

Strategic Priorities for Carers living in South Gloucestershire

A strategy is our plan to support you. It sets out our aims and priorities for carers of all ages, including young carers and young adult carers, living in South Gloucestershire. If you look after somebody who could not manage without you, whether they are a friend or family member, we are working with our partners to ensure you get the support you need to keep well and live a fulfilled life. Carers play an integral part in the social care system. The struggles carers sometimes face because of their caring duties needs to be addressed.

As a result of the engagement work we have conducted with our carers and partners, we have developed 4 priority areas. These will form the basis of our strategy and our plan to support carers in their own lives, as well as in their roles as carers.

This consultation is designed to build on what we have been told, and what we already know through local and national data. This will help us develop an action plan for the strategy that we can share with our partners to help improve the services you access. You can read more about our strategy by visiting our consultation page at:
<https://consultations.southglos.gov.uk/Carers2022>.

Please complete and return the questionnaire by **Monday 13th June 2022** to Freepost SGC, South Gloucestershire Council, Insight and Engagement Team, Council Officers, Badminton Road, Yate, Bristol BS37 5AF

Section 1: Our aspirations for carers

No carer should be at a disadvantage because they are providing support to somebody else. We understand that many carers face challenges with finances, physical and mental health, in work or education due to their caring role. It is our aim to support carers with these challenges.

Q1 How strongly do you agree or disagree with each of the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The support I receive suits me as an individual in my caring role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am understood, listened to and appreciated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily access good quality information and know what information is available to me as a carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to take a break from my caring role to support my own mental and physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 In addition to the above, is there anything else that you feel we should be aspiring to achieve so we can support carers better?

Section 2 - Our priorities

Through the feedback we have gathered, and through local and national data we have identified four priority areas for focus in our new carers strategy: 1) Recognition 2) Information 3) Breaks and Respite 4) Personalisation.

A key element of this strategy is to ensure that we focus our actions and devote our resources into the right areas. We would like to know how you currently feel about each of these elements.

1. Recognition

We know we can make improvements to raise awareness of carers in the community, as well as ensuring they are recognised by professionals and themselves. We want to make sure we do the right things that will make a difference to you.

Q3 How strongly do you agree or disagree with the following?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
We need to campaign to raise awareness of carers in the community and amongst professionals (including our partners in health, social care staff and the education sector, community groups)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We need to do more work with employers and schools to raise the profile of carers and the work they do to support the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel recognised as a carer and get the support I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am valued by peers, colleagues and family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is good awareness of the work of carers in all areas of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Do you have any additional comments on the priority area "Recognition"?

2. Information

Q5 How strongly do you agree or disagree with this statement?
"I am aware of what support is available to me as a carer in South Gloucestershire."

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Q6 Please explain why you agree or disagree with this statement.

Q7 Do you currently access any of the following support services or have you in the past? Tick all that apply.

- Carers assessments
- Support Groups
- Carers Emergency Card
- Befriending/mentoring service
- Carer Breaks
- Courses and Workshops
- Other

If other, please state:

Q8 If you have accessed any of the following support services, how helpful have you found them?

	Very helpful	Quite helpful	Not that helpful	Not at all helpful	<i>Not used</i>
Carers assessments	<input type="checkbox"/>				
Support Groups	<input type="checkbox"/>				
Carers Emergency Card	<input type="checkbox"/>				
Befriending/mentoring service	<input type="checkbox"/>				
Carer Breaks	<input type="checkbox"/>				
Courses and Workshops	<input type="checkbox"/>				

Q9 What is your preferred format for finding information? Please tick one box only.

- Online
- Paper format
- Telephone
- In person
- Other

If other, please state:

Q10 Do you have any examples where a professional could have made you more aware of what information and support is available to you?

Q11 How strongly do you agree or disagree with each of the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The information I need as a carer is accessible in a format that best suits my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is good communication between services and authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is good awareness of what support is available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are good links with universal services, including employment/finance and benefit information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily access good quality information and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is clear to me who I should contact for support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council's website is easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 What would you like to see improved to make it easier to interact with the services for information and support? Please highlight if there are any particular services you struggle with.

Q13 What improvements would you like to see to the council website to make it easier to find the information you need?

Q14 How strongly do you agree or disagree with each of the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
We should regularly publicise what support is available on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There should be a system in place to allow different council departments to share information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers should be given information at the right time for them, recognising this will vary from carer to carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A reference factsheet should be developed with helpful information in one place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We should promote carer support services in libraries, One Stop Shops and other public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Do you have any additional comments on the priority area 'Information'?

3. Breaks and Respite

Q16 Do you currently use, or have you ever accessed breaks or respite since becoming a carer?

- Yes
- No
- Don't know

Q17 If yes, please comment on your experience.

Q18 If no, what have been the barriers?

Q19 How valuable would the following types of break be for you?

	Very valuable	Quite valuable	Not that valuable	Not at all valuable	Don't know/NA
Care home respite	<input type="checkbox"/>				
Cared-for person day centre placement	<input type="checkbox"/>				
Replacement care at home	<input type="checkbox"/>				
Time away with the cared for person	<input type="checkbox"/>				
Joint activities with the ability for you to separate	<input type="checkbox"/>				
Sitting service	<input type="checkbox"/>				

Q20 Are there any other types of break that would be valuable to you?

Q21 What frequency of break would most suit your needs? Tick one box only.

- A break each week
- Occasional weekends
- Longer but less frequent breaks
- Other

If other, please state:

Q22 How strongly do you agree or disagree with the following?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
We should explore more creative ways of helping carers arrange and access breaks, including funding arrangements like carer's direct payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We should develop a list of reliable respite services for all carers regardless of funding status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We should increase the sitting service capacity via the service we commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 Do you have any additional comments on the priority area 'Breaks and Respite'?

4. Personalisation

For details of all the support available to you as a carer, please follow this link <https://www.southglos.gov.uk/health-and-social-care/carers/> or call the Council on 01454 868007 or email CSOdesk@southglos.gov.uk. Through the feedback we have gathered, and through local and national data, we realise that some support services do not suit everybody.

Q24 How strongly do you agree or disagree with each of the following?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have access to support that suits me as an individual and my caring role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have meaningful support at the right time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support available respects and accommodates cultural differences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support is flexible and fits around my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25 Please add any comments you may have about the support that is available to you and what best suits your needs.

Q26 Are there specific points in your caring life where you would have benefited from more support? Outline when this was and what would have helped.

Q27 Are there any examples of appointments or services you struggle to attend? For example, this could be a time that you have struggled to attend an appointment or service for yourself due to your caring role, or times you have had to re-arrange other commitments to be with the person you care for during an appointment.

Q28 What would make it easier for you to attend appointments? Please tick all that apply.

- Evening appointments
- Weekend appointments
- Online appointments
- Telephone appointments
- Home visits
- Other

If other, please state:

Q29 Do you have any comments about priority area 4 'Personalisation'?

Summary

Q30 Do you think the four priorities are the right ones?

- Yes
- No
- Don't know/Not sure

Q31 If no, what would you change about our priorities?

Q32 What diverse needs should a carers strategy take into account (e.g. cultural or religious) to ensure it is fully inclusive of all?

Q33 Please add any other comments you have about the strategy in the box below.

About You

This section is really important. It's vital that we understand the experiences of a wide range of respondents in order to ensure that everyone is treated equally. By understanding more about what people from diverse backgrounds tell us, we can ensure we act appropriately to meet needs. All questions are optional and any responses to these questions will remain confidential. Individuals will not be identified and personal details will not be published.

Q34 Are you responding as....?

- | | |
|---|---|
| <input type="checkbox"/> A parent/carer of a child | <input type="checkbox"/> A young carer |
| <input type="checkbox"/> A parent/carer of an adult | <input type="checkbox"/> Professional services provider |
| <input type="checkbox"/> A care or support worker | <input type="checkbox"/> Other |

If other, please state:

Q35 **Please tell us your postcode.**

This is used for analysis purposes only.

Q36 Are you?

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Other |
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer not to say |

Q37 Please tell us your sexual orientation?

- | | | |
|-----------------------------------|--|--|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Lesbian/Gay woman | <input type="checkbox"/> Other |
| <input type="checkbox"/> Gay Man | <input type="checkbox"/> Heterosexual/Straight | <input type="checkbox"/> Prefer not to say |

Q38 What is your age?

- | | | | | |
|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> 65 to 75 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 55 to 64 | <input type="checkbox"/> Over 75 | |

Q39 Do you consider yourself to be disabled? (**Please tick all that apply**)

- No
- Prefer not to say
- Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- Yes - Sensory impairment, such as being blind/having a serious visual impairment or being deaf/have a hearing impairment
- Yes - Mental health condition, such as depression, anxiety or schizophrenia
- Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder)
- Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Yes - Other (please state)

Q40 If yes, please, please tell us how this affects the way that you access or use council services.

Q41 Religion/belief

- | | | |
|------------------------------------|---------------------------------|--|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Jewish | <input type="checkbox"/> Any other religion (please state) |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Sikh | <input type="checkbox"/> Prefer not to say |

If other, please state:

Q42 Please tell us your ethnic origin

- | | |
|--|--|
| <input type="checkbox"/> Arab | <input type="checkbox"/> Mixed/multiple ethnic group - Other |
| <input type="checkbox"/> Asian/Asian British - Bangladeshi | <input type="checkbox"/> Mixed/multiple ethnic group - White & Asian |
| <input type="checkbox"/> Asian/Asian British - Chinese | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black African |
| <input type="checkbox"/> Asian/Asian British - Indian | <input type="checkbox"/> Mixed/multiple ethnic group - White & Black Caribbean |
| <input type="checkbox"/> Asian/Asian British - Other | <input type="checkbox"/> White - English / Welsh / Scottish / Northern Irish / British |
| <input type="checkbox"/> Asian/Asian British - Pakistani | <input type="checkbox"/> White - Other (please state) |
| <input type="checkbox"/> Black/African/Caribbean/Black British - African | <input type="checkbox"/> White Irish |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Caribbean | <input type="checkbox"/> White - Roma |
| <input type="checkbox"/> Black/African/Caribbean/Black British - Other | <input type="checkbox"/> Other ethnic group |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> Prefer not to say |

If other, please state:

Q43 Which of the following best describes your usual employment status?

- | | |
|--|---|
| <input type="checkbox"/> Employed full-time | <input type="checkbox"/> Looking after the family or home |
| <input type="checkbox"/> Employed part-time | <input type="checkbox"/> Temporary sick |
| <input type="checkbox"/> Self-employed full-time | <input type="checkbox"/> Long-term sick |
| <input type="checkbox"/> Self-employed part-time | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Unemployed | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Student | |

Q44 Are you currently, or have you previously, served in the UK Armed Forces?

- No
- Yes - currently serving
- Yes - previously served in Regular Armed Forces
- Yes - previously served in Reserve Armed Forces

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act 2018 and UK General Data Protection Regulations (UKGDPR) 2018. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation. Your personal information collected as part of this survey will be kept for two years to help us improve services before being securely destroyed. Our privacy notice, which explains how we will process your personal information, how long we will retain it and your rights as a data subject, is available at www.southglos.gov.uk/privacy