York Unpaid Carers Survey

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| This survey closes on 16 March 2025 |

## York Carers Strategy Survey (Section 1)

City of York Council is working with partner organisations and carers in York to develop a new Carers Strategy for 2025-30.

The strategy will set out our shared vision for improving support for unpaid carers in York. It will also describe the key priority areas and commitments we plan to focus on to achieve the vision.

To deliver the strategy, we will develop detailed action plans with the help of carers and people that can make change happen. We will review our progress on an ongoing basis to make sure we are taking the right action to improve the lives of carers, and the people they support.

We have identified the vision, priorities and commitments based on local carer feedback, local and national data, and strategy working group discussions.

## What the survey is for

Your feedback will help us make sure our strategy is as good as it can be, and that we are focusing on what is most important to carers in York.

It is important we hear from a diverse range of carers to understand what different people need and how we can improve the support that is available. We hope that our survey reaches carers we do not usually hear from, including carers who may not even recognise themselves as carers.

## We welcome your feedback if you:

* are a carer or former carer
* are cared for / supported by a carer
* know someone who is a carer
* work or volunteer in a service or setting that supports carers
* are an employer
* are a resident of York with an interest in improving support for carers

## York and Scarborough Teaching Hospitals Trust Survey (Section 2)

York and Scarborough Teaching Hospitals NHS Foundation Trust would like to hear about your experience as a carer when visiting their hospital in York.

The Trust are currently developing a carers improvement plan. Sharing your experience will help them to understand what's going well and what they could improve on.

Your answers will be anonymous and any data you provide will be confidential and used in accordance with the Trust Privacy Policy, which can be found here:

[www.yorkhospitals.nhs.uk/about-us/information-governance/privacy-notices](http://www.yorkhospitals.nhs.uk/about-us/information-governance/privacy-notices)

If you have any questions about the improvement plan and / or would like to be involved, you can email yhs-tr.PatientEDI@nhs.net

## Are you a carer?

Anyone can be a carer, at any point in their life.

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support (Carers Trust definition).

Carers’ lives, roles and responsibilities are diverse, and their situations are unique. They may also be juggling different circumstances alongside their caring role such as employment, supporting with palliative care, parental responsibilities, and / or have their own care and support needs.

## For more information visit:

[www.carers.org/about-caring/about-caring](http://www.carers.org/about-caring/about-caring)

## Carers in York

At the time of the Office for National Statistics 2021 Census:

* 14,868 people provided unpaid care in York (around 7% of the city’s population at that time)
* 6,248 people were providing 20 or more hours of unpaid care a week, including 3,803 people doing so for 50 or more hours a week.

However, only around 5,000 carers are currently registered with York Carers Centre to receive support in York.

## Get support

If you are a carer and need support, contact York Carers Centre:

Phone: 01904 715490

Email: enquiries@yorkcarerscentre.co.uk

For more information visit: [www.yorkcarerscentre.co.uk](https://www.yorkcarerscentre.co.uk)

##

## QR code for York Open DataPublishing the results:

We will publish the results of the York Carers Strategy Survey online at:  [www.yorkopendata.org](https://www.yorkopendata.org)

## What happens to my information?

Our survey asks for some personal information which you may choose not to give. Please read the enclosed privacy notice to find out about how we protect your personal information. We will ask for your consent to this at the start of the survey.You can withdraw your consent at any time by emailing:

asctransformationteam@york.gov.uk or yhs-tr.patientedi@nhs.net

Privacy Notice

**Full Privacy Notice**

Please read our full [privacy notice](https://data.yorkopendata.org/dataset/5ee1e56f-ee30-418c-92fa-1beee0c672cc/resource/7ccd0b76-505a-4f6c-80d1-dde0fbd22304/download/our-big-budget-conversation-consultation-pn.pdf):

## [www.york.gov.uk/privacy/consultation/YorkUnpaidCarersSurvey](https://www.york.gov.uk/privacy/consultation/YorkUnpaidCarersSurvey)

## What are you consulting me about?

We are inviting you to take part in our York Unpaid Carers Consultation.

## Why is my information being collected?

We get information directly from you when you take part in our consultation. This may be through taking part in our survey or attending related engagement events / focus groups.

### We are collecting your information, such as:

* your name and your contact details
* your opinions and thoughts
* your feedback
* characteristics such as gender, ethnicity, age etc.

## How will my information help you?

The information you provide will help us ensure the new carers strategy focuses on what is most important to carers in York. It will also help the York and Scarborough Teaching Hospitals NHS Foundation Trust understand the experiences of carers when they visit the hospital, which will help the Trust when developing their carers improvement plan.

Participation is voluntary and you can choose not to take part at all or not to answer any of the questions during the survey.

## How do I withdraw my consent if I change my mind?

We are using the information you give us in the survey with your consent. You can withdraw your consent at any time by contacting:

asctransformationteam@york.gov.uk or yhs-tr.patientedi@nhs.net

## QR code for Survey Monkey privacy notice   Completing the survey - online

When we use Survey Monkey to process responses, you can find out how they use your information here:

[www.surveymonkey.co.uk/mp/legal/privacy/](https://www.surveymonkey.co.uk/mp/legal/privacy/)

## Completing the survey - paper forms

If you have completed a paper survey, please return it to us, we will transfer your information onto the council’s secure network and then destroy the paper copy confidentially.

## How long will you keep my information?

We will only keep your information for as long as it is needed then it will be securely and confidentially deleted or disposed of.

You can find more details about how long the council keeps records here: [www.york.gov.uk/CouncilRetentionSchedule](http://www.york.gov.uk/CouncilRetentionSchedule)

You can find more details about how long the Trust keeps records and uses your information here: [www.yorkhospitals.nhs.uk/about-us/information-governance/privacy-notices](http://www.yorkhospitals.nhs.uk/about-us/information-governance/privacy-notices)

## QR code for the Information Commissioners Office website  Your rights

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO): <https://ico.org.uk/for-the-public/>



You can also find information about your rights at: <https://www.york.gov.uk/privacy>

If you have any questions about this privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us:

**Email**: information.governance@york.gov.uk

**Phone**: 01904 554145

Or write to:

### Data Protection Officer

City of York Council

West Offices, Station Rise

York YO1 6GA

Please confirm that you have read and understood the privacy notice. You must select ‘Yes’ to take the survey.

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

|  |
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| Ways to complete and return the survey |
| Complete the survey online | You can access the online survey by using the QR code opposite or by typing the following link: | QR code to take you to the online survey |
| www.york.gov.uk/CarerSurvey  |
| Scan and email | Complete, scan and email the survey to: carersurvey@york.gov.uk |
| Visit us  | Visit West Offices or Explore libraries in Acomb, Clifton, Tang Hall and York central where they can assist you to complete online. |
| Get help over the phone  | Call Customer Services on 01904 551550 and leave your number and we will call you back. |
| Drop off | Hand in your completed survey at West Offices. |
| Paid return envelope | Call our Customer Services team on 01904 551550 to request a freepost return envelope. |
| Return by freepost | All Age Commissioning teamFREEPOST RTEG-TYYU-KL TZCity of York CouncilWest Offices, Station Rise, York YO1 6GA |
| Video relay service (BSL) | Use our BSL Video Relay Service, details are provided below. |

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| Alternative formats |
| To request reasonable adjustments or to provide this document in an alternative language or format (large print, Easy Read or BSL etc): |
|  | Email us at: cycaccessteam@york.gov.uk |
|  | Call us: **01904 551550** and customer services will pass your request onto the Access Team. |
| Video relay service - Wikipedia | Use our BSL Video Relay Service:[www.york.gov.uk/BSLInterpretingService](http://www.york.gov.uk/BSLInterpretingService)Select ‘Switchboard’ from the menu. | A qr code with black squares  Description automatically generated |
| Discuss Different Languages Icon Thin Line Vector. Human Speaking International  Languages, Translator Color Symbol Illustration Stock Vector | Adobe Stock | We can also translate into the following languages: |

Section 1:

York Carers Strategy Survey

Please help us by answering the following questions. You can choose to skip any questions you do not want to answer.

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support (Carers Trust definition).

|  |
| --- |
| 1. Are you a carer?  |
| Yes (go to question 2) |  | No (go to question 3) |  |
| I don’t know (go to question 3) |  |

|  |  |
| --- | --- |
| 2. Which of the following best describes the type of carer you are? | Tick all that apply  |
| Adult Carer (an adult caring for another adult) |  |
| Parent / Family Carer (a guardian providing care for a child) |  |
| Young Adult Carer (aged 18–25 caring for another adult or child) |  |
| Young Carer (aged 5-17 caring for a family member) |  |
| Carer who is caring for more than one person |  |
| Kinship Carer (caring for a child whose parents are unable to) |  |
| Former carer (no longer in caring role)  |  |
| Interdependent carer (a carer who is also being cared for) |  |
| Working carer (caring for someone and working) |  |
| Other - please specify |  |

## If you are a carer, please skip question 3.

|  |  |
| --- | --- |
| 3. Please select the option that best describes you:  | Tick one box only  |
| I am a person who is cared for by an unpaid carer |  |
| I am a family member or friend of someone who is an unpaid carer |  |
| I work or volunteer directly or indirectly with unpaid carers  |  |
| Other - please specify |  |

|  |
| --- |
| VisionOur vision describes what we want the strategy to achieve for carers in York. This is our vision:In York, we work together to identify carers early and connect them to flexible, consistent support. Our support: * recognises the diverse and unique needs of carers
* prioritises carers’ health and wellbeing
* enables carers to be independent and keep their own identity
* helps carers find a balance between caring and achieving their goals
* makes carers feel valued, heard, and included.

The following questions are about this vision. |

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| Is this vision clear and easy to understand? |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

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| --- |
| If we achieve this vision, do you believe it will improve the lives of carers in York?  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

|  |
| --- |
| Please tell us about any other things you think we should consider for our vision: |
|  |

|  |
| --- |
| Priorities and Commitments Based on the local carer feedback we have heard so far, and local and national data around the challenges carers face, we have developed some key priorities and commitments. We feel these are the areas that need immediate focus and will make the biggest difference. For each priority we have agreed some commitments that we will focus on.The following questions are about these priorities and commitments. The priorities are not numbered in order of importance. |

## Priority 1:

### Improve support for carers

Carers provide essential support to the people they care for, which is vital to the health and social care system.

As a society, we rely on carers to do what they do. Whilst caring can be a valuable experience, it can also come with many challenges.

We need to show carers that we value them and ensure they have the support they need to carry on caring, as well as staying well themselves.

Carers support people across every age and area of life so the support they receive must be responsive and flexible to meet a variety of needs, at different stages of their caring journey.

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| --- |
| Do you think it is important to focus on improving support for carers?  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

### Our Commitments

Do you think it is important to focus on the following commitments to improve support for carers?

|  |
| --- |
| Enable carers to make informed choices about available support at different stages in their caring role |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

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| --- |
| Ensure a range of support options are available in York, at the right time, including assessments and carer breaks |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

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| --- |
| Improve access to information and advice |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

## Priority 2:

### Improve how we identify and recognise carers

Identifying carers as early as possible helps carers to connect to support to help manage their caring roles.

We know that there are carers who do not recognise themselves as carers; they may not know what their rights are, and what support is available. We also know that more can be done within health, education, social care and other organisations to identify carers and make sure they get the support they need.

If carers are not identified, this can have a negative impact on many aspects of their lives including their health and wellbeing, education, employment and financial stability.

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| --- |
| Do you think it is important to focus on improving how we identify and recognise carers?  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

### Our Commitments

Do you think it is important to focus on the following commitments to improve how we identify and recognise carers?

|  |
| --- |
| Support carers in all communities in York to recognise themselves as carers  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
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| --- |
| Raise awareness of young and young adult carers in education so educators and young people recognise they are carers |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
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| --- |
| Improve how we identify carers in health, care, employment, education, and wider community settings |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

## Priority 3:

### Improve the health and wellbeing of carers

Unpaid carers are at a higher risk of experiencing physical and mental health issues due to the demanding nature of caring, which can often result in stress, burnout, and chronic conditions. Many carers neglect their own health due to time constraints or prioritising the needs of the person they care for.

Effective support can help prevent long-term health problems for carers; it can help maintain employment, leisure and social activities, and support carers to meet their physical and mental health needs.

Investing in the health and wellbeing of unpaid carers benefits not only the carers themselves but also the individuals they support and wider society. Easy access to the right support, networks and breaks from caring is key to sustaining the vital role unpaid carers play.

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| --- |
| Do you think it is important to focus on improving the health and wellbeing of carers?  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

### Our Commitments

Do you think it is important to focus on the following commitments to improve the health and wellbeing of carers?

|  |
| --- |
| Support carers to have a good quality of life outside / alongside caring |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

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| --- |
| Improve opportunities for carer breaks |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

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| --- |
| Reduce health inequalities and improve access to healthcare including mental health support |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

|  |
| --- |
| Reduce isolation and loneliness |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

## Priority 4:

### Maximise the voice of carers

Hearing what carers have to say is an important part of promoting their rights, recognising their experience and valuing the care they provide. This also helps services to better understand and support the person with care needs.

Not hearing carers’ views can lead to inconsistencies in care provided as well as frustration and poorer outcomes for all involved.

Carers views can help improve services, identify gaps in the support provided, and help make sure support is person-centred, inclusive and effective.

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| --- |
| Do you think it is important to focus on maximising the voice of carers?  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

### Our Commitments

Do you think it is important to focus on the following commitments to maximise the voice of carers?

|  |
| --- |
| Listen to carers and involve them in decisions that affect them or the cared for person, valuing their expertise |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

|  |
| --- |
| Involve carers in the planning and development of services |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

|  |
| --- |
| Reach seldom heard groups to understand their challenges. **By this we mean carers who are less likely to be heard by services and are underrepresented.** |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

## Priority 5:

### Reduce carer inequality

Research shows us that there are significant inequalities faced by carers. These include poverty, health, employment and education. For example, we know that young adults (16-24) with caring responsibilities are less likely to be in further or higher education than other young people.

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| Do you think it is important to focus on reducing carer inequality?  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

### Our Commitments

Do you think it is important to focus on the following commitments to reduce carer inequality?

|  |
| --- |
| Address financial hardship from caring and the impact of the cost-of-living crisis |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer |
|  |

|  |
| --- |
| Support carers to access and remain in employment and education |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer |
|  |

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| --- |
| Support carers to access healthcare services |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer |
|  |

## Priority 6:

### Improve joint working across health, education and social care

Carers often tell us of their frustrations when services do not communicate with each other. It can lead to carers having to repeat their stories and creates an unnecessary burden on them.

Services sharing information appropriately can reduce misunderstandings and delays in carers receiving support.

Services working well together ensures that carers and those they care for receive consistent, timely support that is right for them.

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| --- |
| Do you think it is important to focus on improving joint working across health, education and social care?  |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

### Our Commitments

Do you think it is important to focus on the following commitments to improve joint working across health, education and social care?

|  |
| --- |
| Ensure that people working in health, education and social care recognise carers and work together to support their changing needs |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

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| --- |
| Better communication within and between services to avoid unnecessary burden on carers |
| Yes |  | No |  |
| I don’t know |  | Not applicable / no opinion |  |
| Please tell us why you chose that answer. |
|  |

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| --- |
| Out of the priorities we have described which 4 are the most important to you?  |
| Improve support for carers |  |
| Improve how we identify and recognise carers |  |
| Improve the health and wellbeing of carers |  |
| Maximise the voice of carers |  |
| Reduce carer inequality |  |
| Improve joint working across health, education and social care |  |
| Not applicable / no opinion |  |

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| --- |
| Is there anything else you feel is important for the strategy to focus on?  |
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| --- |
| Would you like to get involved in future discussions about our strategy and how we improve support for carers in York?  |
| Yes |  | No |  |
| If yes, please provide a phone number, email, or postal address below, depending on how you would like us to contact you. You can also give feedback by calling 01904 551550 or emailing carersurvey@york.gov.uk |
| Telephone |  |
| Email |  |
| Postal address |  |

We would value your feedback about this survey to help us improve our work in the future.

|  |
| --- |
| If you have any feedback about this survey, please tell us below  |
|  |

Section 2:

York and Scarborough Teaching Hospitals NHS Foundation Trust Survey

If you have visited York hospital as a carer, please help us by answering the following questions. You can choose to skip any questions you do not want to answer.

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| 1. What does the hospital do well already for carers?  |
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| --- |
| 2. What actions did staff take to demonstrate they were supportive of your role as a carer? |
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| --- |
| 3. What barriers do carers face when supporting someone who is a patient at York hospital? |
|  |

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| --- |
| 4. What would help improve the experience for carers when visiting York hospital? |
|  |

Section 3: About You

All responses will be anonymised

On the next few pages, we ask some questions about you.

Any information you are happy to share will help us identify themes for the specific groups below which will assist us with any future support and policy planning and will not be used to identify you.

If you do not wish to complete this section, please return the completed form to us using any of the methods shown on page 6.

## Would you like to complete the ‘About You’ section?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

Your age:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 16 |  | 16 to 24 |  | 25 to 39 |  |
| 40 to 55 |  | 56 to 59 |  | 60 to 64 |  |
| 65+ |  | Prefer not to say |  |

Your gender:

|  |  |  |  |
| --- | --- | --- | --- |
| Male |  | Female |  |
| Non-binary |  | Prefer not to say |  |

Which of the following best describes your sexual orientation?

|  |  |  |  |
| --- | --- | --- | --- |
| Bisexual |  | Gay or Lesbian |  |
| Heterosexual / straight |  | Prefer not to say |  |
| Other |  |

What is your religion or belief?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Prefer not to say  |  | Muslim |  | Buddhist |  |
| Sikh |  | Hindu |  | Jewish |  |
| Christian |  | Atheist |  | No Religion |  |
| Other |  |

What is your ethnic group?

|  |  |  |  |
| --- | --- | --- | --- |
| Prefer not to say  |  | Asian - Indian |  |
| White – English / Welsh / Scottish / Northern Irish / British |  | Asian - Pakistani |  |
| White – Irish |  |  Asian – Bangladeshi |  |
| White – Gypsy or Irish Traveller |  | Asian – Chinese |  |
| White – Roma |  | Any other Asian background |  |
| Any other White background |  | Black - African |  |
| Mixed – White & Black Caribbean |  | Black – Caribbean  |  |
| Mixed – White and Black African  |  | Any other Black / Black British / African / Caribbean background |  |
| Mixed – White and Asian  |  | Other – Arab |  |
| Any other Mixed / multiple ethnic background |  | Any other ethnic background |  |

### Do you consider yourself disabled?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Prefer not to say |  |

### Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? (excluding anything which is part of paid employment)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Prefer not to say |  |

### Do you have any experience of being in care?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Prefer not to say |  |

Thank you for your help with our survey.