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**Survey for people who have used Adult Social Work services**

# What do we want you to do?

**Have your say! Help improve Social Work for Adults in England**

Who should take part in this survey?

You should take part in this survey if you or someone you care for has received advice or help from a social worker.

Why do we want to hear from you?

We want to understand people’s questions about social work to help us think about the type of research that needs to happen in the future.

By telling us what you think, we can help make sure that research answers the questions that matter to you.

Please take part if

* You are an adult (aged 18 or over) AND you have a social worker OR you have been in contact with social workers in England
* OR you are a family member or informal carer (including young carers) of the above.

If you know other people who fit into these groups, please tell them about the survey so they can complete it too.

You may want to talk to someone who can help you fill in this survey.

If you are part of a group, you might want to talk about the survey together and answer the survey together as a group.

Why is this survey important?

This survey will help us to find out the areas where more research on social work is needed. This will help us understand what works best for different people, including people living with mental health problems, with learning disabilities, physical disabilities and for older people. The Chief Social Worker for Adults in the Department of Health set up this process.

When you answer the questions, please write as much or as little as you like. If you need help to do this please ask someone to support you. We will treat all answers confidentially – we will not share your personal details with anyone and no one will know it is you who has sent in the questions.

Here are some of examples of the types of questions or comments you might have. Remember, these are just examples. Please say what YOU want to say.

*My social worker didn’t change our care package although my wife had developed another health problem. How can social workers be more flexible when your circumstances change?*

*My husband has dementia and the social worker only talks about what’s happening with him and not how I’m managing. I thought social workers were supposed to find out what would help me as a carer but she never does. Am I just unlucky or do all social workers not pay attention to carers?*

*The social worker talked with me in a different way to the police and I felt really listened to – what happened next worked really well.*

We are not looking for questions about social work with children and families, social work education or training, wider adult social care, housing or general NHS healthcare.

# Your comments or questions

Please think about when you, or someone you care for, has been given advice or help from a social worker. What questions or comments, if any, do you have about the following?

Remember, all answers are anonymous. By taking part in this survey you are agreeing that we can use and may publish some of your questions but NO ONE WILL KNOW THAT IT IS YOU WHO HAS ASKED THESE QUESTIONS. If you run out of space please continue on a separate sheet.

1. What did the social worker do that worked well?

1. **What could the social worker have done differently or better?**

1. **Is there anything else you would like to tell us about when you, or someone you care for, had advice or help from a social worker?**

We’re sorry, we hope you understand that we can’t respond to individual questions or concerns about adult social work. If you need further information or support, please contact your local council or local branch of Citizen’s Advice.

# Some questions about you

We would like to know a little about you, to help us to make sure that we hear from a wide range of people. These answers are confidential and the results of this project will not say who you are. The answer to the questions about you will not be shared with anyone else.

Which of the following best describes you? (Please tick one box) \**Required*

□ I am a service user who is in contact with adult social work services or has been in the past

□ I am a carer or family member of someone who has been in contact with adult social work services

□ I am completing this on behalf of a group of people

□ Other (if you have ticked this, please write what best describes you on the lines below)

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Where do you usually live? (Please tick one box)

□ North East England

□ North West England

□ Yorkshire and Humber

□ East Midlands

□ West Midlands

□ East of England

□ London

□ South East of England

□ South West of England

□ Other (if you have ticked this, please write the area where you usually live on the line below)

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Which best describes your gender? (Please tick one box)

□ Male

□ Female

□ I prefer to use my own term

□ I prefer not to say

How old are you? (Please tick one box)

□ 13 or under

□ 14 – 17

□ 18 – 24

□ 25 – 34

□ 35 – 44

□ 45 – 54

□ 55 – 64

□ 65 – 74

□ 75 – 84

□ 85+

□ Prefer not to say

If it is easier for you, please just write your age in here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Which of the following best describes your ethnic group? (Please tick one box)

□ White

□ Mixed/multiple ethnic groups

□ Asian/Asian British

□ Black/African/Caribbean/Black British

□ Other ethnic group

□ Prefer not to say

# If you have completed this survey as part of a group, please tell us more about your group *(but please ignore this question if you have not completed the survey as part of a group)*

How many people are you completing this survey with? \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where is your group based? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

And what kind of group is it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Would you like to hear more from us?

# Would you like to hear about the progress of this project and the results? \* Required

# □ Yes

# □ No

# How to contact you

# If you have agreed above that you would like to hear more about the progress of this project and the results, please write your contact details below so that we can give you more information occasionally throughout the project and when we finish.

# Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Post address if you would prefer us to contact you by post: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# How we will keep your information safe

By taking part in this survey you are agreeing to us publishing your questions, but without anyone knowing who asked them. We comply with the Data Protection Act when we hold and use any personal information that you have given us (for example your age or gender or your address if you have given it). We will keep your information safe. Any personal information that you have given us will only be used in this project and nowhere else.

We will not pass your details to any third party and you can ask us to remove your details from our database at any time.

Do you agree to your personal information (for example your age or gender or address if you have given it) being used in the way we have written about above? (Please tick one box) \* *Required*

□ Yes, I agree to my personal information being used in the way you have written about above

□ No, I do not agree to my personal information being used in the way you have written about above

**Thank you for taking the time to complete this survey. When you have finished please post it to (you won’t need a stamp):**

Caroline Whiting

James Lind Alliance

NETSCC, Alpha House

FREEPOST RTHT-TBHY-ZJJR

Highfield

Southampton SO16 7NS

**Please help us by passing details of the survey and the project website to anyone else who might be interested.**

**There is a similar survey aimed at social workers to find out what their questions are. You can find this at** [**www.bit.ly/ASWresearch**](http://www.bit.ly/ASWresearch)

For any further information about this Priority Setting Partnership, please see [www.bit.ly/ASWresearch](http://www.bit.ly/ASWresearch), call 023 80 595489 or email jla@southampton.ac.uk