

APPENDIX 1 - Survey of Adult Carers Experience – Peterborough 2023-24

Introduction

Every two years NHS Digital, the analytics function in the Department of Health and Social Care, directs Local Authorities to conduct a national survey of unpaid adult carers. The previous survey took place in the Autumn of 2021. The results were published nationally in late June 2022. This analysis provides an update from the provisional results of the survey carried out in Autumn 2023, with national benchmarking published in June 2024. [Microsoft Power BI](#)

We sent out 638 Surveys in the autumn of 2023, and received back 232 responses, a response rate of 36.4%. This was a lower response rate than for the survey undertaken in 2021, which had a response rate of 45%, but close to the rate for the 2018 survey (37%).

A questionnaire template was provided by NHS Digital. The questionnaire is divided into six sections:

1. Section 1: About the person you care for
2. Section 2: About your needs and experiences of support
3. Section 3: The impact of caring and your quality of life
4. Section 4: Information and advice quality
5. Section 5: Arrangement of support and services in the last 12 months
6. Section 6: About yourself

Executive summary

The carer's survey results provide important insights into the lived experience of people who provide unpaid care for others. The analysis presented below sets this out in the context of the shift in responses between the 2018 and 2023 surveys and against responses in the wider Eastern region (provisional results only). Following the co-production of our All Age Carers Strategy there has been a real focus on supporting carers and listening to their needs and wishes. Although early in our delivery of the recommendation the survey shows some evidence of how changes we have made are having a positive impact. Some key findings from the detail of the survey set out in this report are listed below:

- The carers responding in 2023 were slightly younger than in 2021 with growth in the percentage aged 35-44, 55-64 and 65-74 and a reduction in those aged 75-84 and 85+. The percentage aged 45-54 remained the same as in 2021.
- An increased proportion of carers were in paid work (29.1%) in 2023 than in 2021. Nearly 10% fewer carers were retired and 4% fewer were not in paid employment than in 2021.
- While the most common reason for someone needing care remains due to a physical disability (53.5%), the largest growth in needing care was due to learning disabilities or difficulties (up to 22.8%).
- An increased proportion of carers in Peterborough declared themselves not to have a long-standing health condition or disability (43.8%). This is a shift in the opposite direction of the national trend, where a substantially lower proportion declared no long-term health condition or disability than in 2021, 38.9%.
- 76.5% of carers had not had an assessment or review within the last year. This is due to the shift away from formal assessments in favour of a more personalised, lighter-touch approach.

- An increased proportion of carers had accessed a service to give them a break (76.5% up from 68.2% in 2021), and a slightly increased percentage had support from a carers group but this was lower than England overall. Fewer carers had accessed training.
- Overall, carer satisfaction with services received improved (for carers who were 'extremely satisfied' or 'quite satisfied', with a corresponding reduction in those who were 'quite dissatisfied'). However, there was a small increase in those who were extremely dissatisfied and a small decrease in those who were very satisfied.
- A slightly increased proportion of carers reported feeling as though they had control over daily life, with fewer reporting insufficient control over daily life.
- An increased proportion of carers reported financial difficulties in 2023 compared to 2021 with increases both in those having some extent of financial difficulties and those having significant financial difficulties.

Results from the survey will be used to inform our carers delivery plan and improvement plan.

Links to the national Adult Social Care Outcomes Framework (ASCOF).

The national survey of adult carers provides valuable local insight into carers and their experiences, but it also informs a number of national indicators within the Adult Social Care Outcomes Framework. The table below gives the results for Peterborough, compared to the results for the region overall. The carers experience indicators improved in all areas in the 2024 published results.

ASCOF carer experience indicator	2018	2022	2024	Change	2024 Region
Carers quality of life (high is good)	7.4	6.8	7.7	↑	7.5
Carers with as much social contact as they would like	32.2%	21.3%	32.5%	↑	29.4%
Overall satisfaction of carers with social services	39.8%	40.7%	41.1%	↑	37.6%
Proportion of carers who report that they have been included or consulted.	67.7%	60%	68.4%	↑	69.1%
Carers who find it easy to find information about services	63.6%	56.3%	64.2%	↑	61.9%

Who were the carers?

Demographics

The demography of the carers known to the Council has always been predominantly female; the 2021 survey found a slightly higher percentage of male carers responding, rising from 33.1% in 2018 to 39.3% in 2021, but in 2023 the percentage swung back to being 33.8% male. Nationally the respondents in 2023 were 30% male and 70% female, the same split as in 2021. The biggest groups of carers were aged 55-64 (27.8% up from 23.3%) with the next biggest group being those aged 65-74 (22.6% up from 20%). The percentage aged 75-84 had dropped slightly from 23% to 17.6%, with the percentage aged 85+ also dropping from 11.3% to 6.3%.

The percentage of carers in the sample who were white dropped significantly from 79.6% to 69.4%, however this was mostly due to an increase in the percentage choosing not to say (16.4%). There was growth in the percentage of Asian / Asian British respondents from 6.3% to 10.7% and this was the next largest group.

Employment

57.9% of carers responding were retired, a decrease from 67.4% in 2018 and 63.8% in 2021, but slightly higher than England overall at 55.9%. **29.1%** are employed / self-employed full time or part time, an increase on the 17% in 2018 and the 21.3% in 2021, and higher than England overall 20.2%. **4%** were doing voluntary work, a decrease on 7.2% in 2018 but similar to 4.4% in 2021. **19.4%** were not in paid employment, a decrease from 21.4% in 2018 and 23.1% in 2021.

16.7% indicated that they were not in employment because of their caring responsibilities, this was a decrease from 17.8% in 2018 and 19.7% in 2023. This was lower than percentage for England overall, 20.4%.

14.4% stated they were in paid employment and felt supported by their employer, (up from 7% in 2018 and 11.2% in 2021). However, there was also an increase in the percentage who stated they were in employment but did not feel support by their employer (**3.7%**), up from 2.6% in 2018 and 2% in 2021. The percentage who were self-employed and unable to balance their work and varying responsibilities was down from 2.6% in 2021 to **0.9%** in 2023

Thinking about combining your paid work and caring responsibilities, which of the following statements best describes your current situation?	2018	2021	2023	England
I am not in paid employment because of my caring responsibilities.	17.8%	19.7%	16.7%	20.4%
I am not in paid employment for other reasons (e.g. retired)	65.8%	61.8%	57.9%	55.9%
I am in paid employment and feel supported by my employer	7%	11.2%	14.4%	12.5%
I am in paid employment but don't feel supported by my employer	2.6%	2.0%	3.7%	3.5%
I do not need support from my employer to combine my responsibilities	2.3%	0.7%	3.7%	3.5%
I am self-employed and able to balance my responsibilities	2.9%	2.0%	2.8%	2.7%
I am self-employed and unable to balance my responsibilities	1.5%	2.6%	0.9%	1.5%

Health

43.8% of carers declared themselves to have no long-standing health condition or disability, an increase from 36.7% in 2018 and 33.6% in 2021. **26.5%** of carers stated that they have a long-standing illness (less than 30% in the 2018 survey and 27.6% in 2021). **16.9%** had a physical impairment or disability (less than the 22.7% in 2018 and 27.6% in 2021). **19.2%** had sight or hearing loss (down from 20% in 2018 and 21.1% in 2021). **10.5%** had a mental health problem or illness, (up from 10.3% in 2018 and 9.2% in 2021) and **2.7%** had a learning disability or difficulty (the same as in 2018 but higher than 1.3% in 2021).

Nationally there was a decrease in carers disclosing a mental health problem or illness reducing to **13.4%**, from **19.8%** in 2021 and **16.3%** in 2018. Peterborough is still therefore notable for having a lower level, although our direction of travel was slightly upward as opposed to the steep decrease nationally. Nationally the proportion declaring no health condition or disability was lower than Peterborough at **38.9%**, a marked decrease on 57.5% in 2021. Peterborough's direction of travel upwards for people declaring no health conditions for themselves was directly opposed to the downward trend in England overall.

The self-reported impact of caring on the respondents' health was in the main less harmful in most areas. Rises were seen in loss of appetite and other. In some areas, although there was improvement from 2021, the impacts were still more common than in 2018, including disturbed sleep, general feeling of stress, physical strain and other.

Impact on health	2018	2021	2023	Change
Feeling tired	78.6%	79.2%	75.7%	↓
Feeling depressed	42.5%	50.3%	42.0%	↓
Loss of appetite	13.7%	10.7%	11.1%	↑
Disturbed sleep	65.2%	73%	65.9%	↓
General feeling of stress	52.4%	71.7%	55.3%	↓
Physical strain (e.g. back)	31.9%	39%	33.2%	↓
Short tempered / irritable	39.3%	42.8%	37.2%	↓
Had to see own GP	25.4%	25.2%	19.5%	↓
Developed my own health condition	23.6%	23.9%	17.3%	↓
Made an existing condition worse	18.8%	32.7%	16.8%	↓
Other	2.3%	1.9%	3.1%	↑
No, none of these	9.1%	2.5%	9.7%	↑

Caring arrangements

74.9% of carers lived with the person they were caring for, down from 84.2% in 2018 and 78.8% in 2021.

A higher percentage of respondents had been caring for the person they cared for 20 years or more **24.8%** compared to 15.6% in 2018 and 19.9% in 2021. This was now the most common response for Peterborough carers. Nationally the percentage caring for over 20 years, was the largest group of respondents, also at 24.8%. The next most common response in 2023 was 5-10 years **22.1%** compared to 20.5% in both 2021 and 2018. The percentage caring for 3-5 years was **16.8%** in 2023 compared to 23.6% in 2018 and 14.9% in 2021. **12.4%** had been caring for between 1-3 years, compared to 17.4% in 2021 and 18.2% in 2018.

The largest percentage of respondents, **42.1%**, care for someone for 100 or more hours a week although this is no longer the majority (2018 51.3% and 54.4% in 2021). This was also the most frequent response nationally at **36.2%**. There was a comparatively even split between other caring hour ranges, with the next most common being 10-19 hours (9.3%) and 0-9 hours (7.5%).

In relation to the type of care provided, the highest results were for 'other practical help' (**90.8%**) although this was down from 94% in 2018 and 98.8% in 2021. The next by a narrow margin was 'keeping an eye on them to see if they are all right' (**90.4%**) down on 94% in 2018 and 93.8% in 2021. Next common were helping with dealing with care services and benefits (**89%**). Helping with paperwork or financial matters at **86.8%** was also common. **71.9%** provided personal care, a slight increase from 71.6% in 2018 but down from 80.9% in 2021. The % providing physical help (**58.8%**) was down from 61.2% in 2018 but up from 56.8% in 2021. There was a more marked reduction in the percentage giving medicines (**78.1%**) down from 90.1% in 2021 and 84.5% in 2018.

Who were they caring for?

In all survey years the largest age groups cared for were aged **75-84**, (34.7% in 2018 and 31.3% in 2021) but this percentage was smaller in 2023 (**28.6%**). The next largest percentage in all surveys was those aged **85+** (27.2% in 2018 and 25.2% in 2021), with a small growth in 2023 (**26.8%**). There has been an incremental growth in the % cared for aged **25 –34** (3.1% 2018, 5.5% 2021 and **7.1% 2023**) and those aged **35-44** (3.1% 2018, 5.5% 2021 and **8.5% 2023**). The percentage aged **18-24** has remained quite static as has those aged **45-54**. There has been a reduction in those aged **65-74** (15.6% 2018 and 16.6% 2021) down to **12.1%** in 2023.

How old is the person you care for?	2018	2021	2023	Change	England
18-24	3.6%	3.7%	3.1%	↓	5.6%
25-34	3.1%	5.5%	7.1%	↑	7.7%
35-44	3.1%	5.5%	8.5%	↑	5.7%
45-54	5.8%	4.3%	4%	↓	5.9%
55-64	6.9%	8.0%	9.8%	↑	8.5%
65-74	15.6%	16.6%	12.1%	↓	13.3%
75-84	34.7%	31.3%	28.6%	↓	27.6%
85+	27.2%	25.2%	26.8%	↑	25.6%

The most common reason for the cared for person requiring support was due to a physical disability. This was the same in the previous two surveys, however the percentage has decreased from 57.1% in 2018, 54.4% in 2021 down to **53.5%** in 2023. The main growth between 2018-2021 was in those caring for someone with dementia, which increased from 41.2% to 46.8%, however this returned to **41.2%** in 2023. The biggest growth in 2023 was in the percentage with a learning disability or difficulty, 12.7% in 2018, 13.9% in 2021 and **22.8%** in 2023. The most notable reduction in 2021 was in those with a long-standing illness, reducing from 42.7% to 31% in 2021, this did increase again slightly to **35.5%**. The other main reduction in 2021 was and problems connected with ageing, reducing from 40.1% to 33.5%, this too increased slightly again in 2023 to **36%**. The other percentage which increased in 2023 was mental health problems, increasing from 17.1% to 21.1%

Does the person you care for have	2018	2021	2023	Change	England
Dementia	41.2%	46.8%	41.2%	↓	36.7%
Physical Disability	57.1%	54.4%	53.5%	↓	50.3%
Sight of Hearing Loss	32.9%	29.7%	27.6%	↓	28.4%
Mental Health Problem	21.6%	17.1%	21.1%	↑	22.5%
Problems Connected To Ageing	40.1%	33.5%	36%	↑	32.6%
Learning Disability or Difficulty	12.7%	13.9%	22.8%	↑	22.5%
Long Standing Illness	42.7%	31.0%	35.5%	↑	37.3%
Terminal Illness	7.2%	6.3%	6.1%	↓	5.8%
Alcohol or Drug Dependency	0.3%	0.6%	0.9%	↑	1.8%

Carers support

8.5% of carers had been joint assessed or reviewed with the person they cared for, down from **14.8%** in 2021 and **36%** in 2018. **15%** had received a separate carers assessment, down from **58.2%** in 2021. **76.5%** had not had either an assessment or a review within the

year, up from 27% and reflecting the move toward lighter touch carer’s conversations as a route for carers support.

48.8% reported having received information, advice or signposting to universal services in the last 12 months, down from **53.9%** in 2021 but an increase from **41.6%** in 2018. **76.5%** had received some form of break, either planned in in an emergency, up from **68.2%** in 2021 and **45.7 %** in 2018. **20.7%** reported having had support from a carers group in the last 12 months, up from **20.4%** in 2021, this was notably lower than England overall at 32.4%. Only **2.6%** reported having accessed training for carers, down from **3.5%** in 2021. **7.1%** had support to keep them in employment, up from **3.7%** in 2021 and higher than England overall at 2.7%.

Support services accessed in the last 12 months	2021	2023	Change	England
Information, advice or signposting to universal services	53.9%	48.8%	↓	52.8%
Emergency breaks service	13.7%	19.4%	↑	11.7%
Overnight (24 hour +) breaks service	11.9%	22.3%	↑	15.8%
A break service for less that 24 hours / sitting service	42.7%	34.8%	↓	21.2%
Support from carers group / talk in confidence	20.4%	20.7%	↑	32.4%
Training for carers	3.5%	2.6%	↓	4.2%
Support to keep you in employment	3.7%	7.1%	↑	2.7%

Carers experience – Headline results.

All national outcome measures from the carers survey improved in 2023.

Overall satisfaction with services received by the carer and cared for person. - The percentage who were “extremely satisfied” increased from **8.3%** in 2021 to **12.5%** in 2023. However, the percentage who were “very satisfied” decreased slightly from **26.8%** in 2021 to **24.6%** in 2023. The percentage who were “quite satisfied” increased from **24.8% in 2021 to 33.5%** in 2023. The percentages who were quite dissatisfied (**3.6%**) decreased from **5.1%** in 2021. However, the percentage who were very or extremely dissatisfied increased from **5.1%** to **5.4%**. There was a further decrease in those that said they had not received any support at all, which was down from **14%** to **9.8%**, a further decrease from **25.7%** in 2018.

How we compare

Overall how satisfied or dissatisfied are you with the support of services you and the person you care for have received?	England	Peterborough compared to England	Change since 2021
We haven’t received any support from social services in the last 12 months	25.6%	9.8% Better	↓
I am extremely satisfied	9.7%	12.5% Better	↑
I am very satisfied	17.7%	24.6% Better	↓
I am quite satisfied	22.7%	33.5% Better	↑
I am neither satisfied or dissatisfied	12.9%	10.7%	↓
I am quite dissatisfied	5.5%	3.6% Better	↓
I am very dissatisfied	2.6%	3.6% Worse	↑
I am extremely dissatisfied	3.2%	1.8% Better	↓

Access to information and advice – A lower percentage of carers had sought information and advice, in 2021 **21.7%** of carers said they had not tried to find information and advice which in 2023 increased to **28.7%**. An increased percentage stated that they found it very easy to find information and advice, up from **8.7%** in 2021 to **9.4%** in 2023. An increased percentage stated that they found information and advice fairly easy to find **35.4%** in 2021 and **36.3%** in 2023. Lower percentages found it difficult to find, down from **24.2%** in 2021 to **17.5%** in 2023. There was also a decrease in the percentage who found it very difficult to find, down from **9.9%** in 2021 to **8.1%** in 2023.

How we compare

In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits.	National	Peterborough compared to England	Change since 2021
I have not tried to find information or advice in the last 12 months	30.4%	28.7%	↑
Very easy to find	9.4%	9.4% Same	↑
Fairly easy to find	31.7%	36.3% Better	↑
Fairly difficult to find	19.6%	17.5% Better	↓
Very difficult to find	8.8%	8.1% Better	↓

Helpfulness of information and advice – Although there were improvements in the ease of access to information experience on the helpfulness of information and advice was less positive, although this needs to be seen in the context of the higher percentage not seeking information and advice. The percentage stating that information and advice had been very helpful had reduced from **18.1%** in 2021 to **15.8%** in 2023. The percentage of those finding it quite helpful, rose from **36.3%** in 2021 to **38%** in 2023. Those finding it quite unhelpful fell **7.5%** to **3.2%**, and those finding it very unhelpful also fell from **4.4%** to **2.7%**.

How we compare

In the last 12 months, how helpful has the information and advice you received been?	National	Peterborough compared to England	Change since 2021
I have not tried to find information or advice in the last 12 months	33.1%	40.3%	↑
Very helpful	19.0%	15.8% Worse	↓
Quite helpful	38.1%	38.0% Worse	↑
Quite unhelpful	7.2%	3.2% Better	↓
Very unhelpful	2.6%	2.7% Worse	↓

Carers feeling consulted with – Experience in relation to carers engagement with care and support planning for the person they supported was also more positive than the previous survey. The proportion who had not been aware of any discussions in the last 12 months had decreased from **26.3%** in 2021 to **20.6%** in 2023. The proportion of carers who said they were always involved or consulted had increased slightly from **24.4%** to **28.3%** with the percentage who stated that they were usually involved rising from **19.9%** to **26%**. The percentage who only sometimes felt involved or consulted had fallen from **22.4%** to **17.9%** and the percentage who never felt involved or consulted had stayed very similar, rising very slightly from **7.1%** to **7.2%**

In the last 12 months, do you feel you have been involved or consulted as much as you want to be, in discussions about the support provided to the person you care for?	National	Peterborough compared to England	Change since 2021
There have been no discussions that I am aware of, in the last 12 months	32.5%	20.6% Better	↓
I always felt involved or consulted	25.0%	28.3% Better	↑
I usually felt involved or consulted	20.0%	26.0% Better	↑
I sometimes felt involved or consulted	16.9%	17.9% Worse	↓
I never felt involved or consulted	5.6%	7.2% Worse	↑

Being able to spend time doing the things I value or enjoy – The percentage who said they were able to spend their time as they want, doing things they value or enjoy increased from **10.3%** to **19.3%**. A lower percentage of carers said that they could do some of the things they value or enjoy with their time but not enough, down from **71.2%** in 2021 to **65.8%** in 2023. A lower percentage stated that they did not do anything they value or enjoy with their time down from **18.5%** in 2021 to **14.9%** in 2023.

How we compare

Which of these best describes how you spend your time	National	Peterborough compared to England	Change since 2021
I am able to spend time as I want doing the things I value or enjoy	16.0%	19.3% Better	↑
I do some of the things I value or enjoy with my time but not enough	66.2%	65.8% Better	↓
I do not do anything I value or enjoy with my time	17.8%	14.9% Better	↓

Having control over daily life – The percentage having as much control over their daily life as they wanted increased from **16.4%** to **23.6%**, with those stating they had some control but not enough also increasing from **61%** to **62%** and those feeling they had no control decreasing from **22.6%** to **14.4%**

How we compare

Which of the following statements best describes how much control you have over your daily life?	National	Peterborough compared to England	Change since 2021
I have as much control over my daily life as I want	21.5%	23.6% Better	↑
I have some control over my daily life but not enough	63.3%	62% Better	↑
I have no control over my daily life	15.1%	14.4% Better	↓

Looking after myself – In respect of getting enough sleep or eating well more carers stated that they felt they looked after themselves, increasing from **39.4%** to **49.1%**, although this was not as high as 2018 when 55.2% responded positively. There was a small increase in the percentage saying they only sometimes looked after themselves well enough, **37.4%** in 2021 to **39.1%** in 2023. Those that stated they were neglecting themselves had fallen from **23.2%** to **11.7%**.

How we compare

Thinking about how much time you have to look after yourself – in terms of getting enough sleep or eating well – which statement best describes your present situation?	National	Peterborough compared to England	Change since 2021
I look after myself	46.7%	49.1% Better	↑
Sometimes I can't look after myself well enough	33.1%	39.1% Worse	↑
I feel I am neglecting myself	20.2%	11.7% Better	↓

Personal safety – The percentage of carers with no worries about their personal safety increased from **77%** to **84.2%**. A smaller percentage had some worries about their personal safety **22.4%** in 2021 and **14.5%** in 2023. There was a slight increase in the percentage who were extremely worried about their personal safety rising from **0.6%** in 2021 to **1.3%** in 2023.

How we compare

Thinking about your personal safety, which statement best describes your present situation?	National	Peterborough compared to England	Change since 2021
I have no worries about my personal safety	81.0%	84.2% Better	↑
I have some worries about my personal safety	17.2%	14.5% Better	↓
I am extremely worried about my personal safety	1.9%	1.3% Better	↑

Social contact – Unsurprisingly, given the impact of the pandemic on the previous survey, a higher percentage of carers in the 2023 survey felt they had as much social contact as they wanted with people they liked, up from **21.3%** to **32.5%**. This was just slightly above the 32.2% answering this way in the pre-pandemic survey in 2018. There was also an increase in the percentage who had some social contact but not enough from **53.1%** in 2021 to **57%** in 2023. There was a decrease in the percentage stating that they had little social contact and felt socially isolated, down from **25.6%** to **10.5%**.

How we compare

Thinking about how much social contact you've had with people you like, which statement best describes your social situation?	National	Peterborough compared to England	Change since 2021
I have as much contact as I want with people I like	30.0%	32.5% Better	↑
I have some social contact with people but not enough	51.2%	57.0% Worse	↑
I have little social contact with people and feel socially isolated.	18.7%	10.5% Better	↓

Encouragement and support in the caring role - There was an increase in the percentage of carers stating they had encouragement and support in their role as carer from **28.34%** to **35.6%**. A lower percentage also felt they had some encouragement and support but not enough, down from **53.5%** to **50.2%**. Less carers felt they had no encouragement and support however, down from **18.2%** to **14.2%**

How we compare

Thinking about encouragement and support in your caring role, which statement best describes your present situation?	National	Peterborough compared to England	Change since 2021
I feel I have encouragement and support.	32.4%	35.6% Better	↑
I feel I have some encouragement and support but not enough	46.5%	50.2% Worse	↓
I feel I have no encouragement or support.	21.1%	14.2% Better	↓

Available time to care – A higher percentage of carers felt they always had enough time for the people they care for, increasing from **51.4%** to **55.4%**. Those stating they only sometimes had enough time to care for other people reduced from **20%** to **18.9%**. The number feeling that they never had enough time dropped minimally from **22.9%** to **22.1%**. Those who felt they never had enough time reduced to **3.6%** and was better than England overall.

How we compare

Thinking about the other people you have caring responsibilities for, which of the following best describes your current situation.	National	Peterborough compared to England	Change since 2021
I don't have caring responsibilities for anyone else	55.1%	55.4%	↑
I always have enough time to care for them	18.1%	18.9% Better	↓
I sometimes have enough time to care for them	21.1%	22.1% Worse	↓
I never have enough time to care for them	5.7%	3.6% Better	↓

Areas where overall results have worsened from the previous survey were as follows:

Financial difficulties – The percentage of carers reporting no financial difficulties caused by their caring role in the last 12 months decreased from **59.2** in 2021 to **54.5%** in 2021. Those responding that they had faced a financial impact to some extent had increased from **32.5%** to **34.7%**. Those reporting a lot of financial difficulties had also increased slightly from **8.3%** to **10.8%**

How we compare

In the last 12 months, has caring caused you financial difficulties?	National	Peterborough compared to England	Change since 2021
No financial difficulties	53.4%	54.5% Better	↓
Yes, to some extent	36.6%	34.7% Better	↑
Yes, a lot	10.0%	10.8% Worse	↑

Local Questions

In addition to the prescribed national questions Local Authorities are able to choose additional questions from a list of approved questions, where they think these may add value. In collaboration with members of the Carer's Partnership Board the following local questions were selected.

Have you found it easy or difficult to get the support or services you need as a carer in the last 12 months? The services may be provided by different organisations, such as a voluntary organisation, a private agency or Social Services

A higher percentage had sought support in 2023 than in 2021 with only 16.7% stating that they had not needed any support or services in the last 12 months. There was also an increase in the percentage reporting finding it very easy to get the support they needed, increasing from 10.4% to 17.7%. However, a similar percentage (11.6%) reported finding it very difficult to get the services that they need.

Response	Percentage 2021	Percentage 2023	Change
I did not need any support or services in the last 12 months	20.1%	16.7%	↓
Very easy	10.4%	17.7%	↑
Quite easy	31.8%	37.4%	↑
Quite difficult	26.0%	15.2%	↓
Very difficult	11.7%	11.6%	↓

Q6C If you found it difficult to get the support or services you needed as a carer in the last 12 months, please tell us why and what we can do to make it easier for you)

This was a free text box and a selection of responses have been included:

It would be helpful for unpaid carers who are family members to know if/what information/support is available where there are a number of different scenarios to navigate. The website lists different categories, each with a long wait on the telephone, and the "advice" is very general and not tailored to the individual. A link to the person's GP, who and where to go for assessment of dementia, mobility, emergency support, respite.

Information provided in other languages, clear information on what is available, as it was confusing - I did not know exactly what was on offer.

There were two areas of support enquired about but made no progress: 1. Support allowing me to have a break of 24 hours or more to enable me to have a full night's sleep. 2. Visiting support with digital expertise to help my husband who has impaired sight.

Spent hours on the telephone to different organisations that either just want to talk or advise me of where to take my mother for a coffee morning there is little or no actual physical help being offered

More information at the beginning would have been helpful to know what is available. Information just came out drip by drip. Then having accessed one piece of information,

there were large gaps in accessing the next step. Departments didn't know what the others had done/were going to offer. "Joined up thinking".

How is your health in general?

Response	2021	2023	Change
Very Good	6.9%	10.1%	↑
Good	26.3%	32.5%	↑
Fair	49.4%	41.7%	↓
Bad	16.3%	14.5%	↓
Very Bad	1.3%	1.3%	→

What do you use to find information and advice about support, services or benefits?

Response	2021	2023	Change
Internet	51%	62.6%	↑
Family and friends	41.9%	42.9%	↑
Telephone helpline	14.2%	12.3%	↓
Leaflets / newsletter	20%	13.7%	↓
Advice from a voluntary of community group	21.3%	18.3%	↓
Advice from a professional	20.6%	21%	↑
Other	10.3%	4.6%	↓
Not applicable	7.7%	5.5%	↓

Analysis of Comments from carers

Free text boxes for comments were included through the survey below is some analysis of the comments provided.

Key themes from comments

1. Lack of Support and Communication:

- Many carers expressed frustration with the lack of support and communication from healthcare services.
- A carer shared, "Life was really difficult in the beginning with little help until ***** started wandering and getting lost and I had to collect her from the Police. It was only then that services began to help".

2. Financial Strain:

- Carers highlighted the financial impact of caring for family members. One comment stated, "When looking after/caring family members does have a financial impact on the carer. If the payments are given to the carer, instead of employing a carer from an agency or social services, it would be better".
- Another carer mentioned, "Due to cost of caring I only get limited amount of help with personal care for my wife. The sitting service (3hs per week) is helpful for me. We are finding it difficult to obtain funding for a new wheelchair for my wife as her present one is worn out".

3. Emotional and Physical Strain:

- Carers expressed the emotional and physical toll of their responsibilities. One carer said, "I don't get enough sleep as I wake up or my wife wakes me to help her go to toilet".
- Another carer shared, "I have a history of fainting. I take care not to slip, trip or fall".

4. Positive Experiences with care and support:

- Some carers had positive experiences with their care workers. One comment mentioned, "My carer has been very helpful. The organisation **** have been proactive".
- Another carer shared, "We have carers (2) coming in 4 times a day, and they are very friendly & helpful, which makes a great difference".

5. Challenges with Healthcare Services:

- Carers reported challenges with access to healthcare services.

Suggests for improvement from carers comments

Better Weekend Coverage:

- One carer suggested, "Weekends need better coverage" as they faced difficulties getting help on a Friday evening and had to wait until Monday

2. Improved Communication and Support:

- Carers emphasized the need for better communication and support from healthcare services. One carer mentioned, "It would be good & helpful if we had a better service, instead of me having to chase up".
- Another carer shared, "I was told by the Duty Social Worker just after Christmas 2022 that our interview was a 'conversation', not an assessment. A full assessment would be a much better idea"

3. Financial Support for Carers:

- Carers highlighted the financial strain and suggested that payments should be given directly to carers instead of employing agency carers.

4. Training and Emergency Cover:

- Carers suggested providing training and emergency cover for family members who are willing to care for their loved ones. One carer mentioned, "Training given by social services. My family members would be happy to care for their loved ones and be at ease as well".

5. Better Access to Healthcare Services:

- Carers expressed the need for better access to healthcare services, including home visits for vaccinations and improved GP services. One carer stated, "I have found it impossible to arrange for flu and covid vaccinations at home".
- Another carer mentioned, "If perhaps our GP service was of any effect in her condition I'm sure we would have been helped swifter"

How are we working to improve the experience of carers in Peterborough?

Carers play an essential role in supporting the wellbeing of those they care for. However, we also recognise the impact that a caring role often has on carers' own health and wellbeing. Informed by the results of this survey as well as more localised consultation processes, we are working both on operational shifts and strategic direction to better support carers in supporting those they care for along with carers' own wellbeing.

Information and Advice

Public information offer

To ensure that the best possible service is provided, we have created a public information strategy and will be working with a range of experts by experience to focus on continued improvements in content and accessibility.

Bridgit Care

A digital transformation project is underway to develop a one-stop-shop for carer support. Peterborough City Council is partnering with Bridgit Care to offer a digital platform where carers can build personalised support plans, access signposting specific to their needs, have 24/7 AI chat support, and be referred to additional services and support where needed.

The implementation of the Bridgit app will ensure that systems and services are joined up, so that the app interfaces not only with Adult Services providers in a way that avoids carers needing to repeat their stories unnecessarily, but also helps identify carers to GP practices and others for more comprehensive support. Accessibility features will ensure that the app is easy to use and can be accessed in a range of languages.

Statutory responsibilities

We have also refocused on our statutory responsibilities. As such, we are committed to increasing support to practitioners to undertake meaningful carers conversations and assessments. Although the number of carers assessments have continued to decrease from 2021 to 2023, there has been a corresponding increase in carers conversations. These conversations aim to offer carers the support they need at the level they need it without the initial formality of a carers assessment, with the option to then undertake a carers assessment if additional support is needed, and we believe this range of offerings better meets the needs of carers. Service and signposting uptake remains high, showing these assessments and conversations are having the necessary impact.

Carers being consulted

Carers conversations and carers assessments aim, among other goals, to create spaces where carers can express their needs and ensure that carers' perspectives are at the centre of the services which are offered to them. This refocus on carers conversations and carers assessments will continue to ensure that carers are consulted and that services can best fit their needs.

Additionally, a review of practice guidance has aimed to better support practitioners to understand how they can support our informal carers. This guidance lays out the range of support options available and guides practitioners to identifying the services which would be most helpful to the carer, while working with the individual to ensure they feel their needs are being met effectively.

Satisfaction with services

We are in the early stages of introducing additional feedback mechanisms, such as feedback forms. However, there has been low uptake of submitting feedback, so we are also exploring other modes of feedback, such as through less formal conversations. Some of these modes of feedback may include meeting carers in their spaces and on their terms, looking to gather feedback in ways they are most comfortable with. Within specific services with more

established feedback processes, we will be conducting a co-produced review of the system for feedback.

We are also committed to learning from complaints. Whilst operational managers respond and react to complaints, the quality practice team are focussing on sharing lessons learned across Adult Social Care services and the wider organisation.

Social contact

We support informal carers in increasing their social contact by offering respite care. This can take a variety of forms, ranging from a brief sit-in service to allow a carer to attend a club or other social event, to day services which allow the carer more regular time to engage with work, friends or community outside their caring responsibilities, and more.

Commissioned Carers Support

We have 2 commissioned providers that provide a range support that specifically targets our cities unpaid carers. Caring Together provides support to the adult population as a whole, with Making Space providing specialist support to those who care for people with mental health conditions. They provide a range of support including information and advice, training, support groups, workshops, what if plan design and activations, and day trips.

The support is not just limited to these 2 services with our carers also being able to access other commissioned providers. The Dementia Resource Centre provides a welcoming hub and peer to peer support specifically for those who care for people with Dementia. Our Befriending service seeks to alleviate some of the loneliness and isolation its users are experiencing. The Advocacy service ensures everyone can have their voice heard. There is also the Lifeline service which enables our carers to have peace of mind that their cared for can easily raise an alarm should they need to at any point.

Carers can also purchase flexible support through direct payments, e.g., through employing a personal assistant, arranging respite care or hiring a cleaner. Further work is planned to clarify the direct payment offer for carers

Integration with health system

Carers frequently need to navigate the complex interfaces between the health and social care systems. To simplify this process and to ensure carers receive the best services possible, we are working with primary care providers and social prescribers to identify carers and work to provide a more cohesive offer. The Bridgit app, which offers a one-stop-shop for carer support, will help in this process by helping identify carers to GP practices and provide more seamless integration between systems.

Quality of life

Under the Care Act, we are responsible for promoting the wellbeing of not only the looked-after person, but also of their carers. To meet these responsibilities, Peterborough's All-Age Carers Strategy was coproduced with carers, health partners, and experts by experience. It highlighted four key messages from carers:

- Caring can have a detrimental impact on your health and wellbeing
- You can feel that neither you, nor the vital role you play in supporting the person/people you care for are recognised
- You would like better communication from, and with, professionals

- You and the person/people you care for do not feel you are getting the support that you need

On the basis of feedback from carers, the All-Age Carers Strategy sets out the following strategic intentions:

- Reaching and identifying parent carers
- Young carers are supported when moving into adulthood
- Supporting carers at risk of domestic abuse
- Supporting the emotional and psychological wellbeing of carers
- Joint working across health and social care for all carers
- Ensuring easy access to information

The strategy also identifies other areas of potential improvement, such as improving the Healthy You Programme, improving support offered to carers not currently employed, increasing carers conversations and assessments, and the achievement of sustainable lives in employment.

To help deliver these intentions, we will engage with a co-production process called Working Together for Change. This will help facilitate conversations exploring the difference between carers' priorities and what services are currently offering, while also providing training to continue these conversations into the future. This collaborative process will build relationships and trust in a co-productive space, while being scalable to the needs of people and community contexts.

Additionally, a new Carers Lead will coordinate how we work with partners, with communities, and how we pull all work supporting carers into a more cohesive package.