AND TALK THROUGH the FOUR PEN PORTRAITS IN STIMULUS C</p> <p><b>Would LPA be useful to person-X? What about Y and Z?</b></p> <ul style="list-style-type: none"> <li>Why/ why not?</li> <li>Who should tell them about LPA? Or should they find out themselves?</li> <li>If they set it up now, when would it come in to effect? When should it come in to effect?</li> <li>Would now be a good time to set one up? Why/ why not?</li> <li>What might happen if they did not get LPA?</li> <li>Is there any reason they might they not <i>want</i> to set up LPA?</li> <li>Would any of them not be <i>able</i> to set up LPA? Why?</li> </ul>	<p>Explore participants reactions to the actual process, to see if it presents any barriers, and if so how they can be <i>overcome</i>.</p> <p>To examine ideas about what might prevent someone from getting one – either from lack of motivation, capability or opportunity – and ideas about where support could come from.</p>

<ul style="list-style-type: none"> <li>• Who else would they need to speak to?</li> <li>• Who might they nominate for their LPA?</li> </ul> <p>Would think about nominating a second person to be an Attorney, in case something happened to the first? Should they? Who would that person be?</p> <p><b>If you were in this person's situation, who would you like to receive information about LPA from?</b></p> <ul style="list-style-type: none"> <li>• Would you expect them to support you during the application process? If so, how?</li> </ul> <p><b>When would it be best if they received the information?</b></p> <ul style="list-style-type: none"> <li>• When would they be most likely to set up LPA?</li> <li>• When would they be least likely to?</li> <li>• IF SUGGEST AFTER DIAGNOSIS: What are the advantages and disadvantages of waiting to set one up after being diagnosed, or when ill?</li> </ul> <p>Would the application process make it more or less likely someone would set up an LPA later in life, or when they were ill?</p>	
5. Suggestions for communications about LPAs	15 mins
<p><b>If you had the task of OPG (trying to get more people to have an LPA) how would you "sell" the idea of having an LPA to your friends or family?</b></p> <ul style="list-style-type: none"> <li>• Do you feel confident you could explain LPA to them and why it's important? Why/why not?</li> <li>• What types of people would you concentrate on talking to? Probe around; having time, money, emotional and physical energy they need to do this</li> <li>• How would you explain it?</li> <li>• Do you think they might misunderstand anything? What?</li> <li>• Would they find anything unappealing? What?</li> <li>• Do you think they'd be comfortable with these issues?</li> <li>• Would the fees be an issue?</li> <li>• Do you think they could find out how to apply by themselves or would they need support? How would they go about it?</li> <li>• Would they feel confident completing the form online? How about organising signatures and registering the form? Would they have time to do all this? Do you think they'd get it right by themselves?</li> <li>• Do they have a solicitor? Would they be more comfortable doing it this way? What about the additional costs involved?</li> </ul> <p><b>What kind of people would be least likely to establish LPA?</b></p> <ul style="list-style-type: none"> <li>• How could the OPG engage them?</li> </ul> <p>Who would be most likely?</p> <p><b>Would it be better to target the people who may need an LPA or the people they</b></p>	<p><i>Discussing participants' ideas about how to persuade others to take one up will move from the pros and cons, barriers and enablers, to how these can be best communicated, and to different groups.</i></p>

<p><b>might appoint as their attorney?</b></p> <ul style="list-style-type: none"> <li>• Would it be appropriate to tell people that LPAs might be useful for their parents? Why/ why not?</li> <li>• How might you feel if your child suggested an LPA to you?</li> </ul> <p><b>What would be the most appropriate and effective ways to tell people about LPAs?</b>  – Probe: radio, newspaper, TV, a leaflet, a professional (e.g. GP, solicitor, social worker, HR), charities etc?</p> <ul style="list-style-type: none"> <li>• Which would mean those who most needed to know were reached?</li> </ul>	
5. Conclusions	10 mins
<p><b>Thinking about everything we've talked about today, what are the most important messages for the OPG?</b></p> <ul style="list-style-type: none"> <li>• What should the OPG do to encourage more people to set up an LPA?</li> <li>• What are the most important messages for you and your family?</li> </ul> <p><b>Do you think, considering everything we've talked about, you would set up an LPA? When? Why/why not?</b></p> <p>THANKS PARTICIPANTS AND CLOSE DISCUSSION. HAND OUT INCENTIVES.</p>	

## 2.2 Face-to-face in-depth interview discussion guide

<p>Lasting Power of Attorney Research</p> <p>In-depth Interviews Discussion Guide – FINAL 01</p>
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### 1. Research scope and objectives:

The Office of the Public Guardian (OPG) hopes to increase uptake of Lasting Power of Attorney orders (LPAs), to minimise the number of deputyships required. Further, it hopes to reach a greater proportion of the LPA market and to digitise the LPA application process and deputyship services. For this reason, it would like to better **understand the shape of the potential LPA customer market**, and to **examine any factors which could inhibit or enhance LPA uptake**.

These interviews aim to identify:

1. What the current **barriers and enablers** are to applying for an LPA, and how these differ across segments;
2. How can each of these segments best be made **aware of and encouraged to apply** for an LPA;
3. Which segments will be most responsive to **engagement, education and marketing**; and
4. If there are **organisations** potential customers trust that **OPG could partner with** to promote LPAs, and which these are.

We will be talking to people across England and Wales, who fit into one of the following three groups:

Group	Description	Number of interviews
1	People aged over 70 who are not able to attend a group discussion for reasons of frailty (i.e. just not being available isn't sufficient grounds)	3
2	People with a family history of conditions which affect mental capacity	4
3	People who have been diagnosed with a condition which will affect their mental capacity but do not yet have an LPA or a deputy in place	3



2. Structure of the discussion

Notes	Guide Sections	Guide Timings
<b>1. Introductions and background</b>	Explains the purpose and ground rules for the discussion, and discusses what participants do day-to-day and who they live with. Discussion of where they receive support or help from, if any.	10 mins
<b>2. Understanding awareness of initial reactions to LPAs.</b>	Explores both participants' spontaneous awareness of and attitudes towards LPAs, and their views after explaining LPAs. We will explain both Health and Welfare and Financial LPAs in detail.	10 mins
<b>3. Exploring expected relevance of and journey to an LPA.</b>	We will ask participants to imagine how a LPA might be relevant to them, and the journey they would expect to take to establishing one – identifying any triggers or barriers along the way and at different times in their lives.	15 mins
<b>4. Reactions to current application process</b>	Explains the current application process and gauges reactions to it.	10 mins
<b>5. Suggestions for communications about LPAs</b>	Discussion of what sort of communications or support during applications participants would be most open to, and would be most effective in encouraging uptake.	10 mins
<b>6. Conclusions</b>	Key messages about the benefits of LPAs and dangers of not having one, and final thoughts about the discussion.	5 mins

We use several conventions to explain to you how this guide will be used, described below.

Questions	(timing in minutes) Notes and Prompts
<p><b>Bold = Question or read out statement:</b> Questions that will be asked to the participant if relevant. Not all questions are asked during fieldwork based on the moderator's view of progress.</p> <ul style="list-style-type: none"> <li>▪ <b>Bullet = prompt:</b> Prompts are not questions – they are there to provide guidance to the moderator if required.</li> <li>▪ <b>CAPITALISED INSTRUCTIONS ARE TO THE MODERATOR IN MANAGING THE GROUP</b></li> </ul> <p>Typically, the researcher will ask <b>questions</b> and use the prompts to guide where necessary. Not all questions or prompts will necessarily be used in an interview</p>	<p>This area is used to summarise what we are discussing, provides informative notes, and some key prompts for the moderator</p>

1. Introductions and background	10 mins
<p>FOR INTERVIEWS WITH PEOPLE IN GROUP 3, PLEASE USE THE SEPARATE INTRODUCTION SHEET</p> <ul style="list-style-type: none"> <li>• Thank participants for taking part</li> <li>• Introduce self, Ipsos MORI – independent research organisation commissioned by Office of the Public Guardian</li> <li>• Explain aims of project – to explore what people know and think about Lasting Power of Attorneys and the application process</li> <li>• Explain scope of project – 9 further interviews and 14 small group discussions with potential customers in a range of locations.</li> <li>• Explain that their views and ideas will help shape the OPG’s development of LPA services and deputyships.</li> <li>• Explain confidentiality and MRS guidelines</li> <li>• Get permission to digitally record – transcribe for quotes, no detailed attribution and not passed on to OPG</li> <li>• Tell them that they can take a break or end the interview at any point</li> </ul> <p><b>I’d like to start by understanding more about you and your life. Can you tell me a little bit about...?</b></p> <ul style="list-style-type: none"> <li>• Where you live? How long have you lived here?</li> <li>• Who you live with?</li> <li>• How do you spend your time? What do you do day-to-day?</li> <li>• Do you have any children? Where do they live? Do you have any other family living nearby?</li> </ul> <p>FILL OUT TABLE WITH SUPPORT NETWORK</p> <p>IF APPROPRIATE GIVEN PREVIOUS ANSWER: <b>Do you receive any support from your family?</b></p> <ul style="list-style-type: none"> <li>• How often do you see them?</li> <li>• What sort of support do they offer? <i>E.g. financial/monetary, caring/support, emotional, advice; or some combination of these, or other</i></li> <li>• Do you find that support important? What would it be like if they were not to offer this support?</li> </ul> <p><b>Do you receive any support from friends?</b></p> <ul style="list-style-type: none"> <li>• What sort of support do they offer?</li> <li>• Do you find that support important? What would it be like if they were not to offer this support?</li> </ul> <p><b>Do any organisations in your community support you at all?</b> <i>E.g. a religious group, community centre, sports/activities groups, etc.</i></p>	<p><i>Sets the scene for the research</i></p> <p><i>Ensures informed consent, in part by making sure people are aware what the interview is for and how it will be used.</i></p>

<ul style="list-style-type: none"> <li>• What sort of support do they offer?</li> </ul> <p><b>What about charities? Have you received support from them at all?</b></p> <ul style="list-style-type: none"> <li>• What sort of support do they offer?</li> <li>• How did you come to receive this support? Why did you get in touch with the charity – or did they approach you?</li> <li>• Is the support they offer helpful?</li> </ul> <p><b>Do health organisations offer or provide support?</b></p> <ul style="list-style-type: none"> <li>• What sort of health service is it?</li> <li>• How long have you been receiving that support?</li> <li>• Do you feel like you can talk to the health professionals?</li> </ul> <p><b>Are there any other public sector organisations such as the council, social services, library or others which offer or provide you with support?</b></p> <ul style="list-style-type: none"> <li>• What sort of support do they offer?</li> <li>• How did you come to receive this support? Why did you get in touch with them – or did they approach you?</li> <li>• Is the support they offer helpful?</li> </ul>	
<p><b>2. Understanding awareness of, and initial reactions to, LPAs.</b></p>	<p><b>10 mins (although if have considered before but did not proceed then this section might take longer)</b></p>
<p><b>Today I'd like to talk to you about Lasting Power of Attorney. To start off, I'd like to understand how familiar you are with this. Can you tell me what, if anything, you know about them?</b></p> <ul style="list-style-type: none"> <li>• What are they for?</li> <li>• How do they work?</li> <li>• How do you know this?</li> </ul> <p><b>Do you know anyone who has one or who has considered getting one?</b></p> <ul style="list-style-type: none"> <li>• Who? Why were they thinking about it? Did someone recommend that they get one?</li> <li>• Did they decide to get it? If not, why not?</li> <li>• How did they get one?</li> <li>• What have they said about the LPA? Were they comfortable talking about it?</li> </ul> <p><b>Have you considered getting one for yourself?</b></p> <p>INTERVIEWER NOTE: IF THE INTERVIEWEE HAS CONSIDERED IT PLEASE TRY TO UNDERSTAND IN A BIT MORE DETAIL <i>WHY</i> THEY DIDN'T (AND ESTABLISH WHETHER THEY HAVE FILLED IN THE FORMS BUT NOT REGISTERED, OR HAVE</p>	<p><i>Explores participants' knowledge and awareness of LPA</i></p> <p>Looking for the motivations and opportunities that lead those they know have one to set them up.</p> <p>Examine initial reactions to LPA and assumptions around their relevance.</p>

<p>NOT EVEN GOT THE FORMS).</p> <p>USING STIMULUS A EXPLAIN WHAT LPAS ARE – BOTH FINANCE &amp; PROPERTY AND HEALTH &amp; WELFARE – BUT NOT HOW TO APPLY FOR THEM.</p> <p><b>How does that sound to you? Is there anything surprising about it?</b></p> <ul style="list-style-type: none"> <li>• If so, what?</li> </ul> <p>How do you feel about it?</p> <p><b>Does getting an LPA sound like it could be a good idea or not?</b></p> <ul style="list-style-type: none"> <li>• What do you think are the good things and bad things about an LPA?</li> </ul> <p><b>Who do you think LPAs are for?</b></p> <ul style="list-style-type: none"> <li>• What types of people might benefit from having one? Why?</li> <li>• Who might not need one?</li> </ul> <p>PROBE around: age, health, financial circumstances, health.</p> <p><b>Do you think an LPA is relevant to you or something you personally would consider applying for?</b></p> <ul style="list-style-type: none"> <li>• Why/why not?</li> <li>• If not now, when do you think it could be relevant to you?</li> <li>• What, if anything, would worry you about applying?</li> </ul> <p><b>Which sort of LPA do you imagine would be most relevant to you or are they both equally relevant? Why?</b></p> <ul style="list-style-type: none"> <li>• IF APPROPRIATE: why would one be more relevant than the other?</li> <li>• Are the two types of LPA for different kinds of people? Why/ why not? Who might financial LPAs be for? And what about health and welfare LPAs?</li> <li>• In what circumstances do the different types of LPA become relevant?</li> </ul>	<p>Explore any cultural barriers to LPA from expectations family will automatically play the care-taker role.</p> <p>Opens the discussion about the social context of LPA and access to information about them.</p> <p><i>Explores <b>which</b>, if either, type of LPA they feel is more relevant.</i></p>
<p>3. Exploring expected relevance of and journey to an LPA.</p>	<p>20 mins</p>
<p><b>Now I'd like to talk about the different the steps that would lead to establishing LPA.</b></p> <p><b>What might trigger you to think about applying?</b></p> <p><b>When would be the best time to get one?</b></p> <ul style="list-style-type: none"> <li>• When might be too early? When might be too late?</li> <li>• When might you be most open to the idea? And when would you not want to think about it?</li> </ul>	<p><i>Explores when and how they might apply, and who they would like to receive information from.</i></p> <p><b>Planning</b></p>

<p>NOTE TO INTERVIEWER: FOR THOSE IN GROUP 3, PROBE: around if/when after diagnosis they feel they would be comfortable enough to think and talk about losing capacity. Try and get an understanding of when they think they might feel sufficiently comfortable talking thinking and talking about LPA – how long after diagnosis? Would it be too upsetting/difficult/much to think about shortly after? What would their emotional reaction be to the idea of LPA at different times after diagnosis?</p> <p><b>Who would you like to receive information about them from?</b></p> <ul style="list-style-type: none"> <li>Who would you trust? <i>PROBE, CONSIDERING SUPPORT TALKED ABOUT EARLIER: what kinds of organisations? Medical/legal/financial? Government or charities?</i></li> <li>Would you expect to be given information about them from anyone/where?</li> <li>Who would you talk to about setting up LPA? Would it depend on which type you wanted to get?</li> <li>When would you not want to think about LPA?</li> </ul> <p><b>Would you look for information about LPA? Where would you look?</b></p> <ul style="list-style-type: none"> <li>Who would you need to speak to? <i>PROBE: family, friends, solicitor, doctor, bank?</i></li> </ul> <p><b>At what stage would you speak to the person you wanted to have power of attorney?</b></p> <ul style="list-style-type: none"> <li>How might that conversation go? What involvement do you think they would have in this process?</li> </ul> <p><b>How would you want to make an application?</b></p> <ul style="list-style-type: none"> <li>How easy/difficult do you think the forms would be to fill in?</li> <li>Would you ask anyone for help or advice? Who? Friends? Family?</li> <li>Would you think about using a legal professional? Why/ why not?</li> <li>Would you think about doing it online? Why/ why not? How comfortable or not do you feel using a computer and with online tools? What are the benefits or drawbacks of doing it this way? <i>PROBE: would it make a difference if there was an organisation such as Age UK or Citizens Advice which would help you to do it?</i></li> <li>Would you think about applying on paper? Why/ why not?</li> <li>Where would you expect to get the forms if you did not have internet access? Is there somewhere in particular you would go? <i>PROBE: a library, friend's house, doctor, a charity?</i></li> <li>How long do you think it would it take to apply?</li> </ul>	<p>Encourages participants to think about LPAs in the context of their own lives, and gauges their expectations of where something like LPA would fit - e.g. in the legal, medical, financial sphere.</p> <p>Questions about the physical act of application - expectations and physical opportunity.</p> <p><b>Support</b></p> <p><b>Completing an application</b></p> <p><b>Cost</b></p>
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<p><b>How much do you think it would cost to register?</b></p> <ul style="list-style-type: none"> <li>What would be the right price/too much?</li> </ul>	
<b>4. Reactions to current application process</b>	<b>10 mins</b>
<p>EXPLAIN AND PRESENT DIAGRAM IN STIMULUS B OF CURRENT APPLICATION PROCESS AND ENCOURAGE REACTIONS TO IT.</p> <p><b>Do you have any questions about this? What do you think of this process?</b></p> <ul style="list-style-type: none"> <li>How easy or difficult do you <i>think</i> this would be?</li> <li>Is there anything about the process that would mean some people can't set up LPA?</li> <li>Is there anything about the process would <i>put people off</i>? Why? Would it put you off?</li> <li>Is there anything you would change about it?</li> </ul>	<p>Explore participants' reactions to the actual process, to see if it presents any barriers, and if so how they can be <i>overcome</i></p>
<b>5. Suggestions for communications about LPAs</b>	<b>10 mins</b>
<p><b>How do you think the idea of LPA could be best explained to you?</b></p> <ul style="list-style-type: none"> <li>What would need to be explained?</li> <li>Do you think you might misunderstand anything? What?</li> <li>Would you find anything unappealing? What?</li> </ul> <p><b>How would you go about getting an LPA?</b></p> <ul style="list-style-type: none"> <li>Do you think you could find out how to apply by yourself or would you need support?</li> <li>Would you feel confident completing the form online? How about organising signatures and registering the form? Would you have time to do all this?</li> <li>Would you be comfortable with the fee?</li> </ul> <p><b>What would be the most appropriate and effective ways to tell you, and other people about LPAs?</b></p> <p>PROBE: radio, newspaper, TV, a leaflet, a professional (e.g. GP, solicitor, social worker, HR), charities etc?</p> <ul style="list-style-type: none"> <li>Which would mean those who most needed to know were reached?</li> </ul>	<p><i>Discussing participants' ideas about how to persuade others to take one up will move from the pros and cons, barriers and enablers, to how these can be best communicated, and to different groups.</i></p>

5. Conclusions	5 mins
<p><b>Thinking about everything we've talked about today, what are the most important messages for the OPG?</b></p> <ul style="list-style-type: none"> <li>• What should the OPG do to encourage more people to set up an LPA?</li> <li>• What are the most important messages for you and your family?</li> </ul> <p><b>Do you think, considering everything we've talked about, you would set up an LPA? When? Why/why not?</b></p> <p><b>How has our conversation today been? Have you found the topics easy or difficult to discuss?</b></p> <p>THANKS PARTICIPANT AND CLOSE, AND GIVE THEM THE INCENTIVE.</p>	

## 2.3 Telephone interview with deputies discussion guide

<p style="text-align: center;">Lasting Power of Attorney Research</p> <p style="text-align: center;">Telephone Interviews with deputies Discussion Guide – FINAL</p>
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### 3. Research scope and objectives:

The Office of the Public Guardian (OPG) hopes to increase uptake of Lasting Power of Attorney orders (LPAs), to minimise the number of deputyships required. Further, it hopes to reach a greater proportion of the LPA market and to digitise the LPA application process and deputyship services. For this reason, it would like to better **understand the shape of the potential LPA customer market**, and to **examine any factors which could inhibit or enhance LPA uptake**.

These interviews aim to identify:

1. What the current **barriers and enablers** are to applying for an LPA, and how these differ across segments;
2. How can each of these segments best be made **aware of and encouraged to apply** for an LPA;
3. Which segments will be most responsive to **engagement, education and marketing**; and
4. If there are **organisations** potential customers trust that **OPG could partner with** to promote LPAs, and which these are.

### 2. Structure of the discussion

Notes	Guide Sections	Guide Timings
<b>1. Introductions and background</b>	Introduces participants to the research and explains confidentiality and anonymity, MRS code of conduct and structure of the conversation.	5 mins
<b>2. Understand journey to becoming a deputy</b>	Explores participants' and patient's experiences leading to the deputyship, and awareness of LPA both before and after the deputyship.	15 mins
<b>3. Exploring perceptions and relevance of LPA</b>	After explanation of LPA, discusses any perceived benefits, drawbacks and relevance of LPA to the patient.	10 mins
<b>3. Deputy's current situation</b>	Participants are asked about whether they have an LPA, or would consider setting one up.	5 mins
<b>6. Conclusions</b>	Final thoughts and summary of discussion.	5 mins

We use several conventions to explain to you how this guide will be used, described below.



Questions	(timing in minutes) Notes and Prompts
<p><b>Bold = Question or read out statement:</b> Questions that will be asked to the participant if relevant. Not all questions are asked during fieldwork based on the moderator's view of progress.</p> <ul style="list-style-type: none"> <li>▪                               Bullet = prompt: Prompts are not questions – they are there to provide guidance to the moderator if required.</li> <li>▪                               CAPITALISED INSTRUCTIONS ARE TO THE MODERATOR IN MANAGING THE GROUP</li> </ul>	<p>This area is used to summarise what we are discussing, provides informative notes, and some key prompts for the moderator</p>
<p>Typically, the researcher will ask <b>questions</b> and use the prompts to guide where necessary. Not all questions or prompts will necessarily be used in an interview</p>	

1. Introductions and background	5 mins
<ul style="list-style-type: none"> <li>• Thank participants for taking part</li> <li>• Introduce self, Ipsos MORI – independent research organisation commissioned by Office of the Public Guardian</li> <li>• Explain aims of project – to explore what people know and think about Lasting Power of Attorneys and the application process. We’re speaking with Deputies to try to understand if there was a way this could have been avoided and the donor could have put in place an LPA instead.</li> <li>• Explain scope of project – 9 further telephone interviews with deputies, and 10 face-to-face interviews and 14 small group discussions with potential customers in a range of locations.</li> <li>• Explain that their views and ideas will help shape the OPG’s development of LPA services and deputyships.</li> <li>• Explain confidentiality and MRS guidelines</li> <li>• Get permission to digitally record – transcribe for quotes, no detailed attribution and not passed on to OPG</li> <li>• Tell them that they can take a break or end the interview at any point</li> </ul> <p><b>I’d like to start by understanding more about you and your life. Can you tell me a little bit about...?</b></p> <ul style="list-style-type: none"> <li>• Where you live?</li> <li>• Who you live with?</li> <li>• How do you spend your time? What do you do day-to-day?</li> </ul>	
2. Understanding the journey to becoming a deputy	15 mins
<p><b>Today I’d like to start by talking to you briefly about your experiences being a deputy and then we’ll talk about an alternative to deputyships called the Lasting Power of Attorney. Don’t worry if you haven’t heard of this as I’ll explain it all as we go along.</b></p> <p><b>Could you tell me who you are/were deputy for?</b></p> <ul style="list-style-type: none"> <li>• What is/was your relation to that person?</li> </ul> <p><b>When did you become deputy for that person?</b></p> <p><b>Can you tell me what steps lead to that decision?</b></p> <p><b>IF NEEDED PROBE</b></p> <ul style="list-style-type: none"> <li>• Who first realised that [donor] needed help making decisions?</li> <li>• Did you, or when did you, begin to think about planning for a future when they could no longer make decisions for themselves?</li> <li>• How long after realising they needed some help did it become clear that a deputy would be required? <ul style="list-style-type: none"> <li>○ Was there anything specific that happened which meant a deputyship was required? If so, what?</li> </ul> </li> </ul>	<p><i>Note: this section is mainly for context and we are not particularly interested in the deputyship application or the experience of being a deputy. However, some of this will come out naturally and this is a good place for people to ‘dump’ any problems they had.</i></p>

<p><b>Thinking back to before you became a deputy what did you / [donor] assume would happen if/when they could no longer make decisions?</b></p> <ul style="list-style-type: none"> <li>• Was it something you thought about?</li> <li>• Did you realise at that time that their ability to make decisions would deteriorate?</li> <li>• How did you think decision-making would work? <ul style="list-style-type: none"> <li>○ Probe: Health and finance decisions</li> </ul> </li> <li>• IF APPROPRIATE: What did you do between realising they needed help and applying for the deputyship?</li> </ul> <p>Probe: at the time did you think that would be a long term solution?</p> <p><b>Did anybody advise you on what to do (i.e. the need to put in place a Deputyship or lasting power of attorney)?</b></p> <ul style="list-style-type: none"> <li>• If yes, who?</li> <li>• If no, would you have expected anyone to have? If so, who?</li> </ul> <p><b>What, if anything, did you know about deputyships prior to your experience?</b></p> <ul style="list-style-type: none"> <li>• How did you know that?</li> <li>• Where and when did you find out about deputyships? Who from?</li> </ul> <p><b>What did you know, if anything, about Lasting Power of Attorney (LPA) prior to your experience?</b></p> <ul style="list-style-type: none"> <li>• How did you know that?</li> <li>• Where and when did you find out? Who from?</li> <li>• What do you know now (if anything?)</li> </ul>	
<p><b>3. Exploring perceptions and relevance of LPA (15 mins)</b></p>	<p>15 mins</p>
<p><b>READ OUT:</b></p> <p><i>A lasting power of attorney is a legal document that lets you appoint someone (known as an 'attorney') to make decisions on your behalf. It could be used if you became unable to make your own decisions. There are 2 types: health and welfare and property and financial affairs. You can choose to make one type of lasting power of attorney or both but you can only do it while you still have capacity.</i></p> <p><b>Health and welfare</b> allows you to choose someone, or more than one person, to make decisions about things like:</p> <ul style="list-style-type: none"> <li>• <i>your daily routine (e.g. what to eat and wear)</i></li> <li>• <i>medical care</i></li> <li>• <i>moving into a care home</i></li> <li>• <i>refusing life-sustaining treatment</i></li> </ul> <p><i>This lasting power of attorney can only be used when you're unable to make your own decisions.</i></p>	

**Property and financial affairs** lets you choose someone, or more than one person, to make decisions about money and property for you, including:

- paying bills
- collecting benefits
- selling your home

You can appoint someone to look after your property and financial affairs at any time.

**Did you or [donor] receive/find any information about LPAs at any stage?**

[If yes]

- From whom?
- Did you look at the application process?
- Why did [donor] not get an LPA?
  - Did [donor] decide against applying for one? If so, why?
  - Were they unable to apply for LPA? If so, why?

[if no]

**Do you think LPA is something that [donor] would have been open to?**

[If yes]

- Why? What would they have thought attractive about it? Is there anything they would have found less attractive?
  - Probe for views on health and finance LPAs
- When would it have been best for them to set up LPA?
- Would they have considered setting up LPA at that time? Why/why not? When would they have been receptive?
- Would they have known who to appoint as their attorney?

[If no]

- Why not?
- Is there anything in particular that they wouldn't have liked about it? Is there anything they would have found attractive?
  - Probe for views on health and finance LPAs
- Would they have felt LPA were relevant to them?
- Would they have known who to appoint as their attorney?

**And from your perspective, do you think you would have wanted [donor] to put in place an LPA before they lost capacity? Why/why not?**

- How would you have raised the subject with them?

**What were the main barriers to [donor] applying for an LPA?**

**PROBE:** not knowing about them, not being confident to apply, not having the money for registration/solicitor, complexity of application process, not having an obvious attorney.

**Looking back, how do you think these could be overcome?**

- Who could have provided this information? Who would you trust?

<ul style="list-style-type: none"> <li>○ Probe for specific organisations e.g. charities, local authorities, health services etc</li> <li>• When would it have been best to get information about LPA? <ul style="list-style-type: none"> <li>○ Was there any point where you would definitely not think it would be a good time to receive information? Why?</li> </ul> </li> <li>• What support would you/[donor] have needed? When? From who?</li> </ul> <p><b>What would be different if [donor] had an LPA in place?</b></p> <ul style="list-style-type: none"> <li>• What would be different about how their affairs were managed?</li> </ul> <p>INTERVIEWER NOTE: WITH AN LPA THERE IS NO NEED TO SUBMIT AN ANNUAL ACCOUNT AND THE ATTORNEY WILL HAVE LITTLE/NO CONTACT WITH OPG. ALSO THERE IS NO ANNUAL FEE FOR AN LPA.</p> <p><b>If you were an attorney, how do you think that would differ from your role as deputy?</b></p> <ul style="list-style-type: none"> <li>• From your perspective, what would be the benefits, if any, to being an attorney? What would be the drawbacks, if any? <ul style="list-style-type: none"> <li>○ Probe: difficulty setting up a deputyship, ongoing admin/scrutiny associated with being a deputy</li> </ul> </li> <li>• What would the benefits to [donor] be if you were an attorney, rather than a deputy, if any? And what would be the drawbacks, if any?</li> </ul>	
<b>4. Deputy's current situation</b>	5 mins
<p><b>Have you got an LPA in place for yourself?</b></p> <ul style="list-style-type: none"> <li>• [If no] Why not?</li> <li>• Do you intend to get one or have you decided against one?</li> <li>• Would you be able to if you wanted to? <ul style="list-style-type: none"> <li>○ Do you know how to apply?</li> <li>○ Do you have in mind who you could nominate as your attorney?</li> </ul> </li> <li>• [If yes] What made you apply for an LPA?</li> <li>• How did you find the application process?</li> </ul>	
<b>5. Conclusions</b>	5 mins
<p><b>Thinking about everything we've talked about, would you suggest that the OPG should encourage more people to register an LPA?</b></p> <ul style="list-style-type: none"> <li>• [If so] How should it do that?</li> <li>• What would people need to know about LPA?</li> <li>• When should people think about setting LPA up and how can OPG or other organisations help?</li> <li>• [If not] Is there anything else they could do to reduce deputyship cases?</li> </ul> <p>THANK PARTICIPANT AND REMIND THEM ABOUT THE INCENTIVE, CONFIRM THAT WE SHOULD SEND A CHEQUE AND IF SO, TO WHOM IT SHOULD BE MADE OUT AND WHERE SENT.</p>	

## 2.4 Stimulus A – What is LPA?

### What is LPA?

1



A lasting power of attorney is a legal document that lets you appoint someone (known as an 'attorney') to **make decisions on your behalf**.

It could be used if you became **unable to make your own decisions**.

- There are 2 types:
  - **health and welfare**
  - **property and financial affairs**
- You can choose to make one type of lasting power of attorney or both.

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Source: Gov.uk



### Health and Welfare LPA

2

This allows you to choose someone, or more than one person, to make decisions about things like:

- **your daily routine (e.g. what to eat and wear)**
- **medical care**
- **moving into a care home**
- **refusing life-sustaining treatment**



This lasting power of attorney can only be used when you're unable to make your own decisions.

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Source: Gov.uk



## Property and financial affairs

3

This lets you choose someone, or more than one person, to make decisions about money and property for you, including:

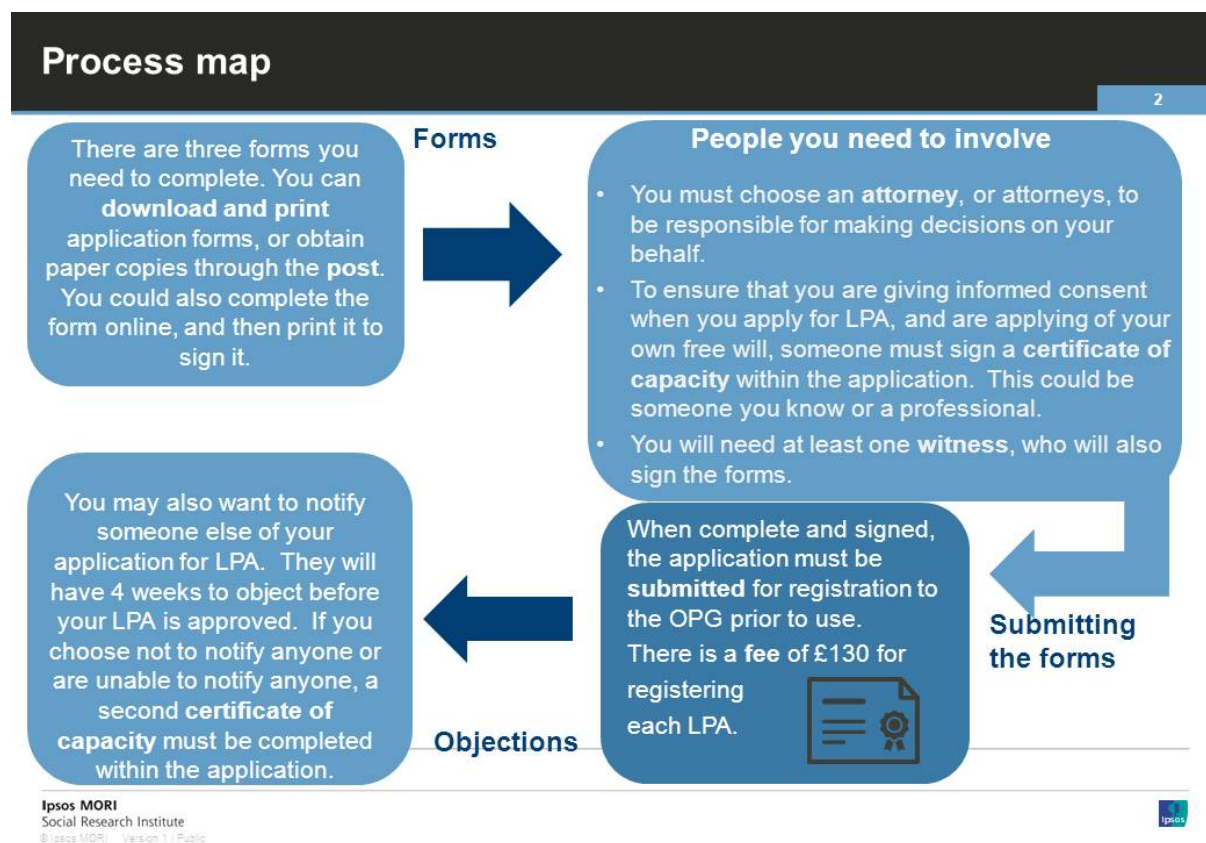
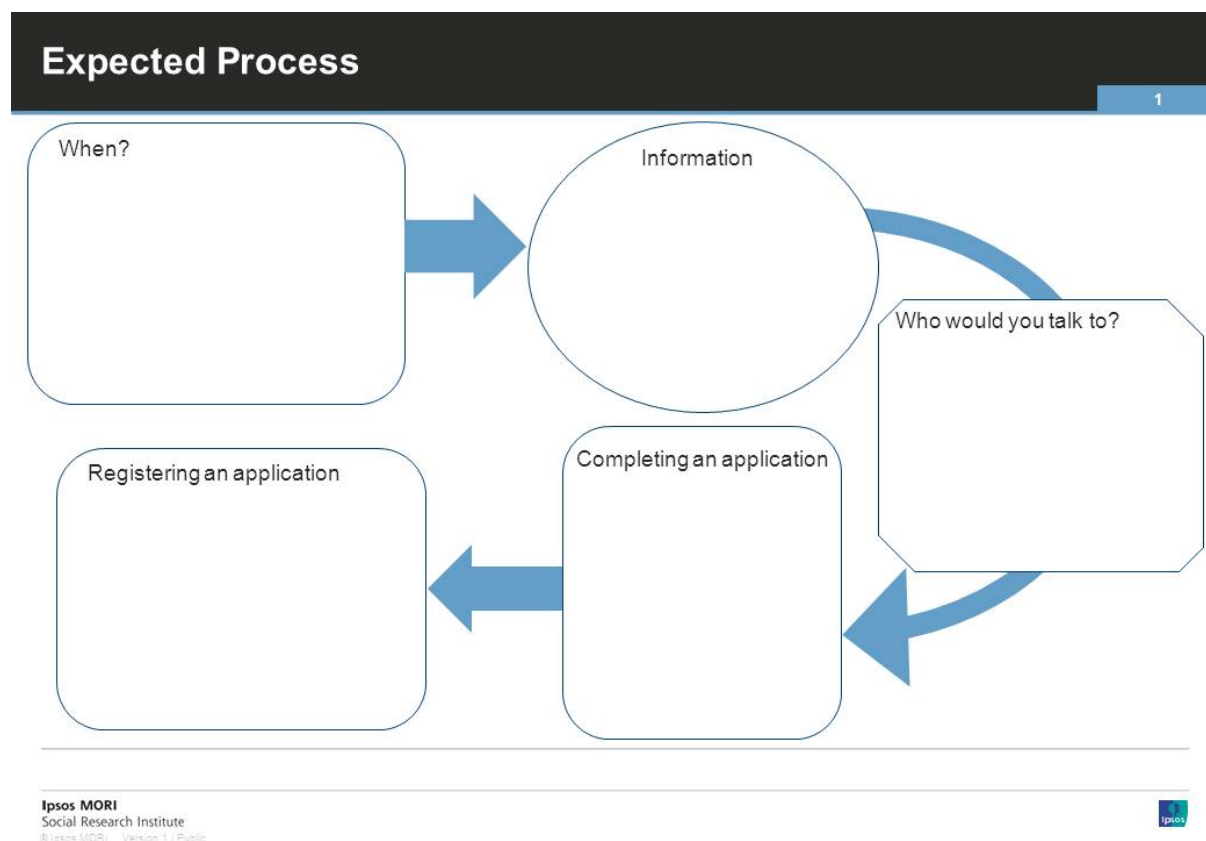
- **paying bills**
- **collecting benefits**
- **selling your home**



You can appoint someone to look after your property and financial affairs at any time.



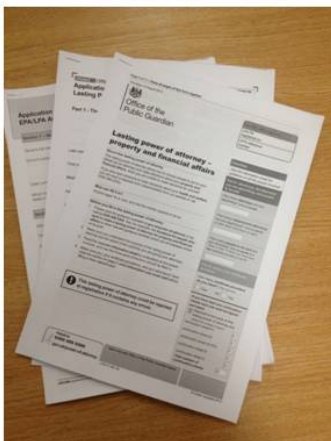
## 2.5 Stimulus B – The application process





## Applying on paper

3



- There are 3 forms which all need completing separately – therefore much of the information is duplicated in each form i.e. names, addresses etc.
- The LPA application form is 11 pages
- The application to register the LPA is 14 pages
- The Notice of Intention is 4 pages
- There is also around 55 pages of guidance material

## Applying Online

4

### 1 Create an LPA

Use this digital tool to fill in the LPA form. When it's complete you can print an LPA document.

[Create an LPA now](#)



### 2 Sign the LPA

Several people must sign the LPA document in a set order. We'll explain who needs to sign and when.

[More about signing](#)



### 3 Register the LPA

When you're ready, fill in the registration forms, pay the £130 fee and post the LPA to OPG for registration.

[Registering the LPA](#)



### Receive your LPA

OPG will return your registered and stamped LPA – ready to use when you need it.



The online tool consists of 11 screens – each screen has between 1 and 12 questions

The tool will pre-populate information from your LPA application into the other forms so that you are not required to duplicate this information.

You will still be required to print the forms out so that you can get everyone to sign the forms before submitting.

The online tool will check and prompt some of the information you are inputting which will hopefully reduce the risk of errors.

There is also “pop-up” guidance which should assist you in understanding the process/forms.

### Miss Hermione Jane Grainger (certificate provider)

This person signed part B of the LPA on

Certificate provider must not sign the LPA before the donor has signed it. If the certificate provider has signed the LPA before the donor, you must print a new copy of part B and ask the certificate provider to sign again. You can obtain blank part B sheets from the links below:

[Part B for your first or only certificate provider](#)

[Part B for your second certificate provider](#)

[Part C](#)

## 2.6 Stimulus C – Pen portraits of potential customers

### Case study one – Ellen and Janek

1

Ellen and Janek live just outside Portsmouth, in a house they have rented since they married 22 years ago. Their children have all grown up and left home, but two still live just a ten minute walk away. They see their grandchildren regularly and as they are both still fit and healthy are often called upon for baby-sitting duties.



The couple have always worked in low-paying jobs, and never have much money saved up. After overstretching themselves last Christmas, they had to go without their internet and TV subscription for a while. They think about this more now that they are nearing retirement – Janek just turned 56, and Ellen is 54 – but don't like to worry too much about the future.

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### Case study two - Jenny

2



Jenny lives in a pretty village in Suffolk. She lives in her mortgaged house, and doesn't have a partner or children. She spends most of her free time taking walks with her friends in the Suffolk countryside and takes part in a local theatre group.

The walks and theatre keep her generally quite healthy, and she blames her high blood pressure on her high-paying job in PR. At 48, she's starting to worry she's getting a bit old for it. Jenny is originally from Edinburgh, and her only relatives – her parents – still live there; she usually visits around four times a year.

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## Case study three – Jim and Emily

3



Jim, 68, was recently diagnosed with Alzheimer's, in its early stages. He and his wife, Emily, live in a house they own, and since they paid off their mortgage have been enjoying their comfortable income from pensions and investments. Their children are adults now and financially independent, and they both live in a city a couple of hours' drive away. Jim has always managed the money in the household, and Emily worries that, as Jim's illness progresses, she won't know how to handle their finances. Both are unsure what is going to happen to them.

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## 2.7 Questionnaire

### OPG: Future of Lasting Power of Attorneys National Omnibus Survey Questionnaire – FINAL

Two Waves

Sample: Ask anyone who is 45 or over in England and Wales only

(COMPUTING: PLEASE ENSURE ALL DK AND NULL ARE TREATED AS HIDDEN RESPONSES)

INTERVIEWER THIS SECTION DOES NOT HAVE SHOWCARDS. ON SCREEN INSTRUCTIONS WILL INDICATE WHEN TO SHOW AND WHEN NOT TO SHOW SCREEN TO THE RESPONDENT.

PLEASE NOTE: THERE MAY BE QUESTIONS THAT ALLOW DON'T KNOW AND NONE OF THESE. PLEASE TYPE DK FOR DON'T KNOW AND NULL FOR NONE OF THESE

(New Screen)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline SHOW)

#### ASK ALL

**The next questions are about your attitudes towards life and planning for the future...**

PE1a

To what extent do you agree or disagree with the following statements?

(SINGLE CODE, allow HIDDEN DK)

#### STATEMENTS - RANDOMISE

- a) When it comes to making decisions, I usually go with my gut instinct
- b) I trust the people around me
- c) I worry about other people's feelings and opinions when I take decisions
- d) I prefer to live for today rather than plan for tomorrow
- e) I try to avoid talking or thinking about bad things that could happen
- f) Religious beliefs influence the decisions I make
- g) I have a network of friends and family who I can rely on

#### REVERSE SCALES

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree

#### ASK ALL

PE1b

I am now going to ask you some questions about the future

To what extent do you agree or disagree with the following statements?

(SINGLE CODE, allow HIDDEN DK)

13-050890-01 OPG Future of LPAs

### STATEMENTS - RANDOMISE

- a) I am nervous about old age
- b) My financial situation is complicated
- c) I don't think I am ever going to lose my ability to make decisions for myself

### REVERSE SCALES

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree

### ASK ALL

PE3

Do you currently have any of the following?

MULTICODE (Allow HIDDEN DK and REF)

### STATEMENTS - RANDOMISE

- a) A private pension
- b) A pension through your employer
- c) Life insurance
- d) A written will
- e) A registered Lasting Power of Attorney naming someone else to be your attorney
- f) An Enduring Power of Attorney
- g) A General Power of Attorney,
- h) A letter of wishes or a living will

### REVERSE SCALES

- 1. Yes, I have this.
- 2. No, I do not have this.

(New Screen)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline DO NOT)

(NEW SCREEN)

NOTE TO INTERVIEWER IF REQUIRED:

A GENERAL POWER OF ATTORNEY (SOMETIMES JUST CALLED POWER OF ATTORNEY) IS A DOCUMENT WHICH GIVES SOMEBODY ELSE THE RIGHT TO ACT/MAKE DECISIONS ON YOUR BEHALF.

LASTING POWER OF ATTORNEY IS DIFFERENT AS IT HAS TO BE REGISTERED WITH OFFICE OF THE PUBLIC GUARDIAN AND IS TYPICALLY USED WHEN YOU LOOSE THE ABILITY TO MAKE DECISIONS FOR YOURSELF (E.G. IF YOU LOSE MENTAL CAPACITY THROUGH DEMENTIA OR SIMILAR)

ENDURING POWER OF ATTORNEY WAS AVAILABLE UP TO OCTOBER 2007 WHEN IT WAS REPLACED BY LASTING POWER OF ATTORNEY

IF code e @ PE3

PE4a

13-050890-01 OPG Future of LPAs

Have you registered your Lasting Power of Attorney (i.e. sent the forms to Office of the Public Guardian and paid the fee)

Yes

No

Don't know

IF PE3 code f(enduring power of attorney) or PE4a code Yes – END INTERVIEW

IF PE4a CODE No

PE4

Why haven't you registered your LPA?

INTERVIEWER: DO NOT READ OUT. PROBE FULLY ESPECIALLY IF THEY SAY 'DIDN'T KNOW I HAD TO'

(ALL MULTICODE EXCEPT CODE K - DK)

- a) Didn't know I had to
- b) Haven't completed the forms yet
- c) Forms were too difficult to fill in
- d) Forms took too long to fill in
- e) Too expensive
- f) Don't know how
- g) Waiting until I need it
- h) It's with my will
- i) My solicitor is looking after it
- j) My solicitor told me not to
- k) Don't know
- l) Other (WRITE IN)

(New Screen)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline SHOW)

ASK ALL

PE5

I'm going to ask you a few questions about making decisions about other people. I want you to tell me if you think they are definitely true, probably true, probably false, or definitely false: This is not a test, we just want to hear your honest opinion. If you're not sure you can say probably.

(SINGLE CODE, ALLOW HIDDEN DK)

STATEMENTS - RANDOMISE

- a) In a hospital, the next of kin always get the final say in treatment decisions if the patient is unable to make decisions for themselves
- b) If a couple have a joint bank account and their home is in joint names, and one person loses the ability to make decisions for themselves the other can legally make decisions for them

REVERSE SCALE

- 1. Definitely true
- 2. Probably true
- 3. Probably false
- 4. Definitely false



## INTERVIEWER READ OUT:

A Lasting Power of Attorney, or LPA, is for individuals in England and Wales who are planning ahead in their lives. An LPA allows the person planning ahead to nominate a person or persons to make decisions on their behalf if they became unable to do so, for instance if they were to get dementia or brain damage. These people are known as 'attorneys'.

There are two types of LPA – Health & Welfare, which enables attorneys to make decisions about health and care treatments – and Property & Finance, which enables attorneys to make decisions related to a person's day to day financial affairs which are in their best interests. Currently there is a fee of just over £100 to register each LPA application although people on low incomes may pay a reduced fee.

## ASK ALL

PE6a

Before this interview, how much, if at all, would you say you knew about Lasting Power of Attorney?

(SINGLE CODE ONLY)

## REVERSE SCALE

1. A great deal
2. A fair amount
3. Not very much
4. Heard of it but know nothing about it
5. Never heard of it

## ASK ALL

PE6b

I've now got a couple more true/false questions for you. Again it is not a test - we just want to hear your honest opinion. If you're not sure you can say probably.

(SINGLE CODE, ALLOW HIDDEN DK REF)

## STATEMENTS - RANDOMISE

- a) You need a solicitor in order to make a Lasting Power of Attorney
- b) When you register a Lasting Power of Attorney the person you nominate always has control immediately

## REVERSE SCALE

1. Definitely true
2. Probably true
3. Probably false
4. Definitely false

(New Screen)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline DO NOT)

## ASK ALL

PE7A

COMPUTING: TREAT AS GRID.

STATEMENTS

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Do you know, or have you known, anybody who has a Lasting Power of Attorney?

Do you know, or have you known, someone who has lost the ability to make their own decisions?

#### CODE LIST

1. Yes
2. No
3. Don't know
4. Prefer not to say

(New Screen)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline SHOW)

#### ASK ALL

PE8

How interested do you think you might be, if at all, in setting up a Lasting Power of Attorney at some point in the future...

(SINGLE CODE, ALLOW HIDDEN DK REF)

#### STATEMENTS - RANDOMISE

- a) for yourself?
- b) on behalf of someone else?

#### REVERSE SCALE

1. Very interested
2. Quite interested
3. Not very interested
4. Not at all interested

#### CODES 1-2 at PE8a ONLY

PE9a

How likely, if at all, would you say you are to apply for an LPA personally, either Health & Welfare or Property & Finance, in the next 12 months?

(SINGLE CODE - ALLOW HIDDEN REF and DK)

1. Very likely
2. Fairly likely
3. Fairly unlikely
4. Very unlikely
5. It depends on whether I need one

#### CODES 1-2 at PE8b ONLY

PE9b

How likely, if at all, would you say you are to apply for an LPA on behalf of someone else, either Health & Welfare or Property & Finance, in the next 12 months?

(SINGLE CODE - ALLOW HIDDEN REF and DK)

1. Very likely

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2. Fairly likely
3. Fairly unlikely
4. Very unlikely

**CODES 1-2 at PE8a ONLY**

PE10a Which LPA or LPAs do you think you are likely to get?

**(SINGLE CODE)**

**REVERSE SCALE**

1. Health & Welfare only
2. Property & Finance only
3. Both Health & Welfare and Property & Finance
4. Not sure yet

**(New Screen)**

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

**(DP: please underline DO NOT)**

**CODES 3, 4, 5 at PE9a ONLY**

PE10b

At what point do you think you would get your LPA(s)?

**(SINGLE CODE)**

**INTERVIEWER: DO NOT READ OUT**

1. At retirement / At state pension age
2. If/when I am diagnosed with a mental illness or dementia
3. When I lose physical capacity
4. When I write my will
5. When I get old
6. In a few years' time
7. If I went into a care home
8. If I leave the country
9. If I die
10. When I'm 50-59 years old
11. When I'm 60 – 69
12. When I'm 70 – 79
13. When I'm 80 or older
14. Not sure
15. Other (*WRITE IN*)

**CODES 3-4 at PE8a ONLY**

PE10c

Why are you not interested in setting up an LPA for yourself in the future?

**(MULTICODE ALL EXCEPT 13)**

**INTERVIEWER: DO NOT READ OUT**

1. I don't think I'll lose mental capacity or physical ability to do things
2. If I lose mental capacity I don't care what happens to me / I won't be 'me' any more so it won't matter
3. I don't have anyone close enough to give power of attorney to
4. I don't have anyone I would trust with power of attorney
5. I think it's too expensive
6. I don't have enough money/assets to need it
7. I can't afford it

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8. The process is too complicated
9. I don't like solicitors
10. Other things are more important / I don't have time / I can't be bothered
11. It's against my religious beliefs
12. Doing it would tempt fate
13. I don't know enough about it
14. Other (*WRITE IN*)

(New Screen)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline SHOW)

#### ASK ALL

PE11

To what extent do you agree or disagree with the following statements?

(SINGLE CODE, ALLOW HIDDEN DK REF)

#### STATEMENTS - RANDOMISE

- a) I would only consider getting an LPA if I knew I was going to lose my mental capacity
- b) I feel confident filling out official forms
- c) I would seek professional advice to help me with the LPA application
- d) I can think of someone I would choose to be my attorney(s) (i.e. the person/people who would take decisions on my behalf) if I were to apply for an LPA
- e) I prefer to complete forms online rather than on paper
- f) I would be comfortable talking to my family about making an LPA
- g) There is no point registering a Lasting Power of Attorney until you need it

#### REVERSE SCALE

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree

#### ASK ONLY TO PE6a 3-5

PE12a

Which of the following, would be the best person or organization to tell people who don't know anything about Lasting Power of Attorney that it exists?

(MULTICODE, RANDOMISE, ALLOW HIDDEN DK AND NULL)

1. Your GP
2. Citizens Advice Bureau
3. Library
4. Social Services
5. Other Health professionals (Not GP)
6. Your local council
7. A charity, such as Age UK or MIND
8. A local community group or community centre (e.g. a religious group, women's institute, other local groups etc)
9. Ask friends, or family members
10. Online/ internet

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11. Solicitor
12. Bank
13. The government
14. Other (*WRITE IN*)

#### ASK ALL

PE12b

If you wanted to find out more about LPAs where would you go to for information and help?

(MULTICODE, RANDOMISE, ALLOW HIDDEN DK AND NULL)

15. Your GP
  16. Citizens Advice Bureau
  17. Library
  18. Social Services
  19. Other Health professionals (Not GP)
  20. Your local council
  21. A charity, such as Age UK or MIND
  22. A local community group or community centre (e.g. a religious group, women's institute, other local groups etc)
  23. Ask friends, or family members
  24. Online/ internet
  25. Solicitor
  26. Bank
  27. The government
  28. Other (*WRITE IN*)
- Other (*WRITE IN*)

#### ASK ALL

PE13

To what extent would each of the following potential benefits of having an LPA, make you more likely to apply for one?

(SINGLE CODE, ALLOW HIDDEN REF and DK)

#### STATEMENTS - RANDOMISE

- a) Being able to choose the person/people who would be in charge of making decisions that affect me, rather than leaving it to the government or state
- b) If it would make things easier for my relatives if I lose capacity
- c) If it meant that decisions which would affect me are made in my best interests
- d) If it meant I would be more likely to be cared for in a way I would have wanted

#### CODE LIST – REVERSE SCALE

1. A great deal
2. A fair amount
3. Not very much
4. Not at all

#### ASK ALL

PE14

And using the same scale, to what extent, if at all, would any of the following influence your decision to apply for an LPA?

(SINGLE CODE ALLOW HIDDEN REF and DK) RANDOMISE

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### STATEMENTS - RANDOMISE

- a) Being able to complete the forms online
- b) Being helped to complete the form by a charity such as Age UK, Alzheimer's UK or the Citizen's Advice Bureau
- c) A friend or relative suggesting you set up an LPA
- d) Being recommended to set up an LPA by a professional (e.g. a doctor or solicitor)
- e) Seeing someone else experience the problems of not having an LPA in place (e.g. on a television drama or documentary).

### CODE LIST – REVERSE SCALE

- 1. A great deal
- 2. A fair amount
- 3. Not very much
- 4. Not at all

ASK ALL

PE15

How confident are you about using the internet?

(SINGLE CODE, ALLOW HIDDEN REF and DK)

- 1. Very confident
- 2. Fairly confident
- 3. Not very confident
- 4. Not at all confident

ASK ALL

PE16

May I ask if your parents are still alive?

- 1. Yes –both are alive
- 2. Just my mother is alive
- 3. Just my father is alive
- 4. No – neither is alive

If 1 or 2 or 3 at PE16

PE17

Which of the following best describes your...

(FOR EACH TAG CODES 1-2 ARE MULTICODE, CODE 3 IS SINGLE CODE - ALLOW HIDDEN REF and DK)  
COMPUTING SHOW a) MOTHER IF 1 OR 2 AT PE16, SHOW b) FATHER IF 1 OR 3 AT PE16.

TAG

- a) Mother
- b) Father

### CODE LIST

- 1. In good physical health
- 2. In good mental health
- 3. In neither good mental or physical health

Anna Beckett  
Research Director  
Ipsos MORI, Social Research Institute  
anna.beckett@ipsos.com

Katrina Leary  
Research Manager  
Ipsos MORI, Social Research Institute  
katrina.leary@ipsos.com

Lauren Cumming  
Research Manager  
Ipsos MORI, Social Research Institute  
lauren.cumming@ipsos.com

## For more information

Ipsos MORI  
79-81 Borough Road  
London SE1 1FY

t: +44 (0)20 7347 3000  
f: +44 (0)20 7347 3800

### About Ipsos MORI's Social Research Institute

The Social Research Institute works closely with national government, local public services and the not-for-profit sector. Its 200 research staff focus on public service and policy issues. Each has expertise in a particular part of the public sector, ensuring we have a detailed understanding of specific sectors and policy challenges. This, combined with our methodological and communications expertise, ensures that our research makes a difference for decision makers and communities.