



Surrey Carers Strategy Survey

INTRODUCTION

The Surrey Carers Strategy 2021-24 has been developed to reflect the feedback we have received from carers, providers and stakeholders about the support and services available to carers, and their views on what they these services and support should look like in the future.

We would appreciate it if you could take a few minutes to give us your thoughts on the draft strategy. We are particularly keen to hear how well it addresses what you consider to be the most important things for ensuring we have a robust offer for carers throughout 2021-2024.

Definition of a carer

A carer is someone who provides unpaid help and support to a family member, partner, friend or neighbour. Carers include adults, parents or children and young people. They might be adults looking after other adults, parent carers looking after children with a disability and young carers under 18 years of age. Carers may provide emotional as well as physical support, including care for those with mental health concerns and addictions. Without the care they give, those benefiting from their help would find difficulty managing or may be unable to cope.

Who do we want to hear from?

This survey is for anyone who identifies (or has been identified) as a carer, including former carers. We are keen to hear from people with lived experience, irrespective of whether they are currently accessing carer information and support services or have done in the past.

We are also keen to hear from those who work with carers, whether in health and social care, carers support services, and/or the voluntary, community and faith sector.

How long will it take?

The survey should take about 10 minutes to complete. Anything you say in this survey is reported anonymously and information about you will be grouped with information about others so that your identity will be completely hidden.

If you have any questions about the survey, please email carersstrategy@surreycc.gov.uk

Please continue to take part in the survey.

SECTION 1 – ABOUT YOU

It will help us to understand your answers better if we know a little bit about you.

Q.1 Please can you tell us more about yourself? (Please tick or highlight as many as apply below)

- I care for an adult who has a learning disability
- I care for a child or young person (aged 17yrs or under) who has a learning disability
- I care for someone who is autistic (without a learning disability)
- I care for an adult who has a physical disability or sensory impairment
- I care for a child or a young person (aged 17yrs or under) who has a physical disability or sensory impairment
- I care for an adult who has a mental health condition
- I care for a child or young person (aged 17yrs or under) who has a mental health condition
- I care for an adult who is misusing alcohol or substances/drugs
- I care for a child or a young person (aged 17yrs or under) who is misusing alcohol or substances/drugs
- I care for someone who has a long-term health condition which limits their day-to-day activities
- I care for an adult who is frail
- I care for an adult who has dementia
- I am someone who works in carer support
- I am a former carer

Q2. How many hours each week, on average, do you tend to provide care for someone?

- 1-9 hours per week
- 10-19 hours per week
- 20-34 hours per week
- 35-49 hours per week
- 50-69 hours per week
- 70-89 hours per week
- 90+ hours per week
- Not applicable

Q3. Please can you tell us for how many years you have been in a caring role?

- Less than one year
- 1-4 years
- Between 5-9 years
- Between 10-14 years
- More than 15 years
- Not applicable

Q4. What age group do you fall into?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65+ years
- I prefer not to say

Q5. What is your gender?

- Female
- Male
- I don't identify in this way
- I prefer not to say

Q6. What is your ethnic group?

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / multiple ethnic background
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
- African
- Caribbean
- Any other Black / African / Caribbean background
- Arab

- Any other ethnic group
- I prefer not to say

Q7. Which of the following best describes your current work status? (If more than one applies to you, please select the main one)

- Employee in full-time job (30 hours or more per week)
- Employee in part-time job (less than 30 hours per week)
- Self-employed - full or part time
- Government-supported training
- Unemployed and available for work
- Wholly retired from work
- Full-time education at school, college or university
- Looking after home/family
- Permanently sick/disabled
- Doing something else
- I am unable to work due to my caring role
- I prefer not to say

Q8. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months, including problems related to old age?

- Not limited at all
- Limited a little
- Limited a lot

SECTION 2 – OUR VISION AND VALUES

The proposed vision has been written to summarise the Surrey Carers Strategy and its long-term aspiration for the carers. The statement is: *“Health and social care work effectively in partnership with other providers of services to support carers of all ages in Surrey, ensuring that the voice of carers is centre stage and that their wellbeing and identified priorities are at the heart of all decisions.”*

Q9. To what extent do you agree or disagree that the vision statement reflects what you consider to be important for ensuring we meet the needs of carers?

- Strongly agree

- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Carers have previously told us what they think should underpin all actions to enable them to continue caring. These have been adopted as the values which, when applied, will help make the vision real.

Q10. To what extent do you think the following values will deliver the vision?

	To a great extent	Somewhat	Very little	Not at all
Co-design – involve carers in all that we do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalisation and equitable support – support for carers will reflect particular circumstances of carers and be tailored	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whole family approach to support – consider the impact of caring on the whole family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration of health and social care – ensure health and social care and local partners work together to support carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Early intervention and prevention - identify carers at an early stage and provide support to help maintain their health and wellbeing

Market management – ensure services that carers most value are available, and from a range of providers

Q11. How important are the values to you personally?

	Very Important	Important	Moderately Important	Slightly Important	Not Important
Co-design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalisation and equitable support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whole family approach to support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration of health and social care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early intervention and prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Market management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 3 – OUR PRIORITIES

Q12. These are our Strategic Priorities for the next three years. How important are each of these to you personally?

Very important Important Moderately important Slightly important Not important

Commission high quality services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support working carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase visibility of the role of carer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promote carers' rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthen carers' voice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop effective communication and engagement channels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Under each priority, the strategy makes commitments to address particular issues and opportunities. Please select one answer for each commitment.

Q13. To what extent do you think the following commitments will deliver our priority to commission high quality services?

	To a great extent	Somewhat	Very little	Not at all
Contingency planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carer breaks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve the health and wellbeing of carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure our services and their uptake is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

representative of our communities and their needs

Carer pathway

Carer's assessments

Q14. To what extent do you think the following commitments will deliver our priority to support working carers?

	To a great extent	Somewhat	Very little	Not at all
Seek new approaches to staff carer awareness training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve support to staff caring responsibilities, promoting the new Working Carers Passport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support all employers to have timely, compassionate conversations about what support would be helpful, including establishing and protecting flexible working patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15. To what extent do you think the following commitments will deliver our priority to increase the visibility of the role of the carer?

	To a great extent	Somewhat	Very little	Not at all
Ensure early identification of carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Promote diversity and ensure our services for carers are inclusive

Support staff to undertake and contribute to carers' assessments

Embed a 'whole family approach' so that the needs of the whole family are addressed through coordinated assessment and support services

Embed key performance indicators (KPIs) in all health and social care provision that will enable us to reduce unwanted variation across health and care systems

Q16. To what extent do you think the following commitments will deliver our priority to promote carers' rights?

	To a great extent	Somewhat	Very little	Not at all
Seek to support a greater proportion of carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Actively seek to identify carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continue to recognise the value of peer-to-peer support through our commissioning intentions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17. To what extent do you think the following commitments will deliver our priority to strengthen the carer voice?

	To a great extent	Somewhat	Very little	Not at all
Commission an independent 'Giving Carers a Voice' service so that carers can feed back in their own words on their lived experience of caring in Surrey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop our Carers Partnership Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18. To what extent do you think the following commitments will deliver our priority to develop effective communication and engagement channels?

	To a great extent	Somewhat	Very little	Not at all
Tailor our communications to reach a wider and more diverse audience of carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure that advice information and support activities are readily available, including digital support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take account of the needs of carers from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

vulnerable
communities

Q19. To what extent do you think the commitments and priorities will deliver the vision?

“Health and Social Care work effectively in partnership with other providers of services to support carers of all ages in Surrey, ensuring that the voice of carers is centre stage and that their wellbeing and identified priorities are at the heart of all decisions.”

- To a great extent
- Somewhat
- Very little
- Not at all

THANK YOU

Thank you for taking the time to send us your view on the draft Surrey Carers Strategy 2021-24.

Please return in the Freepost envelope or post to:

Carers Strategy Survey/Room G34
Surrey County Council
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DN

All feedback received will be considered and will inform amendment of the strategy accordingly. We aim to publish the Surrey Carers Strategy 2021-24 in April 2021.

Once the strategy is published, we will produce action plans that will state how and when we will deliver our commitments.

If you require an alternative accessible format of the survey please contact:

Email: contactcentre.adminhub@surreycc.gov.uk.

Phone: 0300 200 1005

SMS: 07917 087560