



Easy
Read



Changing how much you pay for adult social care services

What do you think?



How to use this questionnaire



You can complete this questionnaire on paper or on your computer. To fill it in on your computer, you first will need to download it.



When you open the questionnaire on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the questionnaire, save it to your computer and email a copy to:

chargingpolicyconsultation@surreycc.gov.uk



If you are completing the questionnaire on paper, you can post it to the address on page 21.

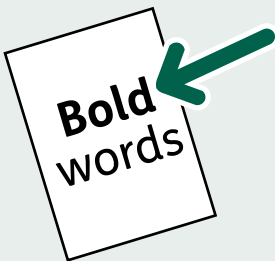
Easy Read



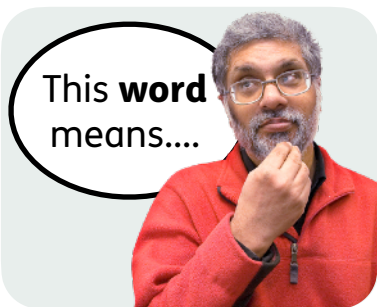
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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You can fill in a quick questionnaire to say what you think about this Easy Read booklet: info.easy-read-online.co.uk/easy-read-feedback-questionnaire

About this questionnaire



This questionnaire is from Surrey County Council.



If you need this questionnaire in a different format, please contact us using the contact details on page 22, or download it from our website:

www.surreysays.co.uk/asc-ic/chargingpolicy25



We are thinking about changing how we work out how much people have to pay for adult **social care** that is provided at home or in the local area.

Social care is the extra support some people need to live their lives, like support with eating or washing.



To tell us what you think of our changes, please fill out this questionnaire.



Please read our information booklet about the changes before you fill in this questionnaire.



You can find the information booklet on our website:

www.surreysays.co.uk/asc-ic/chargingpolicy25



Or you can contact us to ask for it using the contact details on page 22.

Questions about your care



Question 1: Please tell us if you are...

Please tick only 1 box.

☐

Someone who needs adult social care.

☐

An unpaid carer or family member of someone who needs adult social care.

☐

A paid care worker.

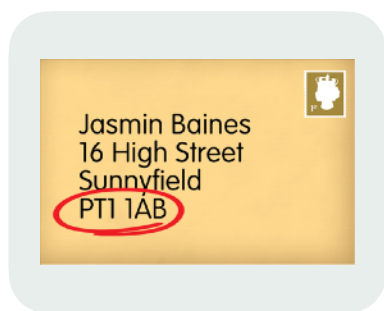
☐

Answering these questions for a local group or organisation.

If you are, please tell us the name of the group:

☐

Someone else - please tell us:



Question 2: What is your postcode?

Please only answer this question if you are a person who needs adult social care.



Question 3: Are you getting support to help you fill out this questionnaire?

Please only tick 1 box.

☐

No - I am filling out this questionnaire on my own without any support.

☐

Yes - I am filling out this questionnaire with support from a paid care worker.

☐

Yes - I am filling out this questionnaire with support from an unpaid carer or family member.

☐

Something else - please tell us:



Question 4: Are you getting a care service from Surrey County Council?

Please only tick 1 box.

☐

No.

☐

Yes - I am getting a **residential service**.

A **residential service** is when you get care and live in a place with other people who need care, like a care home.

☐

Yes - I am getting a **community care service**.

A **community care service** is when you get care while you are living in your home.



Question 5: How do you pay for your adult social care services?

Please only tick 1 box.

- ☐ I get adult social care services for free.
- ☐ I pay for part of my adult social care services.
- ☐ I pay for all of my adult social care services.
- ☐ I do not use adult social care services.
- ☐ I pay for my adult social care services in a different way - please tell us:

Questions about the changes

Change 1



£23,250

Change 1: If you have more than £23,250 in **capital**, you would have to pay for all of your adult social care services.

Capital means the money or assets you own. It does not include the value of the home you live in.



Page 6

You can read more about change 1 on page 6 of the information booklet.



Question 6: How much do you agree or disagree that we should make this change?

Please only tick 1 box.

Agree a lot

Agree

Neither

Disagree

Disagree a lot

Not sure

☐☐☐☐☐☐

Change 2



Change 2: If you have more than £14,250 but less than £23,250 in capital, you would have to pay more for your adult social care services.



You can read more about change 2 on page 7 of the information booklet.



Question 7: How much do you agree or disagree that we should make this change?

Please only tick 1 box.

Agree a lot

Agree

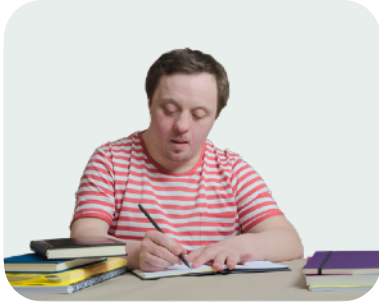
Neither

Disagree

Disagree a lot

Not sure

☐☐☐☐☐☐



Question 8: Please use the box below to tell us if you have any other thoughts about the changes:

Questions about you



We want to make sure we hear from lots of different groups of people who live in Surrey.



Answering these questions will help us to check who we have heard from.



You do not have to answer any of these questions if you do not want to.



You can read how we keep your information safe and private on our website:

www.surreycc.gov.uk/engagementprivacynotice



Or you can contact us by using the contact details on page 22.



Question 9: How old are you?

Please only tick 1 box.

☐

Under 18

☐

18 to 24

☐

25 to 34

☐

35 to 44

☐

45 to 54

☐

55 to 64

☐

65 to 74

☐

75 to 84

☐

85 or over

☐

I do not want to say



Question 10: Do you have a long-term illness or disability that affects what you can do in your daily life?

Please only tick 1 box.

☐

Yes

☐

No

☐

I do not want to say

If you answered 'yes' to question 10, please describe your illness or disability if you would like:



Question 11: Are you a carer for someone who needs help with their illness or disability?

This might be your partner, friend or family member.

Please only tick 1 box.

☐

Yes

☐

No

☐

I do not want to say



Question 12: What is your **sex**?

At birth, people are given a **sex** as either female or male. This is decided by a doctor and based on the person's private parts.

Please only tick 1 box.

☐

Male

☐

Female

☐

I do not want to say



Question 13: Is your **gender** the same as the sex that you were given at birth?

Gender is whether you are a man, a woman or use a different word to describe your gender.

Please only tick 1 box.

☐

Yes

☐

No

☐

I do not want to say



Question 14: What is your **ethnic background**?

Your **ethnic background** is your race and the country that your family comes from.

Please only tick 1 box.

☐

Asian or Asian British - Indian

☐

Asian or Asian British - Pakistani

☐

Asian or Asian British -
Bangladeshi

☐

Asian or Asian British - Chinese

☐

Any other Asian background

☐

Black or Black British - Caribbean

☐

Black or Black British - African

☐

Any other black British, Caribbean
or African background

☐

Arab

☐

White and Black African

- ☐ White and Black Caribbean
- ☐ White and Asian
- ☐ Any other mixed or more than 1 ethnic background
- ☐ White - British, English, Northern Irish, Scottish or Welsh
- ☐ White - Irish
- ☐ White - Gypsy or Irish Traveller
- ☐ Any other White background
- ☐ Other ethnic background - please tell us your ethnic background below:
- ☐ I do not want to say

How to send your questionnaire



Thank you for answering these questions.



You must tell us what you think by 11:59pm on Sunday 7 September 2025.



If you are filling out this questionnaire on a computer, please send it to this email address:

chargingpolicyconsultation@surreycc.gov.uk

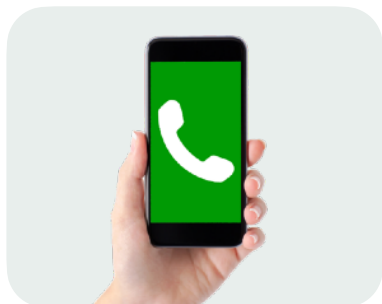


If you are filling out this questionnaire on paper, please post it to this address:

Surrey County Council
Financial Assessments and Income Team
Woodhatch Place
11 Cockshot Hill
Reigate
RH2 8EF

Contact us

If you have a question, need an envelope with a stamp or need this booklet in a different format, please contact us by:



- **Phone:** 01372 832370
- **Textphone:** 18001 01372 832370



- Using our **British Sign Language service:** www.surreycc.gov.uk/bsl



Email:
chargingpolicyconsultation@surreycc.gov.uk



- **Post:**
Surrey County Council
Financial Assessments and Income Team
Woodhatch Place
11 Cockshot Hill
Reigate
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