Survey of Adult Carers in England 2023/24

Lancashire County Council summary report

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1 Executive summary

The Survey of Adult Carers in England (SACE) seeks carers' opinions on several topics that are indicative of a balanced life alongside their caring role.

A random sample of 985 carers (aged 18 or over, caring for someone aged 18 or over, who either received 'support direct to carer' or 'no direct support to carer', irrespective of whether their cared-for person received respite care) were sent a self-completion questionnaire in the post during October 2023. Reminders were sent at the end of October 2023. In total, 469 questionnaires were returned, giving an overall response rate of 48%.

1.1 Key findings

1.1.1 Overall satisfaction

- Of those respondents that said they or the person they cared for had received support or services from social services in the last 12 months, over two-thirds of respondents (69%) were satisfied overall with the support or services they and the person they cared for had received. However, about one-in-seven respondents (13%) were dissatisfied.

1.1.2 Day-to-day life

- About one-in-seven of respondents (14%) were able to spend their time as they wanted, doing the things they valued or enjoyed. Seven-tenths of respondents (70%) did some of the things they valued or enjoyed but not enough. About one in six (16%) didn't do anything they valued or enjoyed with their time.
- About a fifth of respondents (21%) had as much control over their daily life as they wanted. Seven-tenths of respondents (70%) had some control over their daily life but not enough. About one-in-ten respondents (9%) had no control over their daily life.
- Half of respondents (52%) had enough time to look after themselves. About a third of respondents (32%) sometimes couldn't look after themselves well enough. Nearly one-in-six respondents (17%) felt they were neglecting themselves.
- Six-in-seven respondents (85%) had no worries about their personal safety. About one-seventh of respondents (14%) had some worries about their personal safety. One-in-a-hundred respondents (1%) were extremely worried about their personal safety.
- Almost a third of respondents (32%) had as much social contact as they wanted with people they liked. About half of respondents (52%) had some social contact with people they liked but not enough. One-in-six respondents (16%) had little social contact and felt socially isolated.
- Over a third of respondents (35%) felt they had encouragement and support in their caring role. More than two-fifths of respondents (45%) felt they had some encouragement and support but not enough. About a fifth of respondents (19%) felt they had no encouragement and support.
- About one-in-six respondents (16%) felt they always had enough time to care for other people they had caring responsibilities for. A fifth (20%) felt they

sometimes had enough time to care for them. One-in-twenty respondents (6%) felt they never had enough time to care for them.

1.1.3 Health

- When considering a list of ten issues related to health, over two-fifths of respondents (46%) reported that their health had been affected in five or more of the ways listed. Respondents were most likely to say that in the last 12 months their caring role had affected them in feeling tired (81%), a general feeling of stress (68%) and disturbed sleep (68%). About one-in-twenty respondents (5%) said that their health was not affected in any of the ways listed in the question.

1.1.4 Financial difficulties

- Three-fifths of respondents (60%) said that caring had not caused them any financial difficulties. A third of respondents (32%) said that caring had caused them financial difficulties to some extent. About one-tenth of respondents (8%) said that caring had cause them a lot of financial difficulties.

1.1.5 Information and advice

- Of those respondents who indicated that they had tried to find information and advice out about support, services or benefits in the last 12 months, a little over half (54%) said it was easy to find and more than three-in-seven (46%) said it was difficult to find.
- Of those respondents who had received information and advice in the last 12 months, about six-in-seven respondents (86%) said it was helpful.

1.1.6 Discussions about support or services

- Of those respondents who were aware of discussions in the last 12 months, about two-fifths (38%) always felt involved or consulted, almost three-tenths (28%) usually felt involved or consulted and almost three-tenths (28%) sometimes felt involved or consulted. About one-in-twenty respondents (6%) never felt involved or consulted.

2 Introduction

This report details findings from the 2023/24 Survey of Adult Carers in England (SACE) for Lancashire.

The SACE seeks carers' opinions on several topics that are indicative of a balanced life alongside their caring role.

Responses collected for the carers survey are also used to populate five of the measures within the Adult Social Care Outcomes Framework (ASCOF). These measures were updated in the adult social care outcomes framework for 2023 to 2024[1]. These are:

- 1C Carer-reported quality of life (formerly 1D)
- 1E Overall satisfaction of carers with social services (for them and for the person they care for) (formerly 3B)
- 3B Proportion of carers who report that they have been included or consulted in discussion about the person they care for (formerly 3C)
- 3C2 The proportion of carers who find it easy to find information about support (formerly 3D2)
- 5A2 The proportion of carers who reported that they had as much social contact as they would like (formerly 1I2)

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[1] https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions/the-adult-social-care-outcomes-framework-2023-to-2024-handbook-of-definitions

3 Methodology

A random sample of 985 carers was selected from the eligible population on 8 September 2023. The eligible population for the 2023/24 Survey of Adult Carers in England was carers aged 18 or over, caring for someone aged 18 or over, who either received 'support direct to carer' or 'no direct support to carer', irrespective of whether their cared-for person received respite care.

All carers in the sample were sent a self-completion questionnaire in the post during October 2023. Carers were asked to complete the questionnaire and return it in a reply-paid envelope. Each questionnaire included a unique number so that returned questionnaires could be logged. Carers who had not returned their questionnaire were sent a reminder letter and questionnaire at the end of October 2023. In total, 469 questionnaires were returned, giving an overall response rate of 48%.

The returned questionnaires were processed and compiled onto a datasheet provided by NHS Digital, and this completed datasheet was returned to NHS Digital for validation. The final validated survey result for all councils in England, along with several other related publications including the 2023/24 ASCOF figures, are published by NHS Digital at https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-survey-of-adult-carers/england-2023-24.

The final validated data is weighted to account for non-response (further details can be found the NHS Digital publication, Personal Social Services Survey of Adult Carers in England, 2023-24, Methodology and Further Information).

3.1 Limitations

As per NHS Digital guidance, the sample size of 985 was calculated as it was estimated to provide a sampling tolerance of a maximum of +/- 5%.

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
100	10%	9%	6%
200	7%	6%	4%
300	6%	5%	3%
400	5%	5%	3%
500	4%	4%	3%

In a sample of 400 respondents where 50% of respondents give a particular answer to a question, we would expect that in the same population if 100 different samples of 400 respondents were asked the same question then in 95 of those samples the response would be between 45% and 55% (ie +/- 5%). Therefore, we can be 95% confident that the population (adult social care users) would provide a response to the same question somewhere between 45% and 55%.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4 Main findings

4.1 ASCOF summary – SACE indicators

The SACE data is used for five ASCOF indicators. Lancashire's 2023/24 scores for these indicators are presented in the table below.

There are no statistically significant differences between the figures for 2023/24 and the previous survey for 2021/22.

Table 1 ASCOF summary – SACE indicators 2018/19 to 2023/24

		2018/19	2021/22	2023/24
1C	Carer-reported quality of life	7.5	7.4	7.6
1E	Overall satisfaction of carers with social services (for them and for the person they care for)	35.5	36.9	37.8
3B	Proportion of carers who report that they have been included or consulted in discussion about the person they care for	68.1	63.3	65.9
3C2	The proportion of carers who find it easy to find information about support	62.0	60.8	54.0
5A2	The proportion of carers who reported that they had as much social contact as they would like	30.3	27.6	31.8

4.1.1 Comparing different councils' SACE ASCOF scores

The SACE ASCOF measures are calculated using survey data and are therefore subject to confidence intervals.

With survey data, confidence intervals express the range of values that we would expect the response to fall between if the survey was repeated numerous times. The confidence intervals published by NHS Digital for this survey are the 95% confidence intervals. Therefore, if the survey was repeated in the exact same way 100 times, we would expect that 95 times the value would be somewhere between the range given by the confidence intervals.

When comparing the survey results of different councils, each council's confidence intervals need to be taken into account before it can be said if they differ statistically from each other. One way to do this is to test if their confidence intervals don't overlap each other. If they don't overlap, they can be said to be statistically significantly different from each other. This method is used for comparing 1C as this indicator is a derived score. For all other ASCOF indicators, a z-score test has been used to determine where statistically significant differences exist.

4.1.2 North West councils

There are 24 councils in North West England with responsibly for adult social care. They are:

- Blackburn with Darwen
- Blackpool
- Bolton
- Bury
- Cheshire East
- Cheshire West and Chester
- Cumberland
- Halton
- Knowsley
- Lancashire
- Liverpool
- Manchester
- Oldham
- Rochdale
- Salford
- Sefton
- St. Helens
- Stockport
- Tameside
- Trafford
- Warrington
- Westmorland and Furness
- Wigan
- Wirral

Table 2 Lancashire's SACE 2023/24 ASCOF scores compared to other North West councils

	1C	**1E**	**3B**	**3C2**	**5A2**
Higher score than LCC	0	2	2	7	2
Same score as LCC	14	18	21	16	17
Lower score than LCC	9	3	0	0	4

There are some statistical differences between Lancashire's SACE 2023/24 ASCOF scores and the scores of the other North West councils, though Lancashire's scores are statistically identical to most other councils for most of the indicators. The differences between Lancashire and other North West councils in each of the five indicators is summarised below.

For the indicator '1C Carer-reported quality of life', Liverpool, Wigan, and Oldham were the three lowest scoring North West councils that had scores that were statistically significantly lower than Lancashire's.

For the indicator '1E Overall satisfaction of carers with social services (for them and for the person they care for)', Blackpool and St. Helens had scores that were statistically significantly higher than Lancashire's score. Sefton, Tameside, and Trafford had scores that were statistically significantly lower than Lancashire's score.

For the indicator '3B Proportion of carers who report that they have been included or consulted in discussion about the person they care for', Halton and Westmorland and Furness had scores that were statistically significantly higher than Lancashire's score.

For the indicator '3C2 The proportion of carers who find it easy to find information about support', St. Helens, Blackburn with Darwen, and Westmorland and Furness were the three highest scoring North West councils that had scores that were statistically significantly higher than Lancashire's.

For the indicator '5A2 The proportion of carers who reported that they had as much social contact as they would like', Warrington and Westmorland and Furness had scores that were statistically significantly higher than Lancashire's score. In contrast, Liverpool, Oldham, Stockport, and Wigan had scores that were statistically significantly lower than Lancashire's score

4.1.3 Peer group councils

There are 15 councils in the Lancashire peer group. They are:

- Cambridgeshire
- Essex
- Gloucestershire
- Hampshire
- Hertfordshire
- Kent
- Kirklees
- Leicestershire
- Nottinghamshire
- South Gloucestershire
- Staffordshire
- Surrey
- Warwickshire
- West Sussex
- Worcestershire

Table 3 Lancashire's SACE 2023/24 ASCOF scores compared to its peer group councils

	1C	1E	3B	3C2	5A2
Higher score than LCC	0	0	0	4	1
Same score as LCC	11	12	13	10	7
Lower score than LCC	4	3	2	1	7

There are some statistical differences for the SACE 2023/24 ASCOF scores between Lancashire and the councils in its peer group, though Lancashire's scores are statistically identical to most other councils for most of the indicators. The differences between Lancashire and other North West councils in each of the five indicators is summarised below.

For the indicator '1C Carer-reported quality of life', Hampshire, Kent, Nottinghamshire, and Warwickshire had scores that were statistically significantly lower than Lancashire's score.

For the indicator '1E Overall satisfaction of carers with social services (for them and for the person they care for)', Essex, Hampshire, and Kent had scores that were statistically significantly lower than Lancashire's score.

For the indicator '3B Proportion of carers who report that they have been included or consulted in discussion about the person they care for', Essex and West Sussex had scores that were statistically significantly lower than Lancashire's.

For the indicator '3C2 The proportion of carers who find it easy to find information about support', Gloucestershire, Hertfordshire, Kirklees, and Staffordshire had scores that were statistically significantly higher than Lancashire's score. Essex had a score that was statistically significantly lower than Lancashire's score.

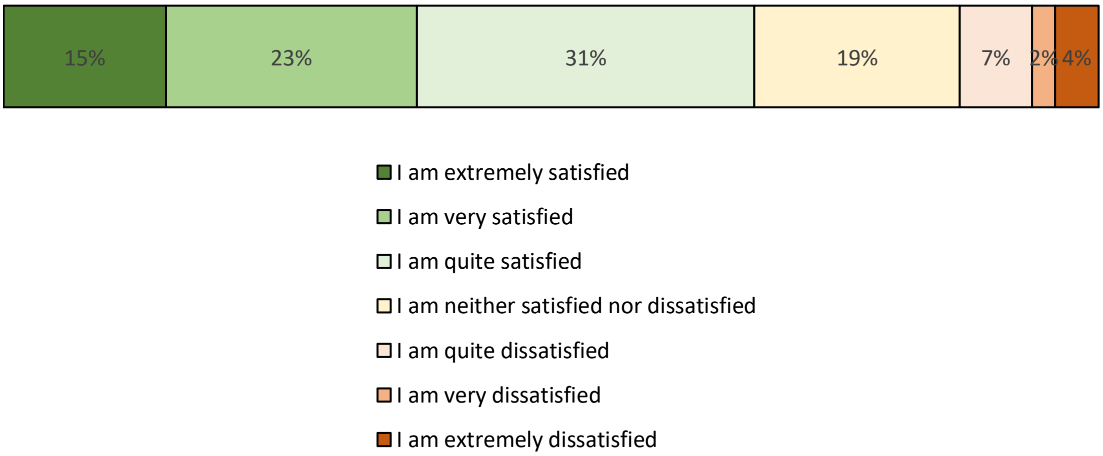
For the indicator '5A2 The proportion of carers who reported that they had as much social contact as they would like', Essex had a score that was statistically significantly higher than Lancashire's score. Hampshire, Kent, and Nottinghamshire were the three lowest scoring of Lancashire's peer group councils that had scores that were statistically significantly lower than Lancashire's.

4.2 Overall satisfaction

Respondents were asked how satisfied or dissatisfied they were with the support or services they and the person they cared for had received from social services in the last 12 months. Over a quarter of respondents (27%) said that they or the person they care for hadn't received any support or services in the last 12 months.

Of those respondents that said they or the person they cared for had received support or services from social services in the last 12 months, over two-thirds of respondents (69%) were satisfied[2] overall with the support or services they and the person they cared for had received. However, about one-in-seven respondents (13%) were dissatisfied[3].

Chart 1 Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?



Base: respondents who said they or the person they care for had received support or services from Social Services in the last 12 months (unweighted 331)

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[2] Either 'I am extremely satisfied', 'I am very satisfied', or 'I am quite satisfied'
[3] Either 'I am extremely dissatisfied', 'I am very dissatisfied', or 'I am quite dissatisfied'

4.3 Day-to-day life

Respondents were asked think about the following aspect of their lives:

- how they spend their time
- how much control they have over their daily life
- how much time they have to look after themselves – in terms of getting enough sleep or eating well
- their personal safety
- the social contact they have with people they like
- encouragement and support in their caring role
- the other people they have caring responsibilities for

For each aspect of their lives, they were asked to indicate which of three statements best described their situation. For example, for how they spend their time respondents were asked to indicate if:

- they're able to spend their time as they want, doing things they value or enjoy
- they do some of the things they value or enjoy with their time but not enough
- they don't do anything they value or enjoy with their time

The results from these questions are presented in the following table.

Table 4 Thinking about…which of the following statements best describes your situation?

Issue	Response option statements	%
How you spend your time	I'm able to spend my time as I want, doing things I value or enjoy	14%
	I do some of the things I value or enjoy with my time but not enough	70%
	I don't do anything I value or enjoy with my time	16%
How much control you have over your daily life	I have as much control over my daily life as I want	21%
	I have some control over my daily life but not enough	70%
	I have no control over my daily life	9%
How much time you have to look after yourself – in terms of getting enough sleep or eating well	I look after myself	52%
	Sometimes I can't look after myself well enough	32%
	I feel I am neglecting myself	17%
Personal safety	I have no worries about my personal safety	85%
	I have some worries about my personal safety	14%
	I am extremely worried about my personal safety	1%
Social contact you've had with people you like	I have as much social contact as I want with people I like	32%
	I have some social contact with people but not enough	52%
	I have little social contact with people and feel socially isolated	16%

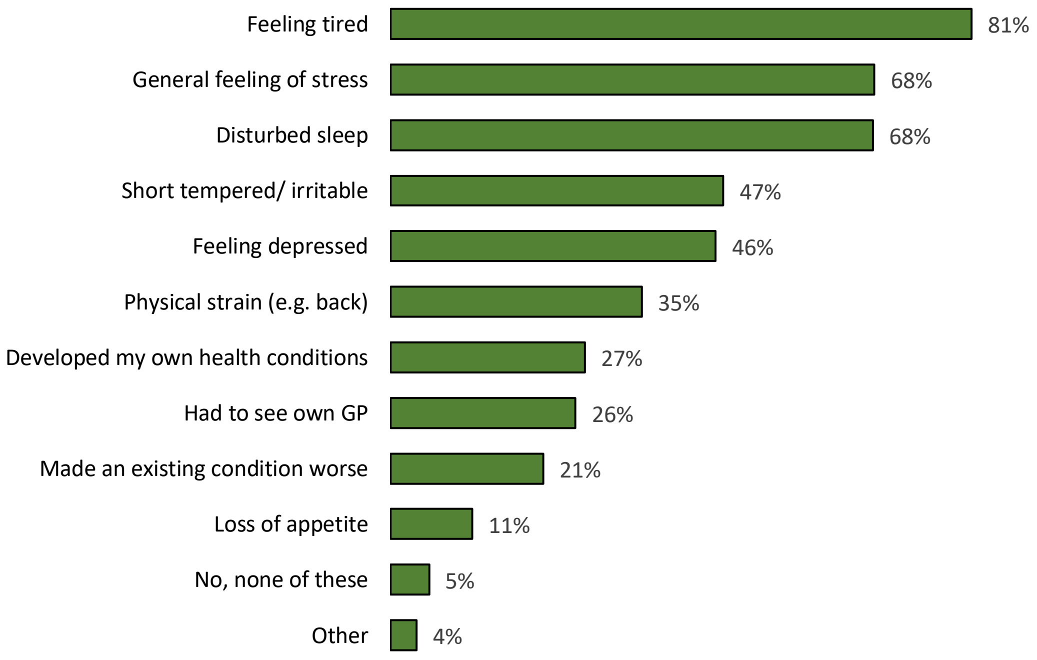
Encouragement and support in your caring role	I feel I have encouragement and support	35%
	I feel I have some encouragement and support but not enough	45%
	I feel I have no encouragement and support	19%
The other people you have caring responsibilities for	I always have enough time to care for them	16%
	I sometimes have enough time to care for them	20%
	I never have enough time to care for them	6%
	I don’t have caring responsibilities for anyone else	58%

4.4 Health

Respondents were presented with a list of ten issues related to health and asked if, in the last 12 months, their health had been affected by their caring role in any of the ways listed.

Over two fifths of respondents (46%) reported that their health had been affected in five or more of the ways listed. Respondents were most likely to say that in the last 12 months their caring role had affected them in feeling tired (81%), a general feeling of stress (68%) and disturbed sleep (68%). One-in-twenty respondents (5%) said that their health was not affected in any of the ways listed in the question.

Chart 2 In the last 12 months, has your health been affected by your caring role in any of the ways listed below?



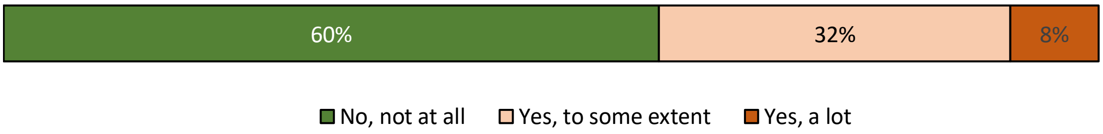
Base: all respondents (unweighted 463)

4.5 Financial difficulties

Respondents were asked if, in the last 12 months, their caring role had caused them any financial difficulties.

Three-fifths of respondents (60%) said that caring had not caused them any financial difficulties. Almost a third of respondents (32%) said that caring had caused them financial difficulties to some extent. About one-tenth of respondents (8%) said that caring had caused them a lot of financial difficulties.

Chart 3 In the last 12 months, has caring caused you any financial difficulties?



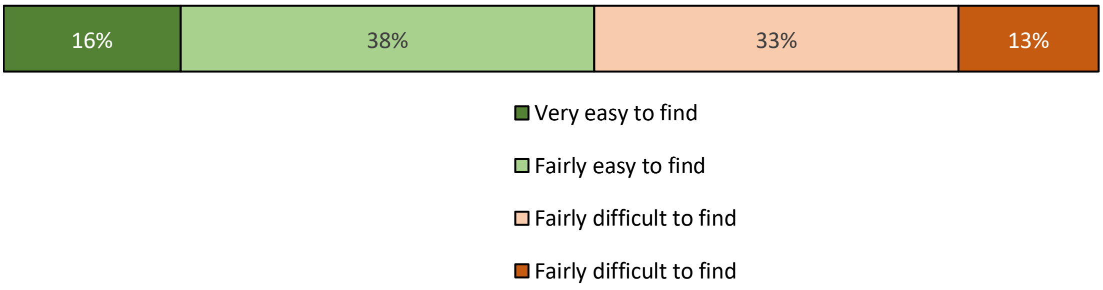
Base: all respondents (unweighted 461)

4.6 Information and advice

Respondents were asked if, in the last 12 months, they had found it easy or difficult to find information and advice about support, services or benefits. About three-tenths of respondents (29%) said that they had not tried to find information and advice about support, services or benefits in the last 12 months.

Of those respondents who indicated that they had tried to find information and advice about support, services or benefits in the last 12 months, a little over half (54%) said it was easy to find[4] and about three-in-seven (46%) said it was difficult to find[5].

Chart 4 In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits?



Base: respondents who had tried to find information and advice in the last 12 months (unweighted 328)

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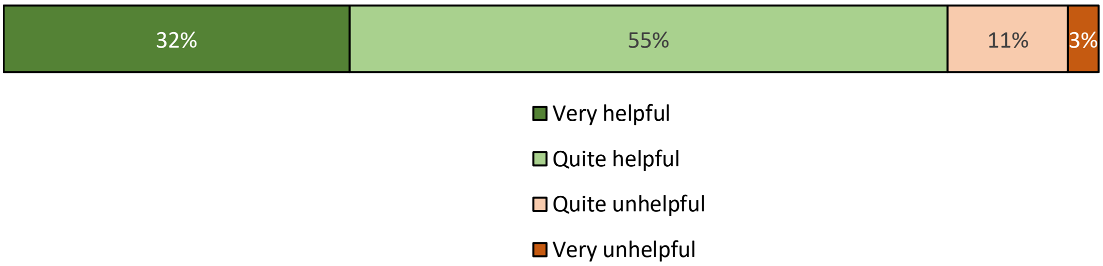
[4] Either 'very easy to find' or 'fairly easy to find'

[5] Either 'very difficult to find' or 'fairly difficult to find'

Respondents were then asked how helpful the information and advice they received in the last 12 months had been. Three-tenths of respondents (29%) said that they had not had any information or advice in the last 12 months.

Of those respondents who had received information and advice in the last 12 months, six-in-seven respondents (86%) said it was helpful[6].

Chart 5 In the last 12 months, how helpful has the information and advice you have received been?



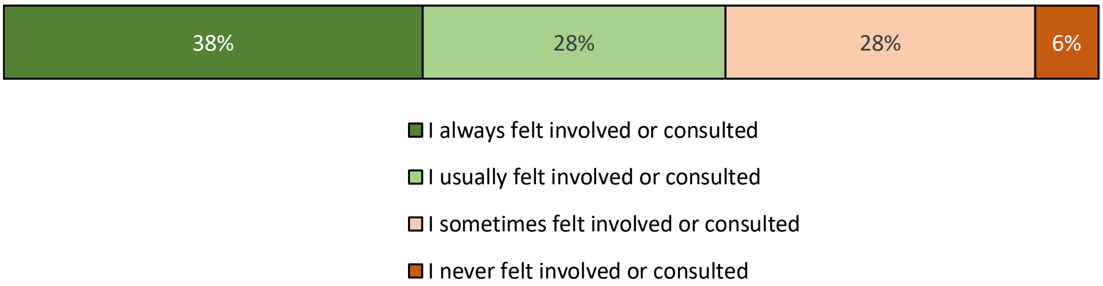
Base: respondents who had received information or advice in the last 12 months (unweighted 326)

4.7 Discussions about support or services

When asked if, in the last 12 months, they felt they had been involved or consulted as much as they wanted to be about the support or services of the person they care for, almost a third of respondents (32%) said that they were not aware of any discussions.

Of those respondents who were aware of discussions in the last 12 months, about two-fifths (38%) always felt involved or consulted, almost three-tenths (28%) usually felt involved or consulted and almost three-tenths (28%) sometimes felt involved or consulted. About one-in-twenty respondents (6%) never felt involved or consulted.

Chart 6 In the last 12 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person you care for?



Base: respondents who are aware of discussions in the last 12 months about the support or services provided to the person they care for (unweighted 311)

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[6] Either 'very helpful' or 'quite helpful'

4.8 Demographics

Over seven-in-ten respondents (72%) cared for a person who was 65 years old or more.

Table 5 How old is the person you care for?

18-24	3%
25-34	7%
35-44	3%
45-54	6%
55-64	9%
65-74	12%
75-84	29%
85+	32%

Respondents were most likely to say that they cared for someone with a physical disability (51%), problems connected to ageing (42%) and a long-standing illness (39%).

Table 6 Does the person you care for have…?

A physical disability	51%
Problems connected to ageing	42%
Long-standing illness	39%
Dementia	37%
Sight or hearing loss	34%
A mental health problem	23%
A learning disability or difficulty	17%
Terminal illness	6%
Alcohol or drug dependency	2%

Over two-thirds of respondents (69%) lived with the person they cared for.

Table 7 Where does the person you care for usually live?

With me	69%
Somewhere else	31%

Of the support or services listed in the question, respondents were most likely to say that in the last 12 months the person they cared for has used equipment or adaptation to their home (such as a wheelchair or handrails) (52%), a lifeline alarm (39%) and home care/home help (34%).

Table 8 Has the person you care for used any of the support or services listed below in the last 12 months?

	Yes	No	Don't know
Equipment or adaptation to their home (such as a wheelchair or handrails)	52%	47%	0%
Lifeline Alarm	39%	60%	1%
Home care/home help	34%	66%	1%
Support or services to allow you to have a rest from caring for between 1 and 24 hours (eg a sitting service)	18%	80%	2%
Support or services allowing you to take a break from caring for more than 24 hours	18%	81%	1%
Day centre or day activities	16%	83%	1%
Personal assistant	14%	85%	0%
Support or services allowing you to take a break from caring at short notice or in an emergency	13%	85%	2%
They are permanently resident in a care home	8%	92%	1%
Lunch club	3%	97%	1%
Meals Services	2%	97%	1%

Of the support or services listed in the question, respondents were most likely to say that they used information and advice (57%), and support from carers groups or someone to talk to in confidence (31%).

Table 9 Have you used any of the support or services listed below, to help you as a carer over the last 12 months?

	Yes	No	Don't know
Information and advice	57%	41%	2%
Support from carers groups or someone to talk to in confidence	31%	67%	2%
Training for carers	3%	95%	1%
Support to keep you in employment	2%	96%	2%

Two-thirds of respondents (66%) were retired and a seventh (14%) were not in paid work.

Table 10 In addition to your caring role, please tell us which of the following also applies to you?

Retired	66%
Not in paid work	14%
Employed part-time (working 30 hrs or less)	12%
Employed full-time	9%
Doing voluntary work	6%
Other	5%
Self-employed part-time	3%
Self-employed full-time	2%

Nearly one-in-six respondents (15%) were not in paid employment because of their caring responsibilities.

Table 11 Thinking about combining your paid work and caring responsibilities, which of the following statements best describes your current situation?

I am not in paid employment for other reasons (eg retired)	62%
I am not in paid employment because of my caring responsibilities	15%
I am in paid employment and I feel supported by my employer	14%
I do not need any support from my employer to combine my work and caring responsibilities	4%
I am self-employed and I am able to balance my work and caring responsibilities	2%
I am in paid employment but I don't feel supported by my employer	2%
I am self-employed but I am unable to balance my work and caring responsibilities	1%

A little over a third of respondents (36%) had been a carer for less than 5 years. Over two-fifths of respondents (43%) had been a carer for more than 5 years but less than 20 years. A fifth of respondents (21%) had been a carer for 20 years or more.

Table 12 About how long have you been looking after or helping the person you care for?

Less than 6 months	0%
Over 6 months but less than a year	2%
Over 1 year but less than 3 years	12%
Over 3 years but less than 5 years	21%
Over 5 years but less than 10 years	24%
Over 10 years but less than 15 years	13%
Over 15 years but less than 20 years	7%
20 years or more	21%

Three-tenths of respondents (31%) spent 100 hours or more each week looking after or helping the person they cared for.

Table 13 About how long do you spend each week looking after or helping the person you care for?

0-9 hours per week	5%
10-19 hours per week	8%
20-34 hours per week	10%
35-49 hours per week	9%
50-74 hours per week	5%
75-99 hours per week	9%
100 or more hours per week	31%
Varies – under 20 hours per week	3%
Varies – 20 hours or more per week	10%
Other	10%

Respondents were most likely to say that over the last 12 months the things they usually did for the person they care for were to provide other practical help (94%) and keeping an eye on them to make sure they were all right (94%).

Table 14 Over the last 12 months, what kinds of things did you usually do for the person you care for?

Other practical help	94%
Keeping an eye on him/her to see if he/she is all right	94%
Helping with dealing with care services and benefits	86%
Helping with paperwork or financial matters	85%
Giving emotional support	85%
Keeping him/her company	84%
Taking him/her out	76%
Giving medicines	75%
Personal care	65%
Physical help	59%
Other help	13%

Over one-third of respondents (34%) said that they didn't have any of the listed disabilities or long-standing illnesses. Nearly three-in-eight respondents (36%) said that they had a long-standing illness and almost a quarter of respondents (24%) said that that they had a physical impairment or disability.

Table 15 Do you have any of the following?

A physical impairment or disability	24%
Sight or hearing loss	19%
A mental health problem or illness	15%
A learning disability or difficulty	3%
A long-standing illness	36%
Other	10%
None of the above	34%

Over nine-tenths of respondents (93%) didn't have parental responsibility for any children aged 18 or under.

Table 16 How many children aged 18 or under do you have parental responsibility for?

0	93%
1	4%
2	2%
3	0%
4+	0%

5 Appendix

ASCOF measures definitions

Measure	**1C Carer-reported quality of life**
Objective	Objective 1: quality of life - *people's quality of life is maximised by the support and services which they access, given their needs and aspirations, while ensuring that public resources are allocated efficiently.*
Rationale	This is an overarching outcome metric for the quality of life of unpaid carers, which combines individual responses to 6 questions measuring different outcomes related to overall quality of life. These outcomes are mapped to 6 domains: occupation, control, personal care. Safety, social participation, encouragement and support
Definition	This is a composite measure using responses to questions from the Survey of Adult Carers in England covering six domains (see above). Responses indicate whether the carer has unmet needs in any of the six areas. Responses to the question for each domain is scored according to the level of need and summed across all respondents who answered the questions on all six domains. The final score for this measure is then calculated by dividing the total sum score by the number of respondents who answered the questions on all six domains. *Data source: Survey of Adult Carers in England*

Measure	**1E Overall satisfaction of carers with social services (for them and for the person they care for)**
Objective	Objective 1: quality of life - *people's quality of life is maximised by the support and services which they access, given their needs and aspirations, while ensuring that public resources are allocated efficiently.*
Rationale	This measures the satisfaction with services of carers of people using adult social care, which is self-reported through the SACE. Satisfaction is directly linked to a positive experience of care and support. Analysis of user surveys suggests that reported satisfaction with services is a good predictor of the overall experience of services and quality.
Definition	**Numerator**: In response to Question 4, those individuals who selected either 'I am extremely satisfied' or 'I am very satisfied'. **Denominator**: All those that responded to question 4. *Data source: Survey of Adult Carers in England*

Measure	**3B Proportion of carers who report that they have been included or consulted in discussion about the person they care for**
Objective	Objective 3: empowerment - information and advice - *individuals, their families and carers are empowered by access to good quality information and advice to have choice and control over the care they access, ensuring that people have a positive experience of care and support.*
Rationale	Carers should be respected as equal partners in the design of services for the people they care for - this improves outcomes both for the cared for person and the carer, reducing the chance of breakdown in care. This metric measures the extent to which carers feel they have been involved or consulted about the person they care for in the last 12 months.
Definition	**Numerator**: In response to Question 19, those individuals who selected the response ‘I always felt involved or consulted’ and ‘I usually felt involved or consulted’. **Denominator**: All those that responded to question 19. *Data source: Survey of Adult Carers in England*

Measure	**3C2 The proportion of carers who find it easy to find information about support**
Objective	Objective 3: empowerment - information and advice - *individuals, their families and carers are empowered by access to good quality information and advice to have choice and control over the care they access, ensuring that people have a positive experience of care and support.*
Rationale	This metric reflects carers’ experience of access to information and advice about social care. Information is a core universal service and a key factor in early intervention and reducing dependency. Improved and/or more information benefits carers and the people they support by helping them to have greater choice and control over their lives. This may help to sustain caring relationships through, for example, reduction in stress, improved welfare and physical health improvements. These benefits can only be fully realised where information is accessible, timely and meaningful for local populations.
Definition	**Numerator**: In response to question 17, those individuals who selected the response ‘very easy to find’ and ‘fairly easy to find’. **Denominator**: All those that answered question 17. *Data source: Survey of Adult Carers in England*

Measure	**5A2 The proportion of carers who reported that they had as much social contact as they would like**
Objective	Objective 5: social connections - *people are enabled by adult social care to maintain and where appropriate regain their connections to their own home, family, and community*.
Rationale	There is a clear link between loneliness and poor mental and physical health. A key element of the government's vision for social care is to tackle loneliness and social isolation, supporting people to remain connected to their communities and to develop and maintain connections to their friends and family. This metric will draw on self-reported levels of social contact as an indicator of social isolation for carers.
Definition	**Numerator**: In response to question 11, those individuals who selected the response 'I have as much social contact as I want'. **Denominator**: All those that answered question 11. *Data source: Survey of Adult Carers in England*