

All Age Carers Strategy Engagement Plan

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1st July 2021 to 31st March 2022



Background



- **2018** - Norfolk County Council (NCC), re-confirm commitment to develop a new All-Age Carers Strategy for Norfolk and Waveney.
- **2018/20** – NCC and partners discuss implementation strategies and options for work to be underpinned by a comprehensive Carer-led engagement plan.
- **2021** – Carers Voice submit proposal to NCC to co-produce a Carer Engagement Plan to enable the co-authorship of Carer Strategies.
- **June 21** - NCC confirm support for a robust programme of outreach and consultation with Carers and partner organisations.

Co-production Timeline



- **July to September 2021** – Co-production of consultation document, reaching out through direct conversations, social media, and online meetings to Carers, Carers groups and organisations such as Healthwatch Norfolk, Autism Engagement Group, Family Voice, West Norfolk Carers, Norfolk Young Carers Forum.
- **18th November 2021**– Soft launch of the Engagement Plan Survey to members, official launch on Thursday 25th November to coincide with Carers Rights Day.
- **1st December 2021** – Initial findings to be presented to the Health and Wellbeing Board.
- **December 2021**- Locality Focus Groups for Carers only and Carers and professionals.
- **January 2022** – Specialist focus groups for Carers only and Carers and professionals – lines of enquiry to be confirmed - mental health, dementia, GPs, neurological conditions and planning for the future.
- **January 2022** – Completion of survey, leading into exploration of specific lines of enquiry identified by Health and Wellbeing Board and the research findings.
- **February to March 2022** – Production of Co-produced Framework for the All-Age Carers Strategy.

Survey Themes



- Issues that Carers face, and the people they Care for face and exploring these relationships.
- Over-arching questions on futures services and how Carers will continue to be involved in their development.
- What are the things that are most important to Carers. What do they need to keep them?
- How does the caring role affect these areas.
- What change would they like to see in Carer services, and how they can help inform and shape how changes happen.

The Survey



1. How many people do you care for?

2. How many hours a week on average do you spend caring?

- ☐ Up to 10 hours ☐ Up to 20 hours ☐ Up to 30 hours ☐ Up to 40 hours ☐ Up to 50 hours ☐ 50+ hours

The Survey



3. Please tell us why the person/people you care for needs your help and support? Please select all that apply.

- ☐ Autism
- ☐ Dementia
- ☐ End of life
- ☐ Frailty
- ☐ Learning disability
- ☐ Mental health
- ☐ Physical disability
- ☐ Sensory impairment
- ☐ Addiction
- ☐ Other

Please use this space if you would like to tell us more about what help and support the person/people you care for needs:

The Survey



4. Please tell us if you have any support needs *yourself*. Please select all that apply.

- ☐ Autism
- ☐ Dementia
- ☐ End of life
- ☐ Frailty
- ☐ Learning disability
- ☐ Mental health
- ☐ Physical disability
- ☐ Sensory impairment
- ☐ Addiction
- ☐ Other
- ☐ None

Please use this space if you would like to tell us more about what help and support you need:

The Survey



5. Have you had a Carer's Assessment? Please select all that apply.

- ☐ Yes - Young Carer's Assessment
- ☐ Yes - Adult Carer's Assessment
- ☐ Yes - Parent Carer's Assessment
- ☐ Yes- Parent Carer Transitions Assessment
- ☐ No
- ☐ Not Sure/Don't know

Please use this space if you would like to tell us more:

The Survey



6. As a Carer, where have you been able to find help or support for *yourself*? Please select all that apply.

- ☐ Doctor/health services
- ☐ Social services
- ☐ Family and or friends
- ☐ Carers Matter Norfolk
- ☐ Suffolk Family Carers
- ☐ Other Carer groups/organisations
- ☐ Charities
- ☐ Community group
- ☐ Educational provider
- ☐ Religious group
- ☐ Other
- ☐ I have not been able to find the help or support I need
- ☐ I do not need any support or services
- ☐ Please use this space if you would like to tell us more about what help and support you received:

The Survey



7. Have you found it easy or difficult to get the support you need as a Carer?

- ☐ 😄 I have found it very easy
- ☐ 😊 I have found it quite easy
- ☐ 😐 Neither easy nor difficult
- ☐ ☹️ I have found it quite difficult
- ☐ 😡 I have found it very difficult
- ☐ I do not need any support or services

Please use this space if you would like to tell us more about your experience of receiving support:

The Survey



8. Please tell us how important the following are to you:

	Extremely important	Very important	Somewhat important	Not so important	Not at all important
Time for yourself/ time away from your caring role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support with your physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support with your mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone to talk to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on benefits and finances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning, including for an emergency and the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More information about the services available to Carers (such as Carers Matter Norfolk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practical support including home adaptations and technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing the person you care for is safe and is receiving the support they need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please use this space if you would like to tell us about any other support which you think would help:

The Survey



9. Have you been involved in the planning and developing of care for the person/people *you look after*?

☐ Yes

☐ No

☐ Not aware of a plan being created

Please use this space if you would like to tell us more:

10. During this planning and developing of care did you feel you were:

	Yes	No	Not applicable - I was not involved
Listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Valued	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please use this space if you would like to tell us more:

The Survey



11. Please tell us how your caring role(s) has changed any of the following:

	Very positive change	Some positive change	No change	Some negative change	Very negative change	Not applicable
Your physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your financial circumstances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time for yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your day-to-day life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space if you would like to tell us more:

The Survey



12. Are you currently in paid employment / self-employment / education / voluntary work / retired? Please select all that apply.

- ☐ Paid employment, full time ☐ Paid employment, part time ☐ Self-employment, full time ☐ Self-employment, part time
- ☐ Education ☐ Voluntary work ☐ Retired ☐ Unable to work due to caring responsibilities
- ☐ Not currently in paid employment / education / voluntary work

Please use this space if you would like to tell us more about this:

13. Please use this space if you would like to tell us more about:

- any concerns you have as a Carer for the future
- any change that would improve services
- any further comments

The Survey



14. How do you prefer to make contact with people and services? Please select all that apply:

☐ Telephone

☐ Email

☐ Post

☐ In person

☐ Online

☐ Other (please specify):

Carers Voice
Norfolk & waveney

15. Please tell us your age and the age(s) of the person/people you care for:

[illegible]

16. Please tell us your gender and the gender(s) of the person/ people you care for:

[illegible]

The Survey



17. What is your sexual orientation?

- ☐ Heterosexual
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Other
- ☐ Do not know
- ☐ Prefer not to say

18. What is your relationship to the person(s) you care for? Please select all that apply:

- ☐ I am their parent
- ☐ I am their sibling
- ☐ I am their spouse/partner
- ☐ I am their son/daughter
- ☐ I am their grandparent
- ☐ Other family member
- ☐ I am their friend/neighbour
- ☐ Other

The Survey



19. How would you describe your ethnic origin?

- ☐ White British, English, Welsh, Scottish, Northern Irish or British
- ☐ White Irish
- ☐ White Gypsy or Irish Traveller
- ☐ Any other white background

20. What is the first half of your postcode? This helps us know if the survey has reached all parts of Norfolk and Waveney.

Please use this box to tell us how you found out about this survey.

Next Steps



- Survey to be distributed across key infrastructure partnerships and networked agencies, including local commissioners and grant agencies such as Norfolk Community Foundation and Big Lottery, informing local funding priorities via co-production.
- Embedding survey co-production across existing peer group meetings, with options for co-facilitation and joint-working opportunities.
- A VCSE and stakeholder template will be distributed to assist external facilitators to follow a consistency of approach and enquiry.
- Preparatory and follow-up support will remain in place to enable volunteers to confidently lead discussions where appropriate.
- To remain vigilant and inclusive of other strategic work taking place across the sub-region.
- The Survey will present structures for ongoing engagement to mitigate barriers to participation and missed opportunities.