



Living in Lancashire Survey

Carers

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1. Executive summary

This wave of the Living in Lancashire panel looked at people who are carers for others and the support they need. The survey was sent by email or by post to all 2,474 members of the panel on 14 November. No reminder was sent and the fieldwork ended on 5 December 2014. In total, 1,549 questionnaires were returned, giving an overall response rate of 63%.

1.1. Key findings

- Around one in six respondents (16%) consider themselves to be carers.
- A small proportion of respondents (3%) give 50 or more hours of support to an adult per week.
- A quarter of those who are carers (25%) have been assessed by Social Services or another organisation.
- Nearly three-quarters of respondents who consider themselves to be carers (72%) don't receive any support in their caring role.
- Over two-fifths of respondents who consider themselves to be carers (44%) feel they don't need extra support to carry on in their caring role. Around half of respondents who consider themselves to be carers (52%) feel they do need extra support.
- Around a fifth of carers (21%) feel they need information and advice about the support available for carers and around a fifth (19%) feel they need an emergency care back-up scheme in case they can't carry out their caring role.
- Respondents who give 50 hours or more of support per week are more likely to feel they need an emergency care back-up scheme in case they can't carry out their caring role (38%).
- Two-fifths of carers who feel they need extra support (40%) say they don't consider themselves to be carers which stops them getting additional support.
- Around a third of carers who need extra support (32%) say they don't know what support or services are available or how to access them.
- Around a quarter of respondents who consider themselves to be carers and feel they need extra support (26%) say the person they care for doesn't want them to access any support.

1.2. Conclusions and recommendations

Around one in six respondents are carers. Assuming that the respondents are roughly representative of the Lancashire adult population this suggests that there are over 150,000 people in Lancashire who are caring for an adult with around 29,000 people supporting someone for 50 or more hours a week. The 2011 Census figures¹ showed that around 130,000 people aged 16 or over in Lancashire were unpaid carers and around 32,000 of those people gave 50 hours of care or more each week.

In April 2015, the Care Act will give new rights to carers including the right to have a carers' assessment to determine the impact caring is having on their life and whether they are eligible for support, such as a personal budget. A national campaign will let people know about the Care Act and the new rights for carers will be one of the key messages of this campaign. It is expected that this will mean that many more carers will come to the county council for an assessment in the future than do currently.

The county council is re-commissioning local carers services with a greater focus on them carrying out carers' assessments and providing information and advice about support available for carers. The county council should work with the carers services to help them to assess and support more carers.

Many of the respondents who identified themselves as carers say they have not been assessed by Social Services and many also say that they get no support in their caring role. While over two-fifths of carers say they don't need extra support, around half of respondents feel that they do need more support. In particular, carers feel they need more advice and information about what support is available to them and an emergency back-up scheme in case they can't carry out their caring role.

In 2012, a qualitative research project was carried out with carers to identify how information about support could be made available to people who are carers. The findings from this report were used to inform a campaign to promote the support available to carers. This campaign was repeated in October/November 2014 resulting in a 6% increase in referrals to carers services compared to the same period in 2013. The campaign could be repeated again in the future to continue to let carers know what support is available and how they can access the support. In addition to this, the carers services could carry out local campaigns to target carers.

An emergency back-up scheme for carers, Peace of Mind 4 Carers, is already available through the county council and currently supports over 6,000 carers. Carers can access this scheme through their local carers service. The county

¹ The 2011 Census asked whether respondents provided unpaid care to family members, friends, neighbours or others because of long-term physical or mental ill health or disability, or problems related to old age and for how many hours per week.

council should consider promoting this aspect of the carers services as this is something that carers feel particularly in need of.

Many respondents said they often don't think of themselves as carers and that this stops them from getting the support they need. The report from 2012 also identified this as an issue and the campaign aimed to help people identify themselves as carers and point them in the direction of support. Again, it may be useful to revisit this campaign in the future.

A significant proportion of respondents who feel they need more help say they don't get extra support because the person they care for doesn't want them to access support. Further research could be done to investigate why this is and how it can be overcome. The 2012 campaign suggested that one reason for this may be that the cared for person was concerned that by involving the county council they could be moved to a care home. Promoting access to support through the carers services rather than directly through the county council may help with this issue.

2. Introduction

Lancashire County Council has used Living in Lancashire regularly since August 2001 (formerly known as Life in Lancashire). A panel of willing participants is recruited and is approached on a regular basis to seek their views on a range of topics and themes. Panel members are voluntary participants in the research they complete and no incentives are given for completion.

The panel has been designed to be a representative cross-section of the county's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also provides data at a number of sub-area and sub-group levels.

Each wave of Living in Lancashire is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning ie the views of panel members become too informed with county council services to be representative of the population as a whole.

3. Research objectives

The objective of this survey is to look at people's views about carers and to help the county council understand the potential impact on demand from carers due to the Care Act. Questions looked specifically at:

- how many hours, if any, people spend caring for an adult each week;
- how carers are supported; and
- what extra support carers feel they need.

4. Methodology

This wave of Living in Lancashire was sent to 2,474 members of the panel on 14 November. No reminder was sent and the final closing date was 5 December 2014.

The survey was conducted through a postal questionnaire and an online version of the same questionnaire. The postal questionnaire was sent to 1,876 members and the online questionnaire was emailed to 598 members.

In total, 1,549 questionnaires were returned, giving an overall response rate of 63%.

The data set is weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 948, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

4.1. Limitations

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 + / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1,000	3%	3%	2%
1,500	3%	2%	2%

On a question where 50% of the people in a sample of 1,000 respond with a particular answer, the chances are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

The following table shows what the percentage differences between two samples on a statistic must be greater than, to be statistically significant.

Size of sample A	Size of sample B	50/50 + / -	30/70 + / -	10/90 + / -
100	100	14%	13%	8%
100	200	12%	11%	7%
500	1,000	5%	5%	3%
1,500	1,500	4%	3%	2%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, where the size of sample A and sample B is 1,000 responses in each and the percentage result in each group you are comparing is around 50% in each category, the difference in the results needs to be more than 4% to be statistically significant. This is to say that the difference in the results of the two groups of people is not due to chance alone and is a statistically valid difference (eg of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg age, gender, disability, ethnicity, geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report.

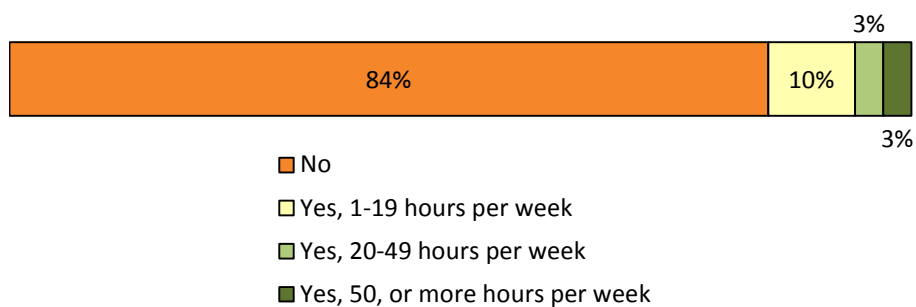
In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

5. Main research findings

Panel members were asked if they considered themselves to be carers of anyone who is an adult (aged 18 and over) and, if so, what level of support they provide. Respondents were asked not to include anything they do as part of their paid employment.

Around one in six respondents (16%) consider themselves to be carers. A small proportion of respondents (3%) give 50 or more hours of support per week.

Chart 1 - Do you consider yourself to be a carer of anyone who is an adult and, if so, what level of support do you normally provide?



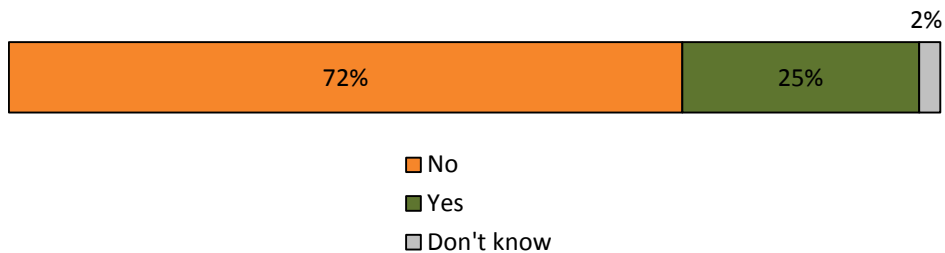
Base: all respondents (unweighted 1,413, weighted 970)

Respondents aged 45-59 are more likely to consider themselves to be carers of an adult (19% give at least 1 hour of support per week), while respondents aged 60 and over are more likely to give 50 or more hours of support per week (6%).

Panel members who consider themselves to be carers were then asked if their needs have been assessed by Social Services or another organisation, such as a carers service or voluntary organisation.

Of those respondents who consider themselves to be carers, a quarter (25%) have been assessed by Social Services or another organisation.

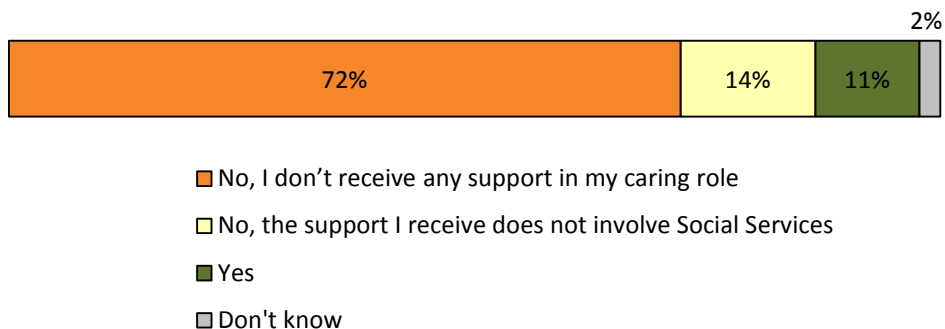
Chart 2 - Have your needs as a carer been assessed by Social Services or another organisation, such as a carers service or a voluntary organisation?



Base: respondents who consider themselves to be carers (unweighted 247, weighted 154)

Nearly three-quarters of respondents who consider themselves to be carers (72%) don't receive any support in their caring role. Around one in ten respondents who consider themselves to be carers (11%) are supported by Social Services while around one in seven (14%) receive support that doesn't involve Social Services.

Chart 3 - Are you supported by Social Services, or do you receive services funded by Social Services, to help you in your role as a carer?

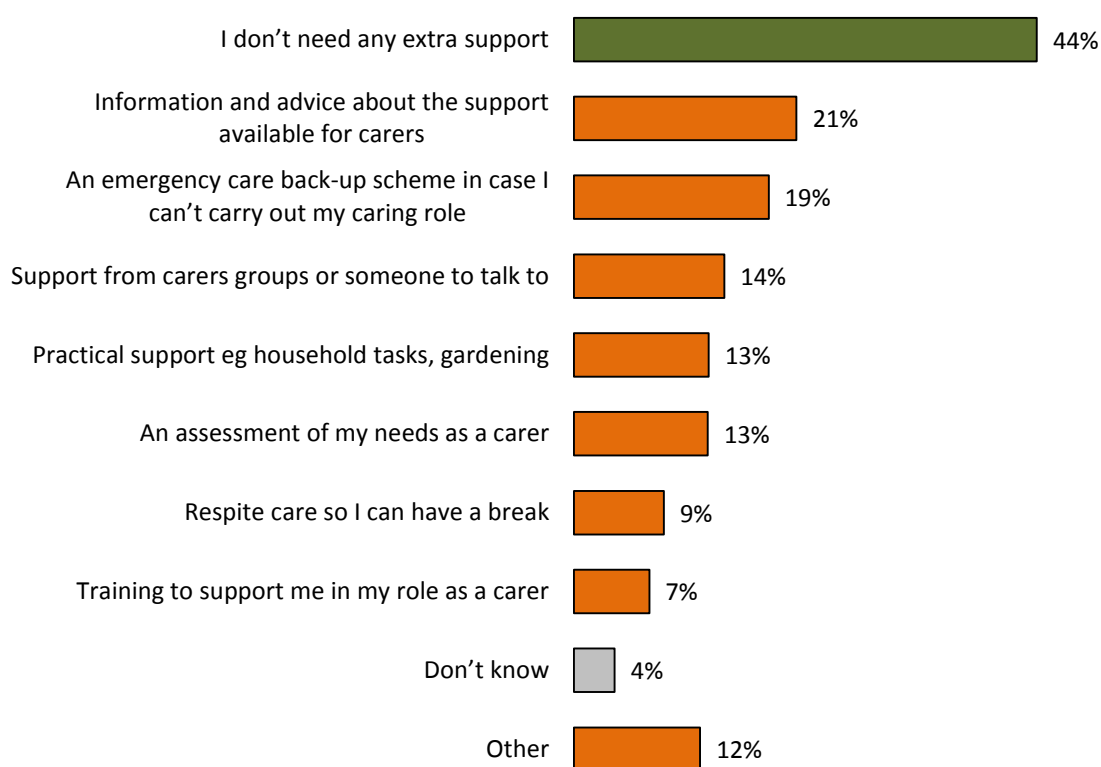


Base: respondents who consider themselves to be carers (unweighted 245, weighted 153)

Respondents who consider themselves to be carers were then asked what types of extra support or services they feel they need to continue as a carer.

Over two-fifths of respondents who consider themselves to be carers (44%) say they don't need any extra support. Around a fifth of carers (21%) feel they need information and advice about the support available for carers and around a fifth (19%) feel they need an emergency care back-up scheme in case they can't carry out their caring role.

Chart 4 - What, if any, types of extra support or services do you feel you need to enable you to continue in your role as a carer?



Base: respondents who consider themselves to be carers (unweighted 246, weighted 153)

Respondents who consider themselves to be carers and don't have a disability are more likely to say they don't need any extra support (60%).

Respondents who give 50 hours or more of support per week are more likely to feel they need an emergency care back-up scheme in case they can't carry out their caring role (38%) and practical support eg household tasks and gardening (28%). Respondents who give 20-49 hours of support per week are more likely to feel that they need an assessment of their needs as a carer (33%).

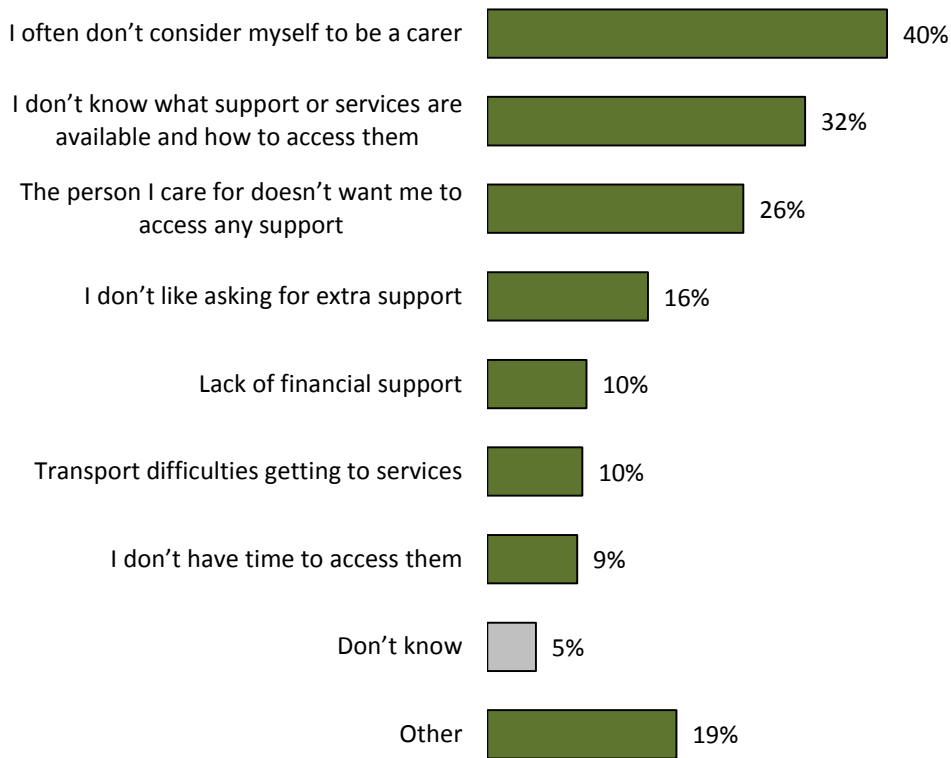
The following groups of respondents who consider themselves to be carers are more likely to feel they need support from carers groups or someone to talk to:

- respondents aged 25-44 (20%);
- respondents who are disabled (21%);
- respondents who are not in employment (26%); and
- respondents who rent their accommodation from a council or housing association (31%).

Respondents who consider themselves to be carers and said they need extra support or services to continue as a carer were then asked what, if anything, is stopping them getting additional support or services.

Two-fifths of carers who feel they need extra support (40%) say they often don't consider themselves to be a carer. Around a third of carers who need extra support (32%) don't know what support or services are available or how to access them. Around a quarter of respondents who consider themselves to be carers and feel they need extra support (26%) say the person they care for doesn't want them to access any support.

Chart 5 - What, if anything, is stopping you getting additional support or services?



Base: respondents who consider themselves to be carers and feel they need extra support to continue in their role as carer (unweighted 152, weighted 94)

Carers who feel they need extra support and are disabled are more likely to say that transport difficulties stop them getting additional support or services (16%). Carers who feel they need extra support and are not in employment are more likely to say that lack of financial support stops them getting additional support or services (25%).

6. Conclusions and recommendations

Around one in six respondents are carers. Assuming that the respondents are roughly representative of the Lancashire adult population this suggests that there are over 150,000 people in Lancashire who are caring for an adult with around 29,000 people supporting someone for 50 or more hours a week. The 2011 Census figures² showed that around 130,000 people aged 16 or over in Lancashire were unpaid carers and around 32,000 of those people gave 50 hours of care or more each week.

In April 2015, the Care Act will give new rights to carers including the right to have a carers' assessment to determine the impact caring is having on their life and whether they are eligible for support, such as a personal budget. A national campaign will let people know about the Care Act and the new rights for carers will be one of the key messages of this campaign. It is expected that this will mean that many more carers will come to the county council for an assessment in the future than do currently.

The county council is re-commissioning local carers services with a greater focus on them carrying out carers' assessments and providing information and advice about support available for carers. The county council should work with the carers services to help them to assess and support more carers.

Many of the respondents who identified themselves as carers say they have not been assessed by Social Services and many also say that they get no support in their caring role. While over two-fifths of carers say they don't need extra support, around half of respondents feel that they do need more support. In particular, carers feel they need more advice and information about what support is available to them and an emergency back-up scheme in case they can't carry out their caring role.

In 2012, a qualitative research project was carried out with carers to identify how information about support could be made available to people who are carers. The findings from this report were used to inform a campaign to promote the support available to carers. This campaign was repeated in October/November 2014 resulting in a 6% increase in referrals to carers services compared to the same period in 2013. The campaign could be repeated again in the future to continue to let carers know what support is available and how they can access the support. In addition to this, the carers services could carry out local campaigns to target carers.

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A significant proportion of respondents who feel they need more help say they don't get extra support because the person they care for doesn't want them to access support. Further research could be done to investigate why this is and how it can be overcome. The 2012 campaign suggested that one reason for this may be that the cared for person was concerned that by involving the county council they could be moved to a care home. Promoting access to support through the carers services rather than directly through the county council may help with this issue.

7. Appendix 1: Socio-economic group definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded as A, B, C1, C2, D and E.

Group A

- Professional people, very senior managers in business or commerce or top-level civil servants.
- Retired people, previously grade A, and their widows.

Group B

- Middle management executives in large organisations, with appropriate qualifications.
- Principal officers in local government and civil service.
- Top management or owners of small business concerns, educational and service establishments.
- Retired people, previously grade B, and their widows.

Group C1

- Junior management, owners of small establishments, and all others in non-manual positions.
- Jobs in this group have very varied responsibilities and educational requirements.
- Retired people, previously grade C1, and their widows.

Group C2

- All skilled manual workers, and those manual workers with responsibility for other people.
- Retired people, previously grade C2, with pensions from their job.
- Widows, if receiving pensions from their late partner's job.

Group D

- All semi-skilled and unskilled manual workers, and apprentices and trainees to skilled workers.
- Retired people, previously grade D, with pensions from their late job.
- Widows, if receiving pensions from their late partner's job.

Group E

- All those entirely dependent on the state long term, through sickness, unemployment, old age or other reasons.
- Those unemployed for a period exceeding six months (otherwise classified on previous occupation).
- Casual workers and those without a regular income.