

Norfolk parent carer survey 2021

Caring Together, Family Voice Norfolk, SENsational families and Norfolk County Council are working with other partners to look to improve the support that is available to parent carers across Norfolk. To help with this work, they are keen to hear from parent carers about the issues they are currently facing as well as what support may help.

The survey will close on Wednesday 31 March 2021. After this date, they will share the results of the survey, and there will be the opportunity for parent carers to feed into the plans for what action needs to be taken as a result.

If you feel you are in need of additional support, please contact 0344 800 8020; Text Relay 18001 0344 800 8020 or visit norfolk.gov.uk/children-and-families/send-local-offer/advice-and-support/advice-and-support-for-parents-and-carers/caring-for-a-child-or-young-person-with-send

If you need any help with completing this form, please contact 01603 222814

Thank you for taking the time to help us understand more about how we can best support parent carers.

* 1. Which district do you live in? This is who you pay your council tax to/who collects your bins.

If you are unsure, then select unsure and put the first half of your postcode (e.g. NR1).

- | | |
|---|-------------------------------------|
| <input type="radio"/> Breckland | <input type="radio"/> North Norfolk |
| <input type="radio"/> Broadland | <input type="radio"/> Norwich |
| <input type="radio"/> Great Yarmouth | <input type="radio"/> South Norfolk |
| <input type="radio"/> King's Lynn and West Norfolk | |
| <input type="radio"/> Unsure – List first half of postcode (e.g. NR1) | |

* 2. How old is your child/children that you care for? Please only include the ages of children with support needs

Start with your oldest child first. Please ensure that you continue to use the same order for your children throughout the survey.

	Under 5	5-13	14-18	19-24	25 and over
Child/young person 1	<input type="radio"/>				
Child/young person 2	<input type="radio"/>				
Child/young person 3	<input type="radio"/>				
Child/young person 4	<input type="radio"/>				

3. Please tell us about the condition(s) that the person/people you care for have?

	Child/young person 1	Child/young person 2	Child/young person 3	Child/young person 4
Autism Spectrum Disorder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensory impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance/alcohol misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

4. To help us better understand the needs of parent carers, please indicate the extent to which you agree with the following statements in relation to the impact of your caring role.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel lonely/isolated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel there is not enough support for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am not able to take a break from my caring role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My own mental health is negatively affected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel stressed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't feel able to cope	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have got money worries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is affecting my ability to get / stay in work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know where to go for information to help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have good support from friends / family / community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a plan about what I would do in an emergency (e.g. I become unwell)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Describe your experience of being a parent carer at the moment. Are there any other issues you are facing, or areas which have been made more/less difficult by COVID-19?

6. Which of the following best describes the situation your child/young person is in?

	Child/young person 1	Child/young person 2	Child/young person 3	Child/young person 4
They attend school/college	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are usually home-schooled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are in full-time employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are in part-time employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are on a training course/programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They attend day services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

7. Are you currently trying to balance your caring responsibilities with paid work?

- Working full-time Working part-time Unable to work because of caring responsibilities
 Not currently employed Furloughed

8. Have there been services/organisations which have been helpful to you as a parent carer? What were they and how have they helped?

9. Are there any services/organisations which haven't been helpful? Which are they and how could they have been more helpful?

10. Have your family received support from Norfolk County Council Short Breaks or Preparing for Adulthood (PFAL) teams?

- Yes - Short Breaks Yes - (PFAL) Yes - both No Don't know

If yes, what has been your experience of these? Has it helped you/your family?

11. Have you had a parent carer needs assessment?

- Yes No Don't know

If yes, when was it and what was your experience of it?

12. We are looking into the possibility of additional support being available to help support the wellbeing of parent carers. Please indicate how much of a priority you think the following types of support would be based on how it might help you/your family.

	Top priority (Would help a lot / is extremely important)	Medium priority	Low priority (would help but not as important)	Wouldn't help
A single number / place to contact for information and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Key worker who can provide one-to-one support to help me access support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Someone to talk to/mental health support for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support around finances (e.g. form-filling, appeals, understanding DLA vs PIP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for siblings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for you to have a break from your caring role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support to help plan for an emergency (e.g. if you were taken into hospital)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training / practical support to support you in your role (e.g. managing challenging behaviour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other - what support would be helpful?

13. Where do you currently go for information, advice and support? Tick all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Carers Matter Norfolk | <input type="checkbox"/> Family Information Service website |
| <input type="checkbox"/> Carers Voice Norfolk and Waveney | <input type="checkbox"/> Family Voice Norfolk |
| <input type="checkbox"/> Condition-specific organisations | <input type="checkbox"/> SENSational families |
| <input type="checkbox"/> Contacting Norfolk County Council customer services | <input type="checkbox"/> Health professional |
| <input type="checkbox"/> Contacting my/my child's social worker | <input type="checkbox"/> Just One Norfolk website |
| <input type="checkbox"/> Contacting my child's school/education setting | <input type="checkbox"/> Social media – please state which platforms below |
| <input type="checkbox"/> Contacting Norfolk County Council short breaks team | <input type="checkbox"/> SEND local offer website |
| <input type="checkbox"/> Other (please specify)
Please state which social media platforms you use. | |

14. What is the best way to communicate with you as a parent carer? (Please tick all that apply).

- | | |
|---|--|
| <input type="checkbox"/> 1:1 conversations with individual workers | <input type="checkbox"/> Surveys and questionnaires |
| <input type="checkbox"/> Email updates with useful information / latest support | <input type="checkbox"/> Webinars |
| <input type="checkbox"/> Pre-recorded events to watch in my own time | <input type="checkbox"/> Workshops / talks / live events for parent carers |
| <input type="checkbox"/> Social media posts – please state which platforms below | |
| <input type="checkbox"/> Other (please specify)
Please state which social media platforms you use. | |

15. Is there anything else you would like to tell us?

16. Would you like to be entered into the prize draw to win a £50 gift card?

- Yes No

17. Would you like to know more?

Please note: The survey results will be reviewed at least weekly and so requests for people to contact you will be followed up the following week at the latest. If you need support before then, please ring 0344 800 8020; Text Relay 18001 0344 800 8020

- I am finding things really difficult and would like someone from/on behalf of Norfolk County Council to contact me to see if I can get any extra support.
- I would like information about any opportunities to help with the design of any new support for parent carers.
- I would like to sign up to receive regular updates from Caring Together about the support they have available.

18. If you have asked to enter the prize draw or requested more information from us, please enter your name, email address and telephone number.

Full name	<input type="text"/>
Email address	<input type="text"/>
Phone number	<input type="text"/>

Privacy statement

1. In accordance with Data Protection legislation, any data which you supply will be held securely by Caring Together. No survey results will be published which identify you. The survey results will be held in line with our retention policy and further information can be found in our privacy notice - caringtogether.org/privacy-policy
2. Anonymised data from the survey will be shared with stakeholders, the public and the media for the purpose of raising awareness of parent carers and the support they need. Caring Together may also use the anonymised data in funding applications or tenders for services.
3. If you have requested us to contact you about opportunities to design future support for parent carers we will only use your data for this purpose.
4. If you have requested someone contact you about additional support, your name, email address and phone number will be securely shared with Norfolk County Council.
5. By signing up to regular updates you can change your mind at any time by withdrawing consent by emailing engagement@caringtogether.org

Other information

1. The prize draws will be chosen at random on 1 April 2021 and we will only use your data to contact you should you win. If you do not hear from us, you have not been successful.
2. No cash alternative is available for the gift card prize draw.
3. If you would like to find out more about the work we do and how you can get involved, please contact hello@caringtogether.org

Thank you for taking the time to complete the survey.

* 19. To check that you are a real person completing the survey, please click on the picture of potatoes.

