



Norfolk County Council

We want to know what Adult Social Care means to you



**Some of the things in this paper
are not easy to understand.**

**You may need help from
someone to read it.**



Norfolk County Council provides adult social care which covers a wide range of activities to help people who are older or living with a disability or physical or mental illness live independently.

You may have heard about Adult Social Care in the news and some of the challenges it faces.

The good news is we are all living longer. Norfolk has an older population so it's important to plan.

Promoting independence are the words we use to describe our ideas for social care and includes three ideas:

- Prevention and early help
- Being and staying independent
- Living with complex needs

We would like to know what you think of our three ideas.



Idea 1: Prevention and early help
This idea is about how we help people stay well.

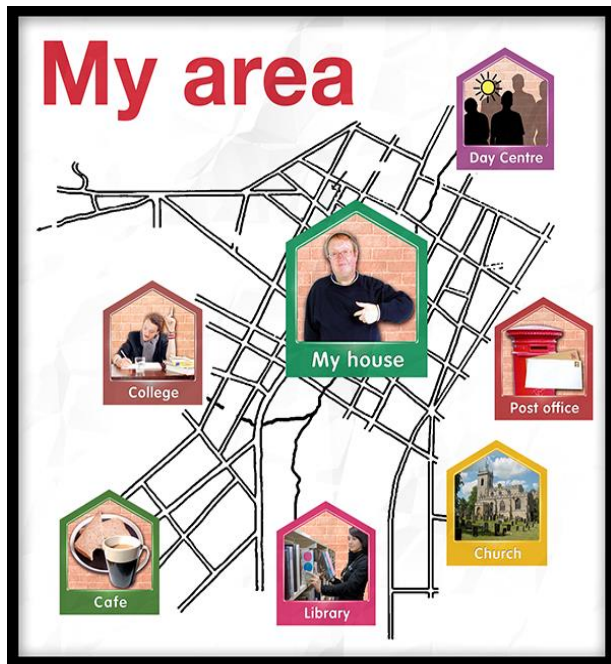
This could mean:

Easy to find information about your health, wellbeing and finances to help you plan.

Being connected to help and support to help you stay active and well.

Carers to be supported and have a break when needed.

Help to access housing, social activities and employment if you have a disability.



Idea 2: Being, and staying, independent

This idea is about providing support at the right time for people to learn, stay or return to living independently.

This could mean:

Different types of houses, including for those of working-age.

Community and voluntary groups to help keep you connected to people and reduce isolation and loneliness.

Helping you re-gain confidence and independence after a fall or being ill.

Supporting your carer with health matters.

Making adaptations or adding 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.



Idea 3: Living with complex needs

This means we understand that some people need ongoing support with their daily lives.

This could mean:

The chance to organise your own care (funded by Norfolk County Council).

The opportunity to live in specially adapted homes, with care close by.

For carers to have breaks when needed.

Support from another person to help you tell us what matters to you.

Access to good quality housing with care when it is needed.



We would like to hear your views on our three ideas.

Questions



1. What do you think about it?

Good

Bad

Not sure



You do not have to answer all of the questions, only the ones you want to.



Please send us your response by **1st September 2023**



Please send your survey back to the address below. You do not have to put a stamp on the envelope.

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



You can also tell us what you think via our website:

www.norfolk.gov.uk/conversations-matter



Or you can send an email to haveyoursay@norfolk.gov.uk.

Idea one: Prevention and early help

This idea is about how we help people stay well and independent in the place they call home. This could mean:

Easy to find information about health, finance and housing.

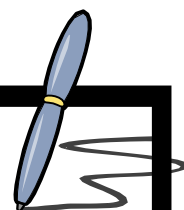
Being connected to help and support to help you stay active and well.

Carers to be supported and have a break when needed.

Help to access housing, social activities and employment if you have a disability.

1. Do you think there is anything missing?

Please write your answer in the box below:



Idea two: Being, and staying, independent

This idea is about providing support at the right time for people to learn, stay or return to living independently. This could mean:

Different types of housing, including for those of working age.

Community and voluntary groups who can help you keep connected to people and reduce isolation and loneliness.

Helping you re-gain confidence and independence after a fall or being ill.

Supporting your carer with health matters.

Making adaptations or adding equipment in your home so you can stay living there - if you want to.

2. Do you think there is anything missing?

Please write your answer in the box below:



A large empty rectangular box with a thick black border, intended for writing an answer. In the top right corner of the box, there is a small illustration of a blue pen with a yellow band, positioned as if it has just finished writing a squiggly line.

Idea three: Living with complex needs

We understand that some people need ongoing support with their daily lives. This could mean:

The chance to organise your own care (funded by Norfolk County (Council)).

The opportunity to live in specially adapted houses, with care close by.

Carers to have breaks when needed.

Support from another person to help you tell us what matters to you.

Access to good quality housing with care when it is needed.

3. Do you think there is anything missing?

Please write your answer in the box below:



A large empty rectangular box with a thick black border, intended for writing an answer. In the top right corner of the box, there is a small illustration of a blue pen with a yellow band, positioned as if it has just finished writing or is about to start.

Prevention

Preventing long-term formal care is important to Adult Social Care and we want people to be independent for as long as possible.

4. Please tell us what you think looks like a good prevention service?

Please write your answer in the box below:



A large empty rectangular box with a thick black border, intended for writing an answer. In the top right corner of the box, there is a small illustration of a blue pen with a yellow band, positioned as if it has just finished writing a squiggly line.

5. How can we make Adult Social Care in Norfolk better?

Please write your answer in the box below:



About you



Please tell us about yourself.



This will help us make plans for Adult Social Care in the future.



We will keep your information safe.
We will not share it with anyone.

6. Are you answering as...?

Please tick the correct box



An individual/member of public

A partner/carer

On behalf of a voluntary/community group

On behalf of a statutory organisation

On behalf of a business

A Norfolk County councillor

A district or borough councillor

A town or parish councillor

A Norfolk County Council employee

7. If you are responding on behalf of another organisation, what is the name of the organisation, group or business?

Please write your answer in the box below:



A large empty rectangular box with a black border, intended for the user to write their answer. In the top right corner of the box, there is a small illustration of a blue pen with a yellow band, positioned as if it has just finished writing a squiggly line.

8. How did you hear about this consultation?

Please tick the correct box

From local media (eg. newspaper/radio)

From a social media post (Eg. Facebook post)

From a friend

From a group I belong to

From my place of work or education

The Norfolk Resident's Panel

District Council webpage

Norfolk County Council webpage

My Parish Council

From an email I received

9. Are you...?

Please tick the correct box

Male

Female

Prefer to self-describe

Prefer not to say



If you prefer to self-describe, please use the box below:



10. How old are you?

Please tick the correct box



Under 18

55-64

18-24

65-74

25-34

75-84

35-44

85 and older

45-54

Prefer not to say

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

Please tick the correct box



Yes

No

Prefer not to say



12. If yes, which best describes your condition, or disability?

Please tick all that apply



Blind or partially sighted

D/deaf or hard of hearing

Limiting health condition e.g. heart disease, asthma, strokes, 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 below:



13. How would you describe your ethnic background?

Please tick the correct box

Asian or Asian British

Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background, please describe below:



Black, Black British, Caribbean or African

Black British

Caribbean

African

Any other Black, Black British, Caribbean or African please describe below:



Mixed or multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other mixed, or multiple background, please describe below:



White

English, Welsh, Scottish, Northern Irish or British Irish

Gypsy or Irish Traveller

Roma

Any other White background please describe below:



Another ethnic group

Arab

Any other Arab background please describe below:



Prefer not to say

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

Please tick the correct box

Breckland

Broadland

Great Yarmouth

Kings Lynn/West Norfolk

North Norfolk

Norwich

South Norfolk

15. Do you have caring responsibilities?

Please tick the correct box

No

Yes - for children with additional needs

Yes - for older family members

Yes - other:



16. Which of the following best describes you?

Please tick the correct box

Employed (full time)

Employed (part time)

Self employed

Unemployed

Student

Looking after the family home

Long term sick

Retired

17. What is your first language?

Please tick the correct box

English

Other, please write below:



How to have your say



Fill out this consultation online at www.norfolk.gov.uk/conversations_matter



You can send this form to

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If you need this in a different format, please email:

haveyoursay@norfolk.gov.uk



Call: 0344 800 8020