



Derby City Council

The Future of Carers Services - General Public (non-users) and service users

Following the results of the Carers Survey in March 2017, we are now seeking your views on the future of Carers Services in Derby. We recognise the important role that Carers provide in supporting families and would like to support carers with the most suitable services. We are consulting on a range of proposed changes and need your views to help shape the future of services in the City. We are also seeking views through Carers Groups, Forums and other Stakeholders. We hope that you can share your views with us.

For further details please see the update on the future of Carers Services paper attached or on our Your City Your Say website www.derby.gov.uk/council-and-democracy/consultations/your-city-your-say-latest-consultations

Please submit your consultation by Friday 12 January 2018. If you have any questions please contact Adrian McNaney, Commissioning and Partnerships Officer. Tel. 01332 642752 or email adrian.mcnaney@derby.gov.uk

Carers Service

Please complete all of the questions you are comfortable answering

Q1 **Do you currently or have you used any Carers Services?** *Please choose one option.*

☐ Yes - *Please go to Q4*

☐ No - *Please go to Q2*

Q2 **If no, are you aware of Carers services?** *Please choose one option.*

☐ Yes - *Please go to Q3*

☐ No - *Please go to Q33*

Q3 **If you are aware of the service, please comment below on how important they are to you.** *Please go to Q33*

Q4 **When did you use the services?** *Please choose one option.*

- ☐ Current user
☐ Past 12 months
☐ 1-2 years ago
☐ Between 2-5 years ago
☐ More than 5 years ago
☐ Other

If other, please tell us below.

Q5 **What difference did the Carers service make to you and your situation?**
Please use the box below.

Q6 **Would you use the Carers services again?** *Please choose one option.*

- ☐ Yes ☐ Don't know
☐ No

Q7 **Please tell us more about why you answered this way.** *Please tell us below.*

Q8 **How would you rate the services you received from the Carers Service.**
Please choose one option.

Very satisfied ☐ ☐ ☐ ☐ ☐ Very dissatisfied

Q9 **Do you have any suggestions for how we can make improvements to the services?**
Please tell us below.

Being a Carer

Q10 **As a Carer, what help do you need?** *Please tell us below.*

Q11 **What is the most important help that you need?** *Please tell us below.*

Information Provided

Q12 **How satisfied or dissatisfied are you with the information available to you, to help you in your role as a carer?** *Please choose one option.*

Very satisfied ☐ ☐ ☐ ☐ ☐ Very dissatisfied

Q13 **Do you agree or disagree that the information available to you is easy to find?** *Please choose one option.*

Strongly agree ☐ ☐ ☐ ☐ ☐ Strongly disagree

Q14 **Can you tell us which support services are in your community for you and your family (i.e where you live)?** *Please tell us below.*

Q15 **Please rate the support services in your community?** *Please choose one option.*

Very good ☐ ☐ ☐ ☐ ☐ Very bad

Q16 **Is there any support services missing in your community for carers?**
Please tell us below

Q17 **Would you use a new self-service Carers website? Such as 'Carers in Derbyshire which would identify reliable, up to date information about key topics for Carers in Derby www.carersinderbyshire.org.uk** *Please choose one option.*

☐ Yes

☐ Don't know

☐ No

Q18 **What two key types of support would help you to continue caring?**
Please tell us below.

Q19 **Overall, what is working well in Derby for carers and what needs improving?**
Please tell us below.

Carers Assessment

Q20 **Have you had a Carers Assessment?** *Please choose one option.*

☐ Yes

☐ No

Q21 **If you have had a Carers Assessment what was important to you?** *Tick all that apply.*

☐ Online forms

☐ Arrange a suitable time

☐ Clear Eligibility Criteria

☐ Drop in to a local office

☐ Location of assessment

☐ Information on support available

☐ Telephone assessment

☐ Direct payment to fund needs

Family Approach

The family approach is where social workers consider and assess everyone's needs together (ie the cared-for and the carer) rather than separately following these 4 steps:

Step 1: Think Family

Step 2: Get the whole picture

Step 3: Make a plan that works for everyone

Step 4: Check it's working for the whole family

Q22 **Would you use a family approach to consider and assess the support you receive?**
Please choose one.

Very likely ☐ ☐ ☐ ☐ ☐ Very unlikely

Q23 **Would you go to Talking Points (a face to face chat with social worker in your community) to have your Carers Assessments undertaken?**
Please choose one option.

☐ Yes

☐ Don't know

☐ No

Personal Budgeting

Q24 **How satisfied or dissatisfied are you with the way personal budgeting system is working?** *Please choose one option.*

Very satisfied ☐ ☐ ☐ ☐ ☐ Very dissatisfied

Q25 **Could you suggest any changes?** *Please use the box below*

Emergency Care Plan

Q26 **Have you completed an Emergency Care Plan?** *Please choose one option.*

☐ Yes

☐ Don't know

☐ No

Q27 **Are you satisfied or dissatisfied about the Emergency Plan process?** *Please choose one option.*

Very satisfied ☐ ☐ ☐ ☐ ☐ Very dissatisfied

Q28 **Have you any further comments to make on the Emergency Care Plan?**
Please use the box below

Information, Advice and Support Service

Q29 **Thinking about the information, advice and support service, how satisfied or dissatisfied with the service you receive? Please choose one option.**

Very satisfied ☐ ☐ ☐ ☐ ☐ Very dissatisfied

Q30 **Could you suggest any changes? Please comment in the box below.**

Training and Short Breaks

Q31 **Have you used the training and short breaks service for Carers?**
Please choose one option.

☐ Yes ☐ No

Q32 **Do you have any further comments to make on the training and short breaks service for Carers? Please use the box below.**

Results of the Adult Carers Survey 2016/17

For all respondents.

The Derby Survey of Adult Carers 2016/17 identified that only 28.4% of carers who received support or services in Derby were extremely, very or quite satisfied with the support or services they received. This national survey of Adult Carers, takes place every 2 years, and seeks the opinions of carers aged 18 or over, on a number of topics that are considered to be indicative of a balanced life alongside their unpaid caring role.

Q33 **How could this satisfaction rate be improved?** *Please use the box below.*

The Future of Carers Services in Derby

We are consulting on a range of proposed changes and need your views to help shape the future of services in the City. For the following questions please refer to the Carers Services paper on these changes.

Q34 **Please tell us the extent to which you agree or disagree with the proposal to bring Carers Assessment and Emergency Plans in-house to the Community teams?**
Please choose one option.

Strongly agree ☐ ☐ ☐ ☐ ☐ Strongly disagree

Q35 **Do you have any comments to make on this proposal?** *Please use the box below.*

Q36 **Please tell us the extent you agree or disagree with our proposal to provide information and signposting for Carers through the community led approach and via Talking Points.** *Please choose one option*

Strongly agree ☐ ☐ ☐ ☐ ☐ Strongly disagree

Q37 **Do you have any alternative ideas on how we could support Carers in Derby?**
Please use the box below.

Q38 **Do you have any other comments/suggestions?** *Please tell us below.*

About you

If you are completing this as a Derby resident or an employee please tell us a bit about yourself so we can make sure we get responses from a wide range of people as possible. Only fill in the questions you are comfortable with ...

Q39 **Are you a ...** *Please select all that apply.*

- ☐ Derby resident
- ☐ Carer
- ☐ Public sector employee/representative
- ☐ Private sector employee/ representative
- ☐ Voluntary / Community Sector - volunteer /employee / representative

Q40 Other: please say:

The next few questions will help us to make sure that we hear everyone's views, whatever your age or background.

Why are we asking these questions?

We have to make sure we are complying with our legal equality responsibilities so we know what all sections of our community feel about our services and functions and in particular people in equality groups or protected characteristics as these groups are referred to in the Equality Act. This is so that we can make any appropriate changes. You can find out more about this in the guide to public authorities.

We would like people to fill in the equality questions, but it is not essential and if anyone feels uncomfortable about this then they can leave the questions blank.

Q41 **Are you ...** *Please select one option.*

- ☐ Male
☐ Female

Q42 **Are you the same gender that you were assigned with at birth?** *Please select one option.*

- ☐ Yes
☐ No

Q43 **What was your age on your last birthday?** *Please tell us your age in years.*

Q44 **To which group do you consider you belong?** *Please select one option.*

- | | |
|--|---|
| <input type="checkbox"/> Asian or Asian British - Indian | <input type="checkbox"/> Dual Heritage - White and Asian |
| <input type="checkbox"/> Asian or Asian British - Pakistani | <input type="checkbox"/> Any other Dual Heritage background |
| <input type="checkbox"/> Asian or Asian British - Bangladeshi | White - |
| <input type="checkbox"/> Asian or Asian British - Chinese | <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/ British |
| <input type="checkbox"/> An other Asian background | <input type="checkbox"/> White - Irish |
| <input type="checkbox"/> Black or Black British - African | <input type="checkbox"/> White - Gypsy or Irish Traveller |
| <input type="checkbox"/> Black or Black British - Caribbean | <input type="checkbox"/> Any other White background |
| <input type="checkbox"/> Any other Black background | <input type="checkbox"/> Other ethnic group - Arab |
| <input type="checkbox"/> Dual Heritage - White and Black Caribbean | <input type="checkbox"/> Any other ethnic group |
| <input type="checkbox"/> Dual Heritage - White and Black African | |

Q45 If you have selected one of the 'Any other background' options, please give further details:

Q46 **Do you consider yourself to be a disabled person?** *Please select one option.*

- ☐ Yes
☐ No

Q47 **I consider myself to be ...** *Please select one option.*

- | | |
|--|--|
| <input type="checkbox"/> Heterosexual/straight | <input type="checkbox"/> Gay woman/lesbian |
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Other |
| <input type="checkbox"/> Gay man | <input type="checkbox"/> Prefer not to say |

Q48 **Do you have any religious beliefs?** *Please select one option.*

- ☐ Yes
☐ No, none.
☐ Prefer not to say

Q49 **If you have religious beliefs. Which of the following religions do you consider you belong to?** *Please select one option.*

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Other |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Prefer not to say |

We are consulting on the transformation of Carers services in Derby, and to ensure that future Carers services are what Carers want and that they will deliver a better more customer focussed service. For this reason and should you have outstanding Carers issues we may need to contact you, please tell us your ...

Name

Agency or group you represent

Address*

Postcode*

Phone number/mobile*

E-mail address*



All information provided will be treated in accordance with the Data Protection Act 1998. We will only use this information to contact you if you have outstanding Carers issues where you require further information. All of the information you provide will remain confidential. *We only need this information if you are happy for us to contact you in this way. Your comments will still be taken on board if you do not supply your contact details.

Thank you for completing this questionnaire. The closing date for the survey is Friday 12 January, 2018.

To return your completed questionnaire by Friday 12 November, please return to the FREEPOST address below.

Carers Consultation
Derby City Council
FREEPOST
MID24259
Derby
DE1 2BR