



Norfolk County Council

Conversations Matter – we want to know what Social Care means to you

Overview

Adult social care covers a wide range of activities to enable people to live independently, stay well and safe.

Promoting Independence is the term we use to describe our vision for social care. We want to support people to be *independent, well, and able to deal with life's challenges* and we want to talk to you about how we will do this.

You may have heard about Adult Social Care in the news, and some of the challenges it faces. Norfolk has a changing and growing population so we must plan for our services to be long-lasting and financially stable.

With your help we want to update our strategy for Social Care in Norfolk. We want to hear from you as we passionately believe that **'Conversations Matter'**.

How can you get involved?

The online questionnaire will be live between Wednesday 28th June and Friday 1st September. We will have a range of engagement activities available over the summer and into the autumn. So, there will be lots of opportunities to be involved, you can:

- Complete the online questionnaire or pick up a paper copy at a library
- Attend a drop-in session in a local library
- Be part of a focus group or one-to-one conversations
- You can use the toolkit to organise your own workshop

Why your views matter

We want to use your feedback to shape our priorities for the next 3 to 5 years. We are really interested in hearing what you have to tell us about your experiences of Social Care in Norfolk and how you think care in Norfolk will or should look in the future.

If you have any questions, please contact us. You can either email **haveyoursay@norfolk.gov.uk** or telephone us on 0344 800 8020.

Alternative formats: If you require any of the engagement material in an alternative format or language, please email: haveyoursay@norfolk.gov.uk

We have included a link here to background information about Adult Social Services which you might find helpful.

Personal information, confidentiality, and data protection

We will use any personal information to understand how different groups of people feel about our budget proposals.

We will process any personal information we receive from you in line with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), the Data Protection Act 2018 and Norfolk County Council's data protection policy and guidelines. This means that Norfolk County Council will hold your personal data and only use it for the purpose for which it was collected, being this consultation. You can find a copy of our privacy statement at

<https://www.norfolk.gov.uk/privacy>

We won't identify individuals when reporting back our findings and under our record management policy we will keep this information for five years. We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 2018, and the Environmental Information Regulations 2004.

You can choose not to take part in the consultation, to stop responding at any time, or to ignore any personal questions that you do not want to answer.

By completing and sending back this document, you are agreeing to the information, confidentiality, and data protection statement above.

SECTION 1 – About you

Please tell us in what capacity (most closely) you are completing the questionnaire. This will help us to understand if we are getting a broad range of views on the strategy.

1. Please select the option that most closely represents how you will be responding.

Please select only one item

- | | |
|--|--------------------------|
| As a Norfolk resident | <input type="checkbox"/> |
| As a resident elsewhere (not Norfolk) | <input type="checkbox"/> |
| As a representative of a local community group | <input type="checkbox"/> |
| On behalf of a school or college or other education setting | <input type="checkbox"/> |
| On behalf of a Parish/town/Borough/District Council | <input type="checkbox"/> |
| As an elected member | <input type="checkbox"/> |
| As a business owner | <input type="checkbox"/> |
| On behalf of a charity, voluntary or community sector organisation | <input type="checkbox"/> |
| As a Norfolk County Council employee | <input type="checkbox"/> |
| As a Carer on behalf of yourself | <input type="checkbox"/> |
| As a Carer on behalf of someone else | <input type="checkbox"/> |

If you are responding on behalf of a Voluntary or Community sector organisation, please tell us the organisation below.

2. Norfolk is a rural County we would like to understand if we are getting a good geographical range of views. Please only give us the first half of your postcode.

3. How did you find out about this engagement?

Please select one answer only.

- Local media (e.g., newspaper, radio)
- From a social media post (e.g., Facebook)
- From a friend/family member
- From a group I belong to
- From my place of work or education
- The Norfolk Residents' Panel
- District Council webpage
- Norfolk County Council webpage
- My Parish Council
- From an email I received

Other, Please write your answer in the box below:

SECTION 2 - Our Vision and Themes

Theme 1 – Prevention and early help is about how we help people stay well and independent in the place they call home.

You can expect to see:

- Easy to find information about your health and wellbeing, finances, and housing, to help you to plan for your future.
- Connecting you to help and support which enables you to stay active and well – everything from gardening to residential care, stop smoking support or befriending.
- Help to you as a carer, to improve your health and wellbeing and help you have a break when you need it.
- If you have a disability, we'll help you access housing, social activities, and employment.

4. To what extent do you agree with this theme?

Please select only one item

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

5. Is there anything else you would expect us to be doing to strengthen our prevention and early help offer? Please write your answer in the box below

SECTION 2 - Our Vision and Themes

Theme 2 – Being, and staying, independent is about being effective and providing timely support to support people to develop independent living skills, avoid losing independence, and where possible gain it back.

You can expect to see:

- A range of housing options, including for those of working-age to help prepare you for living independently, or whatever solution best meets your needs.
- Community and voluntary groups who can keep you connected to people and reduce isolation and loneliness.
- Helping you re-gain confidence and independence after a fall or being ill.
- Supporting you as a carer with your health, including putting in support so you can access medical appointments.
- Adaptions and equipment in your home so you can stay living there if you want to.
- Using gadgets and technology to make your home safer.
- Arrange help in your home – if you need it.

6. To what extent do you agree with this theme?

Please select only one item

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

7. Is there anything else you would expect us to be doing to strengthen our being, and staying, independent offer for longer? Please write your answer in the box below

Theme 3 – Living with Complex Needs is about recognising that some people need a high level of support with many aspects of their daily life in the long term.

You can expect to see:

- Giving you the chance to organise and arrange your own care (funded by us), employing personal assistants.
- Giving you the chance to live in specially adapted homes – with care and support nearby.
- Reliable respite so carers can have a break.
- Making sure there is always advocacy for people who need it so they can tell us what matters to them.
- When residential care is needed, ensuring you have access to good quality.

To what extent do you agree with this theme?

Please select only one item

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

8. Is there anything else you would expect us to be doing to strengthen our Living with Complex Needs offer? Please write your answer in the box below

9. What 3 words would describe your thoughts on our vision and three themes?

- 1.
- 2.
- 3.

SECTION 3 – Your experiences of Social Care

10. Have you used or do you currently use Adult Social Care services in Norfolk?

Please select only one item

Yes

No

Not Sure

11. If you answered 'yes' to question 10, please tell us what went well when you used Adult Social Care services in Norfolk?

12. If you answered 'yes' to question 10, please tell us if there is anything we could have done better when you used Adult Social Care services in Norfolk? Please write your answer in the box below

13. Is there anything else you would like to tell us about Adult Social Care services in Norfolk?
Please write your answer in the box below

SECTION 4 – Equalities

Monitoring questions

To make sure we are learning from a wide range of people – we’d like to ask some questions about you. All are optional questions so you may choose not to give this information, but this information is helpful to build our understanding of diverse groups of people’s experiences. We have used questions from the Census 2021 to allow us to make comparisons against national population statistics.

14. What is your age?

Please choose one answer only, from the list below:

Please select only one item

Under 18

18-24

25-34

35-44

45-54

55-64

65-74

75-84

85 or older

Prefer not to say

15. How would you describe your ethnic background?

Please choose one answer only, from the list below:

Asian or Asian British

Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background, please describe here:

Black, Black British, Caribbean, or African

Black British

Caribbean

African

Any other Black, Black British, or Caribbean background, please describe here:

Mixed or multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other mixed or multiple ground, please describe here:

White

English, Welsh, Scottish, Northern Irish or British Irish

Gypsy or Irish Traveller

Roma

Other White background, please describe here:

Another ethnic group

Arab

Any other ethnic group please describe here:

Prefer not to say

16. What is your sex?

Please choose one answer only, from the list below:

Please select only one item

Male

Female

Prefer not to say

17. Is the gender you identify with the same as your sex registered at birth?

Please select only one item

Yes

No

Prefer not to say

If you wish to enter your gender identity, Please write your answer in the box below:

18. Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?

Please choose one answer only, from the list below:

Yes

No

Prefer not to say

19. If you answered yes to question 18, please select which of the following best describes your long-standing illness, health condition or disability

Please select as many answers that apply

Blind or partially sighted

D/deaf or hard of hearing

Limiting health condition *e.g., heart disease, asthma, stroke, osteoarthritis, Rheumatoid arthritis, fibromyalgia and myalgic encephalomyelitis (ME) etc.*

Learning Disabilities

Neurodiversity *e.g., autistic spectrum disorders, dyslexia, dyspraxia*

Mental health conditions – *e.g., depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder*

Physical disability *e.g., limb disorder, amputee, wheelchair user, cerebral palsy, motor neurone disease, muscular dystrophy*

Other, Please write your answer in the box below:

Prefer not to say

20. Do you have caring responsibilities?

Please select as many that apply

No

Yes - Parent Carer

Yes – for children with additional needs

Yes – for older family members

Yes – for a disabled adult(s)

Yes, other. Please write your answer in the box below:

21. Which District / Borough /City do you live in?

Please choose one answer only, from the list below:

Breckland

Broadland

Great Yarmouth

Kings Lynn and West Norfolk

North Norfolk

Norwich

South Norfolk

22. Which of the following best describes you?

Please choose one answer only, from the list below

- Employed (full time)
- Employed (part time)
- Self employed
- Unemployed
- Student
- Looking after the family home
- Long term sick
- Retired

23. What is your first language?

English

Other, Please write your answer in the box below:

Your opinions are valuable to us. Thank you for taking the time to read this and respond.

You can fill in our online feedback form at: www.norfolk.gov.uk/conversationsmatter

You can send back a paper feedback form to:

Conversations Matter Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, Norwich NR1 2DH.

However, if you want to help the council save money, please use a stamp, and send to this address: Stakeholder and Consultation Team, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, NR1 2DH.

You may wish to keep a copy of your response to our consultation for your own records.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.



If you need this document in large print, audio, Braille, alternative format or in a different language please email us at haveyoursay@norfolk.gov.uk or contact Customer Services on 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.