

Health and Adult Social Care Overview and Scrutiny Committee

BRIEFING NOTE – No 05/14

Date: May 2014

Briefing paper to: All Members of the Health and Adult Social Care Overview and Scrutiny Committee

Purpose: To provide Members with information relating to the recent Carers Survey

Carers Survey 2013

The Carers Survey is a biennial statutory survey used to determine if services received by carers are helping them in their caring role and their life outside of caring. A standard questionnaire is used across England to ensure consistency across local authorities and to allow comparison of results.

Medway completed its first Carers Survey in 2012-13. In 2013-14 another survey was carried out at a local level to allow for the capture of data to calculate the Council Plan indicator *Overall satisfaction of carers with social services*.

46.7% of carers were extremely or very satisfied with the care and support they received (57 out of 122 carers responding to the question).

This is an improvement on 2012-13, when 43.7% of carers were extremely or very satisfied with the care and support they received (83 out of 190 carers). This outturn is slightly lower than our comparator group average of 44.7% but slightly higher than the national average of 42.7%.

In recent years, approximately 600 to 1000 carers have been assessed each year. However, difficulties in gathering data, such as address details, have meant that the cohort from which the sample is taken is lower (at around 300-350).

In 2013-14, 307 surveys were sent out and 131 returned – a response rate of 42.7%. This is lower than in 2012-13, when 352 surveys were sent out and 211 returned (a response rate of 59.9%). This can be attributed to the reminder letters, which were sent to boost response rates in 12-13 as per statutory guidance. The collection of carers' details has improved with the introduction of Framework i.

Officer Contact Details:

Patrick Cahill
Performance and Improvement Analyst
01634 331481
patrick.cahill@medway.gov.uk

