

# CARERS INFORMATION SERVICE

Informing carers in Croydon

# SURVEY

## Has the Carers' Information Service made a difference to you?

Did you know that many voluntary and community organisations are facing cuts in their funding which could affect the services that are available to carers in the borough? Spending just a few minutes answering the following questions may help us to secure funding for our services at risk such as the *How To Guide* and our monthly training sessions for carers. Your opinion really does count and we are interested in your views about how we may have helped you in the past, as well as now.

There's something in it for you too - if we receive your completed form by **10 December 2010**, you will be entered into our prize draw for a £25 Marks and Spencer gift voucher. Please return the form to us, not forgetting your name and address on a separate sheet if you would like to be entered into the draw, to: Carers' Information Service, FREEPOST SEA 14616, Croydon CR9 1WZ (no need to use a stamp).

Many thanks for your help.  
**Helen Thompson, Manager.**

### 1. Are you?

- Male
- Female
- Transgender

### 2. How old are you?

- Under 18
- 18-64
- 65-74
- 75+

### 3. As well as caring for someone, are you also?

- Retired
- Full-time parent
- Student
- Unemployed
- Working full-time
- Working part-time

### 4. Do you have a disability?

- Yes
- No

### 5. Where do you live?

- Addiscombe
- Asburton
- Bensham Manor
- BroadGreen
- Coulsdon
- Croham
- Fairfield
- Fieldway
- Heathfield
- Kenley
- New Addington
- Norbury
- Purley
- Sanderstead
- Selhurst
- Selsdon/Ballards
- Shirley
- South Norwood
- Thornton Heath
- Upper Norwood
- Waddon
- West Thornton
- Woodside
- Out of Borough

### 6. Which of these groups do you belong to? (select one)

- Asian Indian
- Asian Pakistani
- Asian Bangladeshi
- Other Asian
- Black African
- Black Caribbean
- Other Black
- Chinese
- White British
- White Irish
- Other White
- White/Black Caribbean
- White/Black African
- White/Asian
- Other Mixed Group
- Other Ethnic Group

### 7. Do you care for more than one person?

- Yes
- No

If you care for more than one person, please answer the following questions about the person for whom you provide the most care.

**8. What illness or disability does the person you care for have?**

- Aids/HIV
- Alzheimer's/Dementia
- Elderly/Frail
- Learning Disability
- Medical Condition
- Mental Health Problem
- Physical Disability
- Sensory Impairment
- Substance Addiction
- Terminal Illness
- Wheelchair User
- Other (please state)

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**9. Are they?**

- Male
- Female
- Transgender

**10. How old are they?**

- Under 18
- 18-64
- 65-74
- 75+

**11. What is their relationship to you?**

- Your husband/wife/partner
- Your parent
- Your child under 18
- Your child over 18
- Your sibling
- Another family member
- Your friend
- Your neighbour

**12. How long have you been caring for this person?**

- 0-1 year
- 1-3 years
- 3-5 years
- 5-10 years
- 10-15 years
- Longer, please state

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**13. How long had you been a carer before you contacted the Carers' Information Service?**

- 0-1 year
- 1-3 years
- 3-5 years
- 5-10 years
- 10-15 years
- Longer, please state

**14. Do you have regular access to the Internet?**

- Yes
- No

**15. Have you ever had a carer's assessment carried out by social services?**

- Yes
- No
- I don't know

**16. Does the person you care for receive**

- Disability Living Allowance
- Yes
- No
- Attendance Allowance
- Yes
- No

Another disability benefit, please state

**17. Do you receive carer's allowance?**

- Yes
- No

**18. Do you get a regular break from caring?**

- Yes
- No

**19. If yes, who provides this break? e.g. day centre, care worker, family member**

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**20. How did you first hear about the Carers' Information Service (CIS)?**

- CIS Poster, if so where
- .....
- CIS Leaflet, if so where
- .....
- CIS Postcard, if so where
- .....
- CIS Carers News, if so where
- .....
- CIS How To Guide, if so where
- .....
- CIS E-Bulletin: *What's New for Carers?*
- CIS Outreach display at Mayday Hospital
- CIS Event (e.g. Carers Week, Carers Rights Day)
- CIS Talk at a local group
- Family member or friend
- Health professional
- Voluntary or community organisation
- Croydon Council
- By searching online
- Local media
- Other .....

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21. We provide information, advice, training and support to carers in a variety of ways. Which of the following do you know about? Please tick all that apply.					How often have you used this source of support?				
	I have used this	I have not used this	I did not know about	Does not apply to me	This was helpful	This was not helpful	Frequently	Occasionally	Rarely
Information and Advice									
Advocacy									
Training for Carers									
Carers Activities Fund (now closed)									
Carers Week Event in June									
Carers Rights Day Event in December									
Carers Emergency Card									
How To... A Guide for Carers in Croydon									
Carers' News (bi-monthly newsletter)									
What's New for Carers? monthly e-bulletin									
Factsheets (six titles available)									
Summer Guide for Parent Carers									
Website: www.carersinfo.org.uk									
Talks to local groups									
Information display at Mayday Hospital									

For all the following questions, unless specified, please tick all that apply

- 22. How do you prefer to get information and advice?**
- Talking to someone on the phone
  - Talking to someone in person
  - Written information
  - Online resources
  - Other .....

- 23. If you have received information and advice from us, over the phone, in person or in writing, how has this helped you?**
- It has helped me to realise that I am a carer
  - It has enabled me to get more practical help in my caring role
  - It has helped me to access other services
  - It has helped me to get benefits and/or financial help
  - It has provided a listening ear
  - I feel better able to cope
  - Not applicable
  - Other .....

- 24. We offer advocacy support to carers, e.g. form-filling, writing letters and attending meetings with you. How has this made a difference to you?**
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- 25. If you have attended one of our carers training courses, in what way have you benefitted?**
- I have made changes to my life by learning practical skills
  - I have made changes to my life by focusing on my personal development
  - I have met other carers
  - I have had a break from caring
  - Not applicable
  - Other
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- 26. If you have not attended a carers training course, please state why**
- Training is held at a day or time that I am not able to attend
  - I have not been able to arrange alternative care
  - I am not able to get to the venue
  - None of the topics have interested me
  - I do not like being part of a group
  - I am simply too busy
  - Other .....

- 27. What do you like about our monthly e-bulletin, What's New for Carers?**
- Being informed about local news and events
  - Being informed about national news and events
  - Updates on Carers' Information Service activities
  - It is my only source of information on carers' issues
  - I get information more frequently than via Carers' News
  - It makes me feel part of a community
  - Not applicable
  - Other .....

**28. How often do you use the Carers' Information Service website, [www.carersinfo.org.uk](http://www.carersinfo.org.uk)?**

- Frequently (once a week or more)
- Occasionally (once a month or more)
- Rarely (less than once a month)
- Never
- If never, please select a reason:
  - I do not have Internet access
  - I have Internet access but prefer information on paper

Other .....

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**29. What do you like about our bi-monthly newsletter, Carers News?**

- Being informed about local news and events
- Being informed about national news and events
- Updates on Carers' Information Service activities
- It is my only source of information on carers' issues
- It makes me feel part of a community
- Not applicable
- Other .....

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**30. In what format would you prefer to read the How To Guide?**

- As a paper guide
- Online
- Both
- Not applicable
- Other .....

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**31. How would you be affected if we did not produce the How To Guide (in any format)?**

- I would be less well informed
- I would not know how to get help
- I would need to spend more time finding things out
- Not applicable
- Other

**32. Is there a topic in the How To Guide that you would like to see dealt with in more detail, perhaps to the extent of having a dedicated factsheet on the issue?**

- Yes  
Please specify

- No
- Not applicable

**33. Did the Summer Guide for Parent Carers help you to find activities for your child with additional needs this summer?**

- Yes
- No, Please explain why

- Not applicable

**34. Does carrying our Carers Emergency Card give you peace of mind?**

- Yes
- No
- Not applicable

**35. Looking to the future, are there additional services you would like us to offer?**

- Drop-in centre
- Support group for specific groups of carers
- Support group for any carer
- Complementary therapies
- Centre based social activities
- Outings
- Home visits
- Evening or weekend availability
- Counselling
- Grants
- Research into the needs of carers and campaigning on these issues
- More frequent training sessions
- Specialist advice sessions, e.g. legal advice, welfare benefits
- Other

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**36. Finally, just for fun- if you had to describe the Carers' Information Service as an animal, what would it be and why?!**

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Thank you very much for your comments. Please return to us by 10 December by using the freepost address:

**Carers' Information Service,  
FREEPOST SEAI4616, Croydon CR9 1WZ.**

There's no need for a stamp and don't forget to include your name, address and phone number on a separate page to be entered into the prize draw to win a £25 M&S gift voucher.