

## 8.3 Carers Survey 2014-15

### Background

The Personal Social Services Survey of Adult Carers in England is a biennial survey that took place for the second time in 2014-15. The survey covers informal, unpaid carers aged 18 or over who cared for a person aged 18 or over. Carers who were included in the survey had been assessed or reviewed by adult social care, either separately or jointly with the cared-for person, in the 12 months before survey.

All councils with Adult Social Services Responsibilities are required to undertake the survey and to provide information on the results to the Health and Social Care Information Centre (HSCIC). The survey results enable the HSCIC and the government to build a picture of carers' experiences of adult social care and support services and are also used to populate the Adult Social Care Outcomes Framework (ASCOF). The ASCOF contains a range of indicators that enable the comparison of data from different local authority areas and provide councils with a baseline for improving services and support local strategic planning. There are five ASCOF measures that relate to the results of the Carers Survey:

1. ASCOF 1D: Carer reported quality of life
2. ASCOF 1I (Part 2): Proportion of carers who have as much social contact as they want
3. ASCOF 3B: Overall satisfaction of carers with social services
4. ASCOF 3C: Proportion of carers who feel involved and consulted in decisions about care and support
5. ASCOF 3D: Proportion of carers who find it easy to find information about services

### Main findings

Surveys were sent to all carers who had been assessed or reviewed in the twelve months before the survey – approximately 550 people. Forty one percent of carers responded and shared their views and experiences of services in the borough.

The majority of the respondents were women, who looked after someone aged 75 years and over who lived with them. Most respondents spent over 50 hours a week caring.

The Care Survey results that form the ASCOF measures are below. They compare Barking and Dagenham with selected councils and the averages for London and England. Comparable councils were selected according to the Chartered Institute of Public Finance and Accountancy (CIPFA) Nearest Neighbour Model, which identifies similarities between authorities based upon a range of socio-economic indicators. Our comparison in the following section also include Havering since although it is not included in CIPFA's model, it is a neighbouring borough.

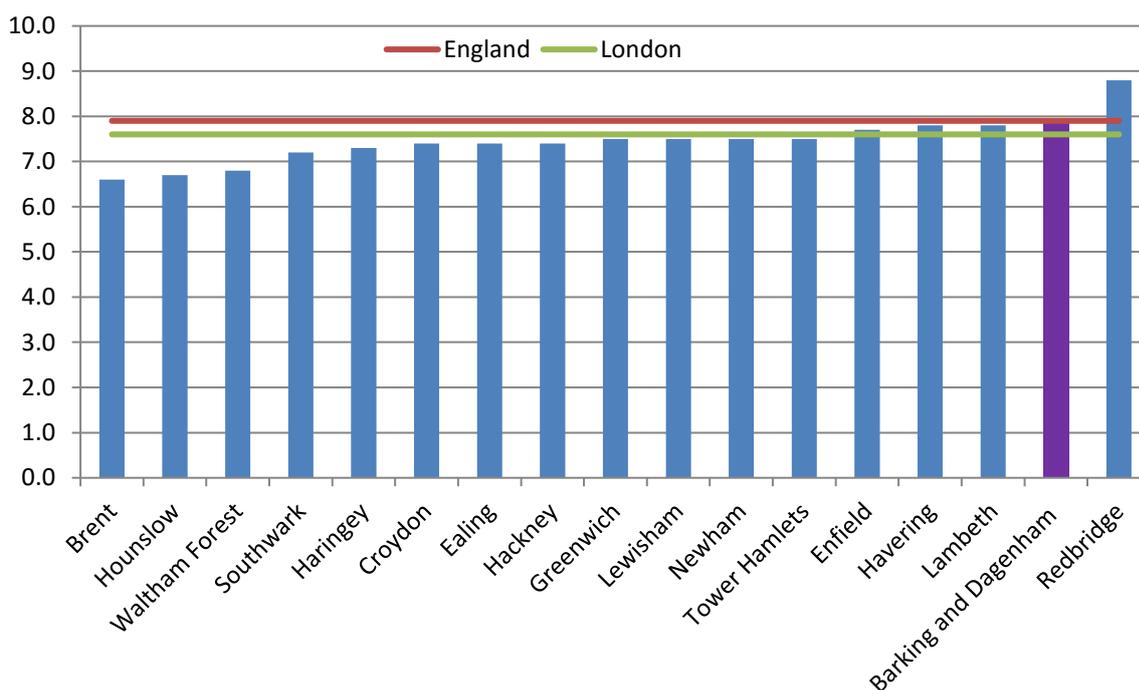
Since this is the second time the Carer’s Survey has been undertaken Barking and Dagenham’s ASCOF indicator results from the last survey in 2012-13 have also been included.

### ASCOF 1D: Carer Reported Quality of Life

This indicator is a score that combines responses to six questions measuring different outcomes related to overall quality of life. These outcomes align with six domains; occupation, control, personal care, safety, social participation and encouragement and support. The maximum score possible is 12, indicating a very good quality of life for the local authorities’ respondents.

In 2014-15 Barking and Dagenham’s respondents had an average quality of life score of 7.9, which was higher than all the comparator local authorities, with the exception of Redbridge. Our score has also improved since 2012-13 (from 7.6) and is now higher than the London average, and the same as the national average.

**Figure 8.3.1 Carer reported quality of life (score), by comparator group, 2014-15**



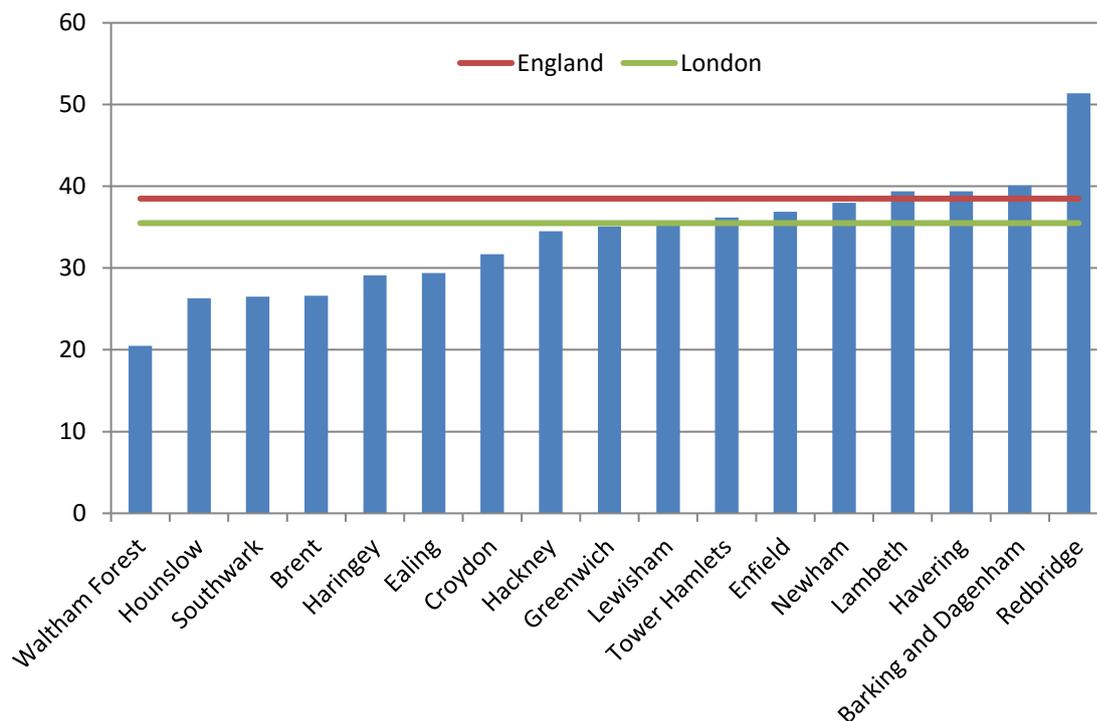
Source: HSCIC, Personal Social Services Survey of Adult Carers in England 2014-15

### ASCOF 1I (Part 2) Proportion of carers who reported they had as much social contact as they want

This measure aims to highlight social isolation and supports local evidence about whether carers feel they can maintain connections with the people they want. The data for Barking and Dagenham and the comparator areas is shown in Figure 8.3.2.

In 2014-15 the proportion of respondents in Barking and Dagenham who reported they had as much social contact as they wanted (40.1%) was higher than most comparator local authorities and both the London and England averages. Furthermore carers were more likely to report they had as much social contact as they wanted as the measure improved since 2012-13 (36.7%).

**Figure 8.3.2 ASCOF 11 (Part 2) Proportion of carers who reported they had as much social contact as they want, by comparator group, 2014-15**



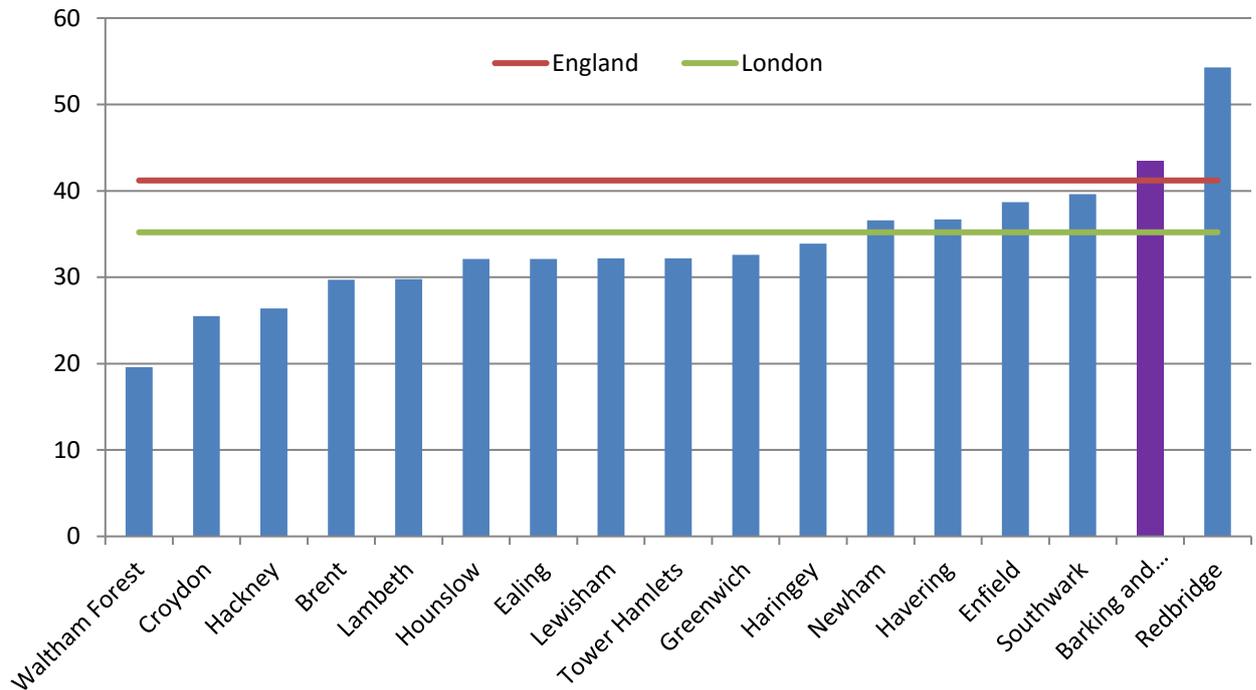
Source: HSCIC, Personal Social Services Survey of Adult Carers in England 2014-15

### **ASCOF 3B: Overall satisfaction of carers with social services**

The survey asked carers how satisfied they are with services for both them and the person they care for, as satisfaction usually indicates a positive experience of services. The measure includes the responses of carers who were extremely or very satisfied.

In 2014-15 overall satisfaction amongst respondents from Barking and Dagenham (43.5%) fell slightly compared with 2012-13 (45.7%). Despite this satisfaction levels were higher than both the London and England averages and most of the comparator local authorities, with the exception of Redbridge.

**Figure 8.3.3 ASCOF 3B Proportion of carers who were satisfied with services, by comparator group, 2014-15**



Source: HSCIC, Personal Social Services Survey of Adult Carers in England 2014-15

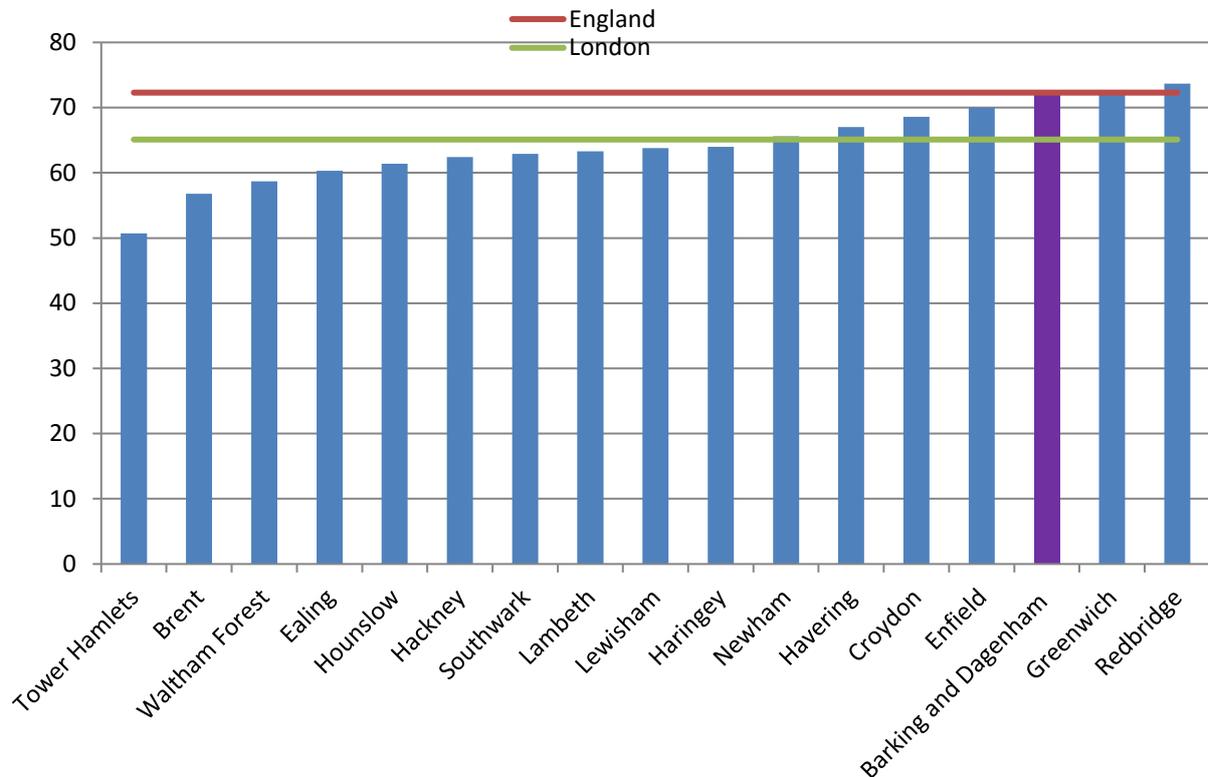
In the question about satisfaction, which the measure was taken from, carers could also report if they had received any services in the past 12 months. These responses were excluded from the measure reported above. In Barking and Dagenham nearly a quarter of respondents (23.9%) said they had not received any services in the 12 months before the survey. This was significantly more than the London and England averages of 17% and 16.8%, respectively.

### **ASCOF 3C: Proportion of carers who reported they have been included or consulted in discussion about the person they care for**

Carers were also asked whether they were involved in discussions about the person they care for. The responses of carers who said they were always or usually consulted are included in ASCOF 3C.

In Barking and Dagenham 71.9% respondents reported that they were always or usually included or consulted in discussions. This is a significant improvement compared with the results from 2012-13 (58.7%). Figure 8.3.4 shows that our proportion of carers who responded felt they were usually or always consulted was higher than the London average of 65.1% and most other local authorities in the comparator group.

**Figure 8.3.4 ASCOF 3C Proportion of carers who feel included or consulted in discussions about the person they care for, 2014-15**



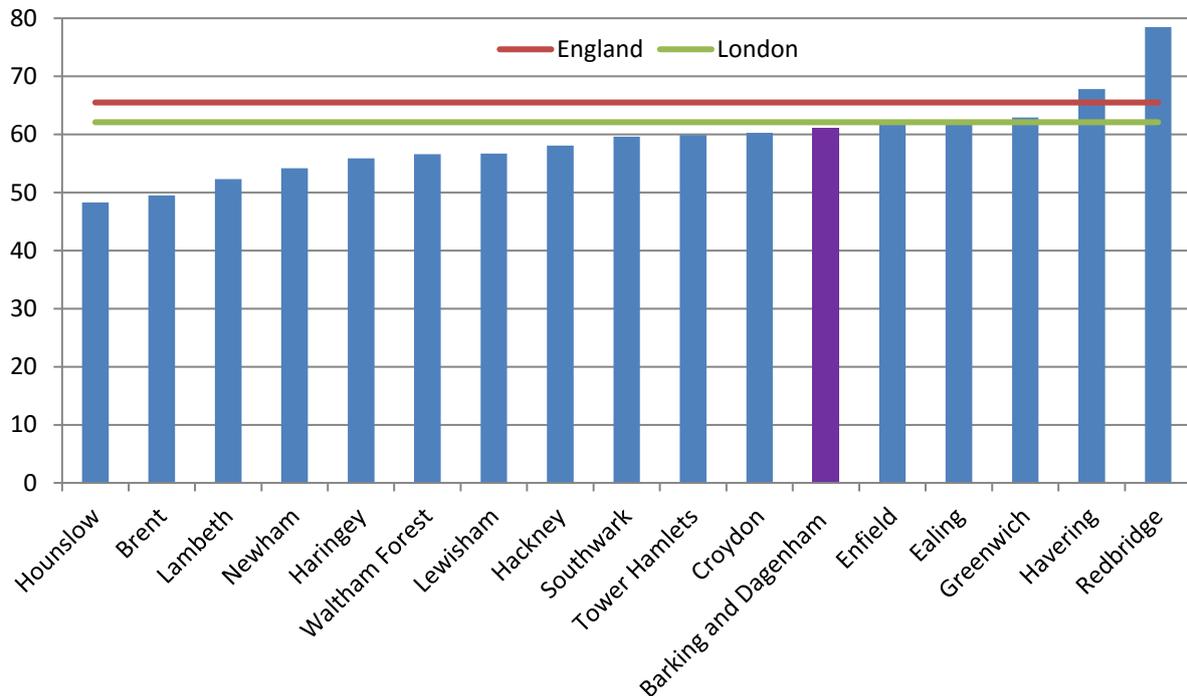
Source: HSCIC, Personal Social Services Survey of Adult Carers in England 2014-15

**ASCOF 3D (Part2) Proportion of carers who find it easy to find information about services**

Access to information is important in order for carers to identify support and services for them and the person they care for. The Carer’s Survey asked carers how easy or difficult it was to find information they needed.

Figure 8.3.5 shows 61.0% of Barking and Dagenham’s respondents reported that they found it very or fairly easy to find information about services, a decline from 65.3% in 2012-13. Our score was also slightly below the averages for both London and England.

**Figure 8.3.5 Proportion of carers who find it easy to find information about services**



Source: HSCIC, Personal Social Services Survey of Adult Carers in England 2014-15

Carers could also report whether they had not tried to find any information and advice in the last 12 months. Those responses were then excluded from the measure. In 2014-15 38.7% of respondents had not tried to find any information in the 12 months before the survey. This was a higher proportion than the averages for London (30.7%) and England (29.4%).

### Recommendations for Commissioners

In response to the needs of carers in the borough, Barking and Dagenham developed a Carers' Strategy<sup>1</sup>, in collaboration with carers and statutory and voluntary sector stakeholders, which outlined priority areas in order to deliver the vision for Carers in the borough. The Strategy builds on the results of the local research and intelligence, such as the Carers Survey, regarding carers' needs and outcomes.

Actions to deliver the priorities for carers are being monitored by the Carers' Strategy Group. Whilst the results of the Carers Survey show Barking and Dagenham has performed well in key areas compared with other local authorities, commissioners should continue to ensure that carers have better access to timely and focussed information and advice.

<sup>1</sup> Caring Together: A Carers' Strategy for Barking and Dagenham 2015-2018