

Carers' commissioning plan public consultation

The report below summarises the public consultation that was carried out in Autumn / Winter 2019/2020. The Covid Pandemic then delayed progress. The strategic commissioning manager restarted engagement meetings with key stakeholders (group meetings held November 2020; January and April 2021) and meetings with individual providers to progress this. The stakeholders included: Carer representatives; Carers' Voice Forum; the council's Adult Social Care Equalities Forum and Building Healthier Communities delivery group; Young Carers' strategy action group; current carers support service providers and other BAME and VCE providers; the BNSSG Carers' Group. These groups developed and agreed the (all age) carers' strategic priorities for Bristol; and supported the findings of this January 2020 public consultation report.

Carers Commissioning Plan Consultation Final Report January 2020

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Summary of consultation findings

We asked:

- 1) *Which areas of focus should guide the commissioning plan and*
- 2) *Which method of commissioning should the council use to buy carers services from organisations?*

- We ran the consultation survey from 29 October 2019 to 24 December 2019
- 217 people responded to the consultation survey
- We held 3 Open Consultation Events and 7 focus groups where feedback about the consultation was sought. Approximately 146 people attended these events.

Who responded:

- The large majority of respondents (80.7%) currently or have previously looked after / cared for someone.
- The majority of respondents were in the 55-64 age range (23.2%), closely followed by the 45 to 54 age range (22.3%).
The majority of respondents (50.2%) were White British, with 26.8% of respondents Asian / Asian British, and 5.7% from a Black /African / Caribbean / and 11% Chinese.
- The majority of respondents care/look after an older person who has become frail (31.5%). This was closely followed by those who have an autistic spectrum condition (30.9%), learning difficulties (29%) or physical impairment (27.2%)
- The majority of respondents' relationship with the person they care for was Parent (46.3%), followed by Relative (31.5%), or Guardian (3.7%)
- The large majority of respondents were female (82.7%)
- 10.2% of respondents were disabled
- 80.6% of respondents received services from at least one of current Bristol City Council commissioned Carer Support Services
- Analysis of the consultation by deprivation decile shows there is generally an over-representation of people from less deprived deciles.

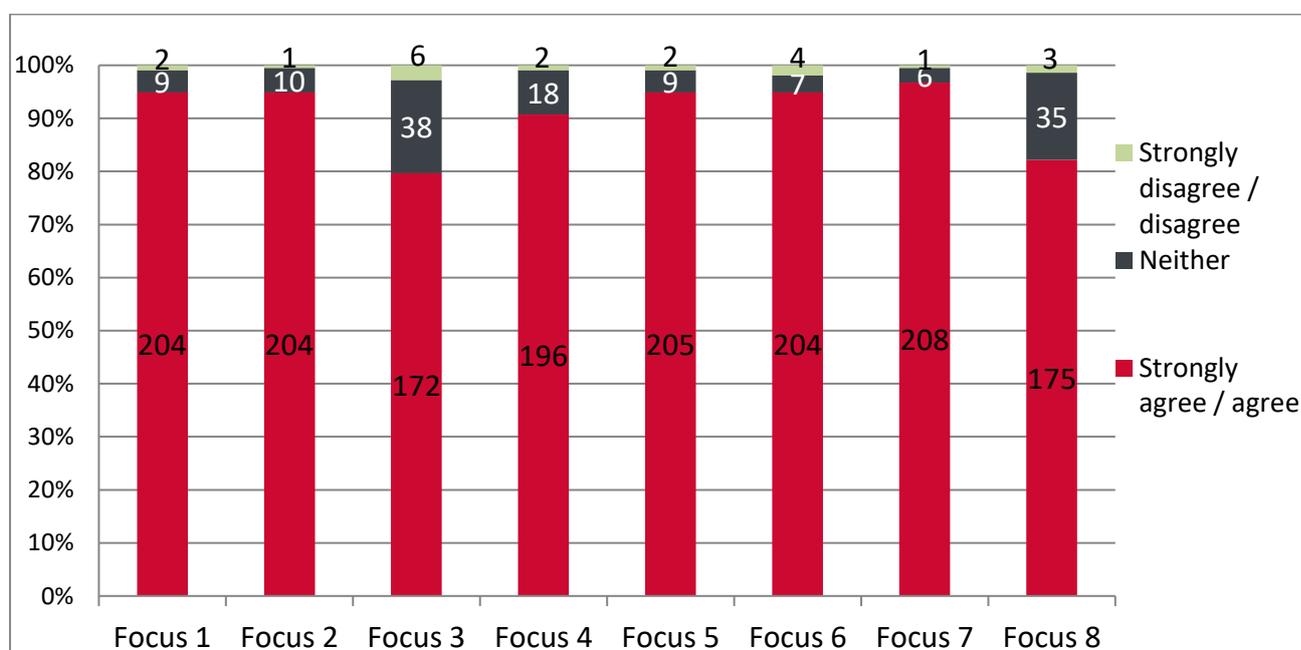
A further breakdown of respondents' characteristics is below.

You said:

Which areas of focus should guide the commissioning plan?

- The large majority of respondents **agreed or strongly agreed** with all the areas of focus for the commissioning plan.
- Focus seven (*Carers support services should focus on prevention*) received the strongest level of agreement, with 96.8% agreeing or strongly agreeing. More respondents strongly agreed with focus seven more than any other focus, with 72.6% strongly agreeing.
- The following chart shows the level percentage of agreement with each area of focus:

Chart 1



Other areas of focus that respondents felt should be included were:

- The amount of funding for Carer Support Services (4 respondents)
- More respite support for carers (3 respondents)

A further breakdown of responses is set out in the main report below.

Which method of commissioning should the council use to buy carers services from organisations?

More respondents preferred **Purchasing Option 2** (43.5%), that the Carers Support Services contract could be split into smaller contracts for a range provider organisations (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan.

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Please tell us which purchasing option you prefer:				
			Response Percent	Response Total
1	Option one: The Carers Support Services contract could be split into smaller contracts for different provider organisations (or consortium of providers).		27.54%	57
2	Option two: The Carers Support Services contract could be split into smaller contracts for a range provider organisations (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan.		43.48%	90
3	Option three: The Carers Support Service contract could be delivered by one provider (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan.		28.99%	60

The most common reasons respondents told us they chose Purchasing Option 2 were the following:

- Could provide more specialist services to meet needs (12 respondents)
- More choice of services (9 respondents)
- Language and cultural support reasons (8 respondents)
- Could give more opportunities for local groups and organisations (7 respondents)

A further breakdown of responses is set out in the main report below.

Feedback from Consultation Sessions and Focus Groups Meetings

The following is a summary of the most common suggestions for services people would like to see, when thinking specifically about future services and changing needs:

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- The need for more timely information and advice services (33 mentions), particularly around what support services are available for carers and the cared for. This included advice on finances and benefits, especially Personal Independence Payment (PIP) applications.
- Better support from hospital, GP and health teams (7 mentions)
- Access to aids and adaptations and better housing options. (5 mentions)
- Support services that are more accessible and better tailored to meet language and/or cultural requirements. (4 mentions)
- Emergency support (4 mentions)
- Peers support groups and forums for carers across the city
- Befriending and social support including use of volunteers (3 mentions)
- Emotional, mental health and general wellbeing support (3 mentions)
- Respite and break services (3 mentions)
- Help with planning for the future (3 mentions).

A further breakdown of responses is set out in the main report below.

Carers Commissioning Plan Consultation Report

Introduction

Bristol City Council is reviewing the Carers Support Services funded by the Adult Social Care budget. The council is looking at what services are delivered to carers and how the council would like to commission these services in the future. The council has to make sure that it gets best value for public money and it must also ensure that organisations that would like to apply to deliver carers' services are given an opportunity to do so.

The results of this consultation will inform the Commissioning Plan, so the council wants to ensure that the services it funds are right for carers now and in the future. The council's Adult Social Care budget funds the current carers' services and the current service provision for carers will remain unchanged until end June 2020. These services include:

- Carers Advice, Support and Information Services – currently delivered by the Carers Support Centre.
- Information, Advice and Support Services for Black, Asian and Minority Ethnic Carers – currently delivered by Bristol Black Carers and Bristol and Avon Chinese Women's Group.
- Advice and Support Services for Parent Carers¹ currently delivered by the Carers Support Centre. The purpose of these services is to provide advice, support and information to carers, professionals and BAME specific support; enable carers to self-identify, inform carers of their rights and, support access to carer and parent carer assessments. The Carers Support Centre and Bristol Black Carers also complete 'Trusted Assessments'².

The draft Commissioning Plan proposes eight areas of focus when developing future Carer Support Services in Bristol. These areas would help to inform the service level agreements between the council and organisations commissioned to provide future Carers Support Services:

Focus Area 1: Carers support services should deliver outreach services, including targeted information and advice services, with the aim of identifying more carers earlier so they can be supported in a timely way.
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Focus Area 2: Carers support services should increase the number of carers they support and have contact with and increase the number of carers that complete or are referred for a carer's assessment.
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Focus Area 3: Carers support services should increase the number of Black, Asian and

Minority Ethnic Carers, particularly African (including the Somali Community) and Pakistani groups accessing services and should meet specific needs of these communities.

Focus Area 4: Carers support services should provide evidence for improved outcomes for young adult carers, parent carers, older carers, and recognise where services need to be tailored to meet specific needs of male or female carers.

Focus Area 5: Carers support services should provide evidence for improved outcomes for carers living with long term conditions, carers who have learning disabilities and carers supporting people who have learning disabilities.

Focus 6: Carers support services should support carers with employment, training, finance, debt, benefits and should adapt to meet an increasing demand

Focus 7: Carers support services should focus on prevention. This includes reducing social isolation, helping carers to access community services and improving emotional, mental and physical wellbeing.

Focus 8: Carers support services should support carers to improve hospitals' recognition of the carer role, particularly at admission and discharge, for both themselves and the person they care for.

Bristol City Council is considering three options for how we will commission (buy) Carers Support Services in the future:

<p>Option 1</p>	<p>The Carers Support Services contract could be split into smaller contracts for different provider organisations (or consortium of providers). These smaller contracts could be either:</p> <ul style="list-style-type: none"> • Service specific. For example one contract could provide all advice and information services while another contract could provide all carer's assessment services • Geographical. For example one contract could provide all carers services for South Bristol while another contract could provide all carers services in North Bristol etc. or • Black, Asian, Minority Ethnic (BAME)/specialist. For example one contract could provide carers services for specific BAME carers or for people with learning disabilities, while another contract provides all other carers support services.
<p>Option 2</p>	<p>The Carers Support Services contract could be split into smaller contracts for a range provider organisations, (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan. For example the council could award an additional grant to a community group to set up peer support meetings for carers. The</p>

	process that groups/organisations would follow to apply for this grant would be managed separately by the council.
Option 3	The Carers Support Service contract could be delivered by one provider (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan. For example the provider organisation could promote a grant to a community group to set up peer support meetings for carers. The process that groups/organisations would follow to apply for this grant would be managed separately by the council.

Methodology

Online survey

An online survey was published on the council's consultation hub (<https://bristol.citizenspace.com/>).

The survey included links to:

- The Draft Commissioning Plan for Carers Services (including Easy Read version)
- The Equality Impact Assessment for the Recommissioning of Carer Support Services

Focus Groups

We held 7 focus groups and 3 Open Consultation events. The Focus groups were targeted at carers who receive carer support services from commissioned providers and voluntary sector providers (including Mental Health Services), plus carers from the Somali Community and other community forums. Approximately 146 people attended these events.

Survey Results

Please tell us in what capacity you are responding:

- The large majority of respondents (80.7%) currently or have previously looked after someone.
- A small number of respondents (8%) are professionals who support carers, while 4.3% of respondents have previously been cared for / looked after. 'Other' respondents included 'member of the community' and former 'professionals who supported carers'.

Please tell us in what capacity you are responding (tick all that apply):

			Response Percent	Response Total
1	I currently or have previously cared / looked after someone		80.66%	171
2	I am a professional who supports carers		8.02%	17
3	I am or have previously been cared for / looked after by a relative or friend		4.25%	9
4	Other (please specify):		12.74%	27

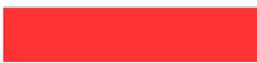
To what extent do you agree or disagree with focus one of the draft Commissioning Plan? (*Carers support services should deliver outreach services, including targeted information and advice services, with the aim of identifying more carers earlier so they can be supported in a timely way*):

- The large majority of respondents (94.9%) strongly agreed or agreed with focus one of the draft Commissioning Plan, while 0.94% disagreed or strongly disagreed.

To what extent do you agree or disagree with focus one of the draft Commissioning Plan?			Response Percent	Response Total
1	Strongly agree		51.16%	110
2	Agree		43.72%	94
3	Neither agree nor disagree		4.19%	9
4	Disagree		0.47%	1
5	Strongly disagree		0.47%	1

To what extent do you agree or disagree with focus two of the draft Commissioning Plan? (*Carers support services should increase the number of carers they support and have contact with and increase the number of carers that complete or are referred for a carer’s assessment*).

The large majority of respondents (94.9%) strongly agreed or agreed with focus two, while (0.5%) disagreed and 0% disagreed.

To what extent do you agree or disagree with focus two of the draft Commissioning Plan?			Response Percent	Response Total
1	Strongly agree		54.42%	117
2	Agree		40.47%	87
3	Neither agree nor disagree		4.65%	10
4	Disagree		0.47%	1
5	Strongly disagree		0.00%	0

To what extent do you agree or disagree with focus three of the draft Commissioning Plan? (*Carers support services should increase the number of Black, Asian and Minority Ethnic Carers, particularly African (including the Somali Community) and*

Pakistani groups accessing services and should meet specific needs of these communities).

The large majority of respondents (79.6%) strongly agreed or agreed with focus three, while 2.8% disagreed or strongly disagreed.

To what extent do you agree or disagree with focus three of the draft Commissioning Plan?			Response Percent	Response Total
1	Strongly agree		52.31%	113
2	Agree		27.31%	59
3	Neither agree nor disagree		17.59%	38
4	Disagree		2.31%	5
5	Strongly disagree		0.46%	1

To what extent do you agree or disagree with focus four of the draft Commissioning Plan? (Carers support services should provide evidence for improved outcomes for young adult carers, parent carers, older carers, and recognise where services need to be tailored to meet specific needs of male or female carers).

The large majority of respondents (90.8%) strongly agreed or agreed with focus four while 0.9% disagreed and 0% strongly disagreed.

To what extent do you agree or disagree with focus four of the draft Commissioning Plan?			Response Percent	Response Total
1	Strongly agree		45.37%	98
2	Agree		45.37%	98
3	Neither agree nor disagree		8.33%	18
4	Disagree		0.93%	2

To what extent do you agree or disagree with focus four of the draft Commissioning Plan?

		Response Percent	Response Total
5	Strongly disagree	0.00%	0

To what extent do you agree or disagree with focus five of the draft Commissioning Plan? (Carers support services should provide evidence for improved outcomes for carers living with long term conditions, carers who have learning disabilities and carers supporting people who have learning disabilities).

The large majority of respondents (94.9%) strongly agreed or agreed with focus five, while 0.9% disagreed or strongly disagreed. More people agreed than strongly agreed with focus five.

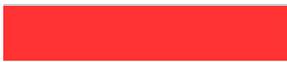
To what extent do you agree or disagree with focus five of the draft Commissioning Plan?

		Response Percent	Response Total
1	Strongly agree	43.98%	95
2	Agree	50.93%	110
3	Neither agree nor disagree	4.17%	9
4	Disagree	0.46%	1
5	Strongly disagree	0.46%	1

To what extent do you agree or disagree with focus six of the draft Commissioning Plan? (Carers support services should support carers with employment, training, finance, debt, benefits and should adapt to meet an increasing demand).

The large majority of respondents (94.9%) strongly agreed or agreed with focus six, while 1.9% disagreed and 0% strongly disagreed.

To what extent do you agree or disagree with focus six of the draft Commissioning Plan?

			Response Percent	Response Total
1	Strongly agree		60.47%	130
2	Agree		34.42%	74
3	Neither agree nor disagree		3.26%	7
4	Disagree		1.86%	4
5	Strongly disagree		0.00%	0

To what extent do you agree or disagree with focus seven of the draft Commissioning Plan? (*Carers support services should focus on prevention. This includes reducing social isolation, helping carers to access community services and improving emotional, mental and physical wellbeing*).

The large majority of respondents (96.8%) strongly agreed or agreed with focus seven. 0.5% of respondents disagreed and 0% strongly disagreed. More respondents strongly agreed with focus seven (72.6%) than any other area of focus.

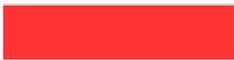
To what extent do you agree or disagree with focus seven of the draft Commissioning Plan?

			Response Percent	Response Total
1	Strongly agree		72.56%	156
2	Agree		24.19%	52
3	Neither agree nor disagree		2.79%	6
4	Disagree		0.47%	1
5	Strongly disagree		0.00%	0

To what extent do you agree or disagree with focus eight of the draft Commissioning Plan? (*Carers support services should support carers to improve hospitals' recognition of the carer role, particularly at admission and discharge, for both themselves and the person they care for*).

Appendix B

The large majority of respondents (82.2%) either strongly agreed or agreed with focus 8. 1.4% disagreed or strongly disagreed.

To what extent do you agree or disagree with focus eight of the draft Commissioning Plan?			Response Percent	Response Total
1	Strongly agree		49.77%	106
2	Agree		32.39%	69
3	Neither agree nor disagree		16.43%	35
4	Disagree		0.94%	2
5	Strongly disagree		0.47%	1

If you have any further comments on the Carers Commissioning Plan and its proposed areas of focus, please tell us using the text box below:

Other areas of focus that respondents felt should be included:

- The amount of funding for Carer Support Services (4 respondents)
- More respite support for carers (3 respondents)

Other responses included (1 respondent for each):

- Increasing the capacity of existing services to support carers
- Helping carers communicate with deaf and hard of hearing people
- More day centre services for carers
- More focus on emergency planning
- More focus on helping carers plan for the future
- A focus on working with carers to improve things for carers and those they care for
- Information, advice and guidance should be more readily available in different formats
- Importance of the transition between young carers into young adult carers
- Support with Autism and Asperger's
- More opportunities for carers who work full time to attend support sessions
- More discounts for carers to access wellbeing services
- Support carers in accessing Mental Health services
- Transportation issues affecting carers

Please tell us which purchasing option you prefer:

More respondents preferred Purchasing Option 2 (43.5%), that the Carers Support Services contract could be split into smaller contracts for a range provider organisations (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan.

Please tell us which purchasing option you prefer:				
			Response Percent	Response Total
1	Option one: The Carers Support Services contract could be split into smaller contracts for different provider organisations (or consortium of providers).		27.54%	57
2	Option two: The Carers Support Services contract could be split into smaller contracts for a range provider organisations (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan.		43.48%	90
3	Option three: The Carers Support Service contract could be delivered by one provider (or consortium of providers). The council would be able to award additional grants to other groups/organisations that can assist in meeting the wider purposes of the commissioning plan.		28.99%	60

Please tell us why you have chosen the above purchasing option:

The most common reasons respondents told us they chose Purchasing Option 2 were the following:

- Could provide more specialist services to meet needs (12 respondents)
- More choice of services (9 respondents)
- Language and cultural support reasons (8 respondents)
- Could give more opportunities for local groups and organisations (7 respondents)

Feedback from Consultation Sessions and Focus Groups Meetings

The following is a summary of the most common suggestions for services people would like to see, when thinking specifically about future services and changing needs:

- The need for more timely information and advice services. (33 mentions), particularly around what support services are available for carers and the cared for. This included advice on finances and benefits, especially Personal Independence Payment (PIP) applications.
- Better support from hospital, GP and health teams (7 mentions)
- Access to aids and adaptations and better housing options. (5 mentions)
- Support services that are more accessible and better tailored to meet language and/or cultural requirements. (4 mentions)
- Emergency support (4 mentions)
- Peers support groups and forums for carers across the city
- Befriending and social support including use of volunteers (3 mentions)
- Emotional, mental health and general wellbeing support (3 mentions)
- Respite and break services (3 mentions)
- Help with planning for the future (3 mentions).

Feedback also included the following other mentions:

Service	Mentions
Counselling / Therapy support services	3
Direct Payments	2
Diabetic support services	2
Groups for carers in different locations	2
More flexibility in employment	2
Peer support	2
1:1 support	1
Better community transport	1
Day centres	1
Employment support services	1
Listening service	1
Podiatry services	1
Reablement services	1
Support for Carers at night	1
Transition services	1
Trips	1
Volunteer services	1

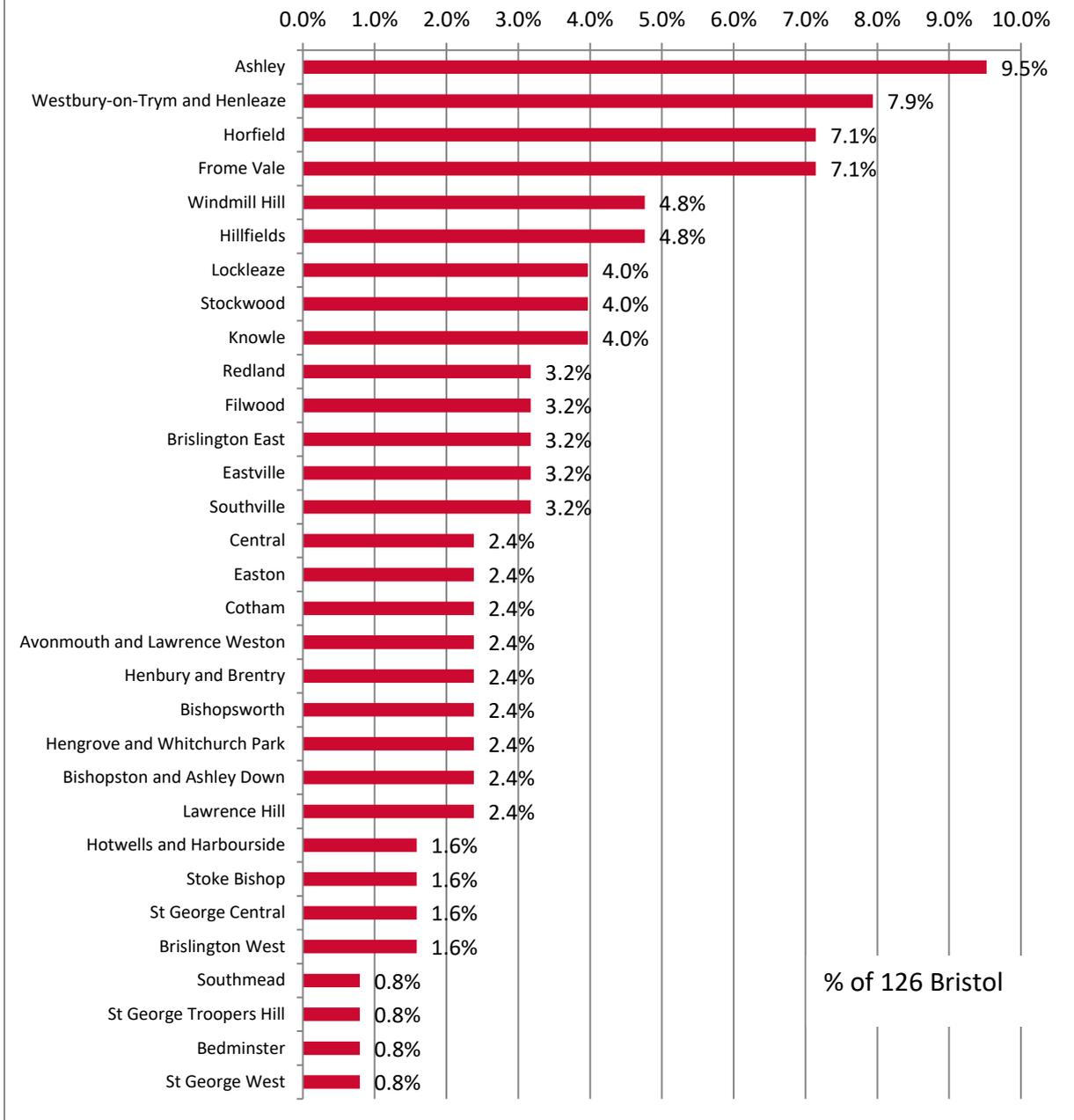
Feedback on Procurement Options

- Two respondents said Commissioning Option Three would be easier to manage for the council.
- One respondent said that Commissioning Option Three would allow other organisations to access funds as well, but that Option Three can also mean there is a 'monopoly' for just one organisation.
- One respondent said that larger organisations may find it easier to source volunteers and that volunteers can add value to services.

Consultation Responses by Ward

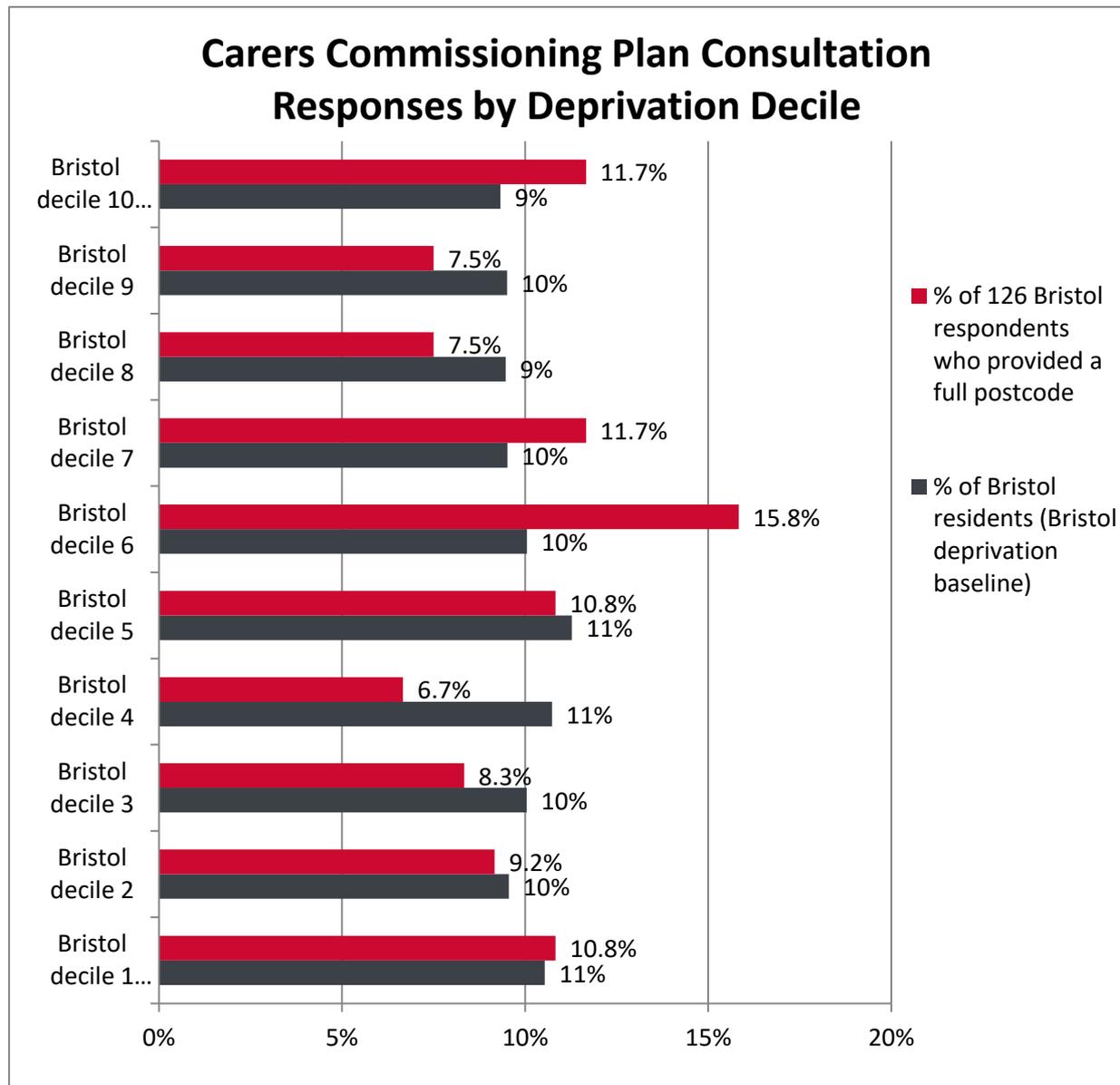
- The majority of respondents came from the Ashley Ward (9.5%), followed by Westbury on Trym and Henleaze (7.9%), Horfield (7.1%) and the Frome Vale Wards (7.1%).

Carers Commissioning Plan Consultation Responses by Ward



Consultation Responses by Deprivation Decile

Analysis of the Consultation by deprivation decile shows there was generally an over-representation of people from less deprived deciles responding to the survey. For example the percentage of people responding to the consultation from decile 10 (less deprived decile) was 11.7%, which is over-representative of the actual proportion of people in Bristol who live in decile 10 (9%).



Characteristics of Consultation survey respondents

What is your age?

The majority of respondents were in the 55-64 age range (23.2%), closely followed by the 45 to 54 age range (22.3%), while 20.4% of respondents were in the 65 to 74 age range.

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What is your age?			Response Percent	Response Total
1	0-10		0.00%	0
2	11-15		0.95%	2
3	16-17		0.47%	1
4	18-24		0.47%	1
5	25-34		3.32%	7
6	35-44		19.91%	42
7	45-54		22.27%	47
8	55-64		23.22%	49
9	65-74		20.38%	43
10	75-84		8.06%	17
11	85 +		0.95%	2
12	Prefer not to say		0.00%	0

Do you consider yourself to be a disabled person?

10.2% of respondents were disabled compared to 87.8% who were not.

Do you consider yourself to be a disabled person?			Response Percent	Response Total
1	Yes		10.24%	21
2	No		87.80%	180
3	Prefer not to say		1.95%	4

What is your sex / gender?

The large majority of respondents (82.7%) were female.

What is your sex?				
			Response Percent	Response Total
1	Female		82.69%	172
2	Male		16.83%	35
3	Prefer not say		0.00%	0
4	Other (please describe):		0.48%	1

Have you gone through any part of a gender reassignment process or do you intend to?

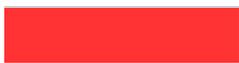
1.6% of respondents had gone through any part of the gender reassignment process or intended to do so.

Have you gone through any part of a gender reassignment process or do you intend to?				
			Response Percent	Response Total
1	Yes		1.55%	3
2	No		96.37%	186
3	Prefer not to say		2.07%	4

What is your ethnic group?

The majority of respondents (50.2%) were White British, with 26.8% of respondents Asian / Asian British, and 5.7% from a Black /African / Caribbean / Black British background. 12% of respondents were from a 'Any other Ethnic Background.' The majority of these respondents (23) are from a Chinese background, which is 11% of the total respondents.

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What is your ethnic group? (please tick one box only)			Response Percent	Response Total
1	White British		50.24%	105
2	White Irish		1.44%	3
3	White Other		0.96%	2
4	Black /African / Caribbean / Black British		5.74%	12
5	Asian / Asian British		26.79%	56
6	Mixed / Multi ethnic group		0.48%	1
7	Gypsy / Roma / Irish Traveller		0.48%	1
8	Prefer not to say		1.91%	4
9	Any other ethnic background (please describe):		11.96%	25

What is your sexual orientation?

The large majority (88%) of respondents were Heterosexual / Straight, compared with 3.7% who were Bisexual and 1% who were a Gay Woman / Lesbian.

What is your sexual orientation?			Response Percent	Response Total
1	Bisexual		3.65%	7
2	Gay Man		0.00%	0
3	Gay Woman / Lesbian		1.04%	2
4	Heterosexual / Straight		88.02%	169
5	Prefer not to say		7.29%	14

Appendix B

What is your sexual orientation?				
			Response Percent	Response Total
6	Other (please describe):		0.00%	0

What is your religion/faith?

The majority of respondents were Christian (31%) compared with 30.5% who had 'No Religion' and 20.7% who were Muslim. 7.4% of respondents were Buddhist, 1% were Hindu and 0.5% Pagan. 'Other' responses were 'Progressive Christian' (0.49%), 'Quaker' (0.49%), 'Atheist', (0.49%) 'Pantheist' (0.49%), 'c/e' (0.49%).

What is your religion/faith?				
			Response Percent	Response Total
1	No Religion		30.54%	62
2	Buddhist		7.39%	15
3	Christian		31.03%	63
4	Hindu		0.99%	2
5	Jewish		0.00%	0
6	Muslim		20.69%	42
7	Pagan		0.49%	1
8	Sikh		0.00%	0
9	Prefer not to say		6.40%	13
10	Other (please describe):		2.46%	5

Are you pregnant or have you given birth in the last 26 weeks?

The large majority of respondents (95.7%) were not pregnant or had given birth in the last 26 weeks, compared with 1.8% who had.

Appendix B

Are you pregnant or have you given birth in the last 26 weeks?				
			Response Percent	Response Total
1	Yes		1.83%	3
2	No		95.73%	157
3	Prefer not to say		2.44%	4

Are you a refugee or asylum seeker?

The large majority of respondents were not a refugee or asylum seeker (97.6%) compared to the 0.6% who were.

Are you a refugee or asylum seeker?				
			Response Percent	Response Total
1	Yes		0.61%	1
2	No		97.58%	161
3	Prefer not to say		1.82%	3

How many people do you care for/look after?

The majority of respondents cared/looked after 1 person (57.2%), while 23.5% looked after 2-3 people and 19.3% looked after 4 or more people.

How many people do you care for/look after?				
			Response Percent	Response Total
1	1		57.23%	95
2	2-3		23.49%	39
3	4+		19.28%	32

Does the above number include children under 18 who are not disabled?

35.4% of respondents said that the person(s) they cared for includes children under 18 who are not disabled.

Does the above number include children under 18 who are not disabled?				
			Response Percent	Response Total
1	Yes		35.40%	57
2	No		64.60%	104

What is/are the reasons the person/people you care for need support?

The majority of respondents care/look after an older person who has become frail (31.5%). This is closely followed by those who have an autistic spectrum condition (30.9%), learning difficulties (29%) or have an physical impairment (27.2%). 22.8% care for someone who has a mental health issue, while 19.1% care for someone with dementia.

What is/are the reasons the person/people you care for need support?				
			Response Percent	Response Total
1	They have learning difficulties		29.01%	47
2	They have an autistic spectrum condition		30.86%	50
3	They have a physical impairment (e.g. they use a wheelchair or have MS)		27.16%	44
4	They have a vision or hearing impairment (e.g. are blind or deaf)		12.96%	21
5	They have a mental health issue (other than dementia)		22.84%	37
6	They have dementia		19.14%	31
7	They are an older person who has become frail, e.g. falls easily		31.48%	51

What is the age of the person you care for/look after (do not include non-disabled children under 18)

The majority of respondents care for / look after someone who is 81 years or older (25.3%), followed by those who care for / look after someone who is between the ages of 26 and 55 (18.5%). 40.1% of respondents care / look after someone who is 18 years or younger.

What is the age of the person you care for/look after (do not include non-disabled children under 18)				Response Percent	Response Total
1	0 - 3			0.62%	1
2	4 - 5			1.85%	3
3	6 - 11			16.67%	27
4	12 - 14			11.73%	19
5	15 - 18			9.26%	15
6	19 - 25			5.56%	9
7	26 - 55			18.52%	30
8	56 - 64			5.56%	9
9	65 - 71			6.79%	11
10	72 - 80			14.81%	24
11	81+			25.31%	41

What is your relationship with the person you care for?

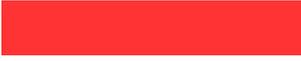
The majority of respondents' relationship with the person they care for was Parent (46.3%), followed by Relative (31.5%), or Guardian (3.7%). 18.5% of respondents ticked 'Other' which comprises the following: Wife (5.6%), Spouse (3.7%), Daughter (2.5%) Husband (2.5%), Mother (1.2%), Parent (1.2%), Partner (1.2%), Professional (0.6%), Sister (0.6%), Son (0.6%), Father (0.6%), Neighbour (0.6%).

Appendix B

What is your relationship with the person you care for? I am the persons:			Response Percent	Response Total
1	Parent		46.30%	75
2	Guardian		3.70%	6
3	Relative		31.48%	51
4	Friend		0.00%	0
5	Neighbour		0.00%	0
6	Other (please specify):		18.52%	30

Does the person you care for live in the same home as you?

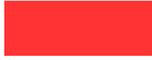
The large majority of respondents said that the person they care for lives in the same home as them (67.5%).

Does the person you care for live in the same home as you?			Response Percent	Response Total
1	Yes		67.50%	108
2	No		32.50%	52

Has the person you care for/look after been in hospital overnight (at least once):

Most respondents said that the person they care for / look after had never been in hospital overnight in the last 12 months (39.7%). 32.7% of respondents said that the person they care for / look after had been in hospital overnight in the last 12 months, compared with 27.6% who had in the last three years.

Appendix B

Has the person you care for/look after been in hospital overnight (at least once):			Response Percent	Response Total
1	In the last 12 months		32.69%	51
2	In the last 3 years		27.56%	43
3	Never		39.74%	62

Has the person you support had an assessment from a Bristol City Council Social Worker in the last 2 years?

24% of respondents had an assessment from a Bristol City Council Social Worker in the last 12 months.

Has the person you support had an assessment from a Bristol City Council Social Worker in the last 2 years?			Response Percent	Response Total
1	Yes		24.05%	38
2	No		75.95%	120

Have you had a carer's assessment from Bristol City Council in the last 3 years?

21.4% of respondents had a carer's assessment from Bristol City Council in the last 3 years.

Have you had a carer's assessment from Bristol City Council in the last 3 years?			Response Percent	Response Total
1	Yes		21.38%	34
2	No		78.62%	125

Have you accessed information, advice or support from any of the following in the last two years?

Respondents had accessed information, advice or support from all the organisations listed in the last 2 years. This includes 45.8% having received services from Bristol Carers Support Centre and 33.3% having received services from Bristol and Avon Chinese Women’s Group.

Have you accessed information, advice or support from any of the following in the last 2 years?			
		Response Percent	Response Total
1	Bristol Black Carers		1.39% 1
2	Bristol Carers Support Centre		45.83% 33
3	Bristol City Council Integrated Carers Team		15.28% 11
4	Bristol and Avon Chinese Women’s Group		33.33% 24
5	Rethink Carers Support		11.11% 8
6	Bristol Parent Carers network		12.50% 9
7	SENDIAS		6.94% 5

Do you consider yourself to have a support need?

34.1% of respondents considered themselves to have a support need.

Do you consider yourself to have a support need?			
		Response Percent	Response Total
1	Yes		34.12% 58
2	No		65.88% 112

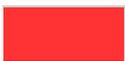
What support need(s) do you have?

Language support was the most common support need (14 respondents), followed by Respite support (5 respondents) and Emotional support (4).

Support Need	Number
Language	14
Respite	5
Emotional support	4
Access to health services	3
Mental Health	3
Support with caring and caring issues	3
Finance support	2
Help finding care	2
Help for disabled child	3
Physical support	2
Wellbeing	2
Autism support	2
Benefit forms	1
Dementia	1
Ensuring home is safe for mother	1
Help managing Direct payments	1
Managing professionals	1
Mobility	1
Sleep deprivation	1
Social isolation	1

Do you access any support services for yourself?

28% of respondents access support services for themselves.

Do you access any support services for yourself?				
			Response Percent	Response Total
1	Yes		27.95%	45
2	No		72.05%	116

What services have you accessed?

Support from the organisation Khaas (service to BME children with disabilities and additional needs and their carers and families) was the most common service accessed (30 respondents), followed by Respite Support (5 respondents).

Support Need	Number
Support from Khaas	30
Respite	5
Carers Support Centre	3
Bristol Parent Carers	3
Counselling	3
Support from Rethink	3
Wellbeing services	2
Assistance with employment	1
AWP Specialist nurse	1
B.A.P (Children)	1
Care services	1
Carers assessment	1
Chiropractor	1
Church	1
Family support to meet care needs	1
Hop Skip and Jump for children	1
Hospital Carers Support Group	1
Mental Health Support group for carers	1
Relatives support Group related to an Eating Disorders	1
Yoga	1