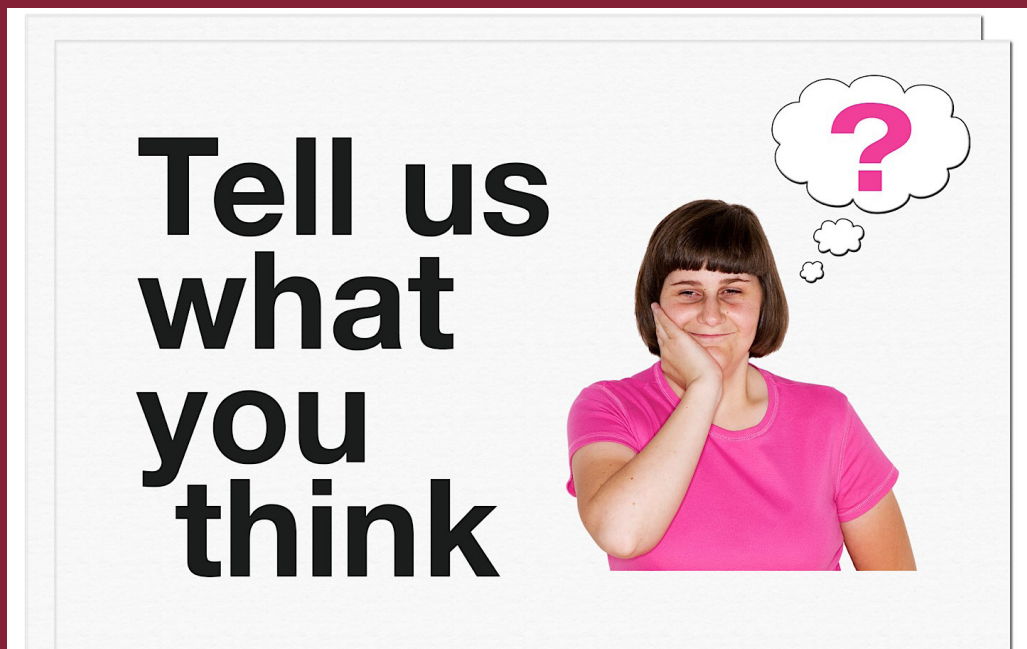


Have your say! Help improve Social Work for Adults in England



Easy Read Questionnaire



Who should take part in this survey?

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

Why do we want to hear from you?



We want to find out exactly what people want to know and what they think about social work.



We need to know what research needs to be done in the future.



By telling us what you think, we can help make sure that future research answers any questions you have.



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 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 ask someone to help you fill in this survey.



Why is this survey important?

This survey will help us to find out where we need to do more research on social work.



This will help us understand what works best for different people, including:

- People with Mental health issues
- People with Learning disabilities
- People with Physical disabilities
- Older people



The Chief Social Worker for Adults in the government's Department of Health set up this process.



When you answer the questions, please write as much as you like. If you need help to do this, please ask someone to support you.



We will treat all answers confidentially – this means **we will not share your personal details with anyone.**



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.

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

Social workers help people with problems. They help them get access to care and support, be safe, and get on with their lives as much as possible. They work with people in a big range of areas such as mental health, disabilities, child protection, child and family support, older people, end of life care and illnesses.

**1. What did the social worker do that worked well?
For example:**



- The social worker spoke to me in a different way to the police and she really listened to me. What happened next worked really well because of that.

Remember, this is just an example. Please say what you want to say.



2. What could the social worker have done differently or better? For example:

- Could have given me more support by...
- She could have worked together with me better by...



3. Is there anything else you would like to tell us about getting advice or help from a social worker?



We're sorry, but we cannot answer single questions or concerns about adult social work. If you need more information or support, please contact your local council or local Citizen's Advice Bureau.

Some questions about you:



This will help us to make sure we hear from a wide range of people. These answers are confidential and the results of this project will not say who you are.



Are you completing this questionnaire alone or as a pair or group? (Please tick one box)

Alone

With someone else or in a group



If you answered with someone else or in a group, please tell us how many people are in your group:

Number of people

Name of group _____

Where is your group based? _____

If you are not answering the questions with a group, please complete these:



Have you used or been in contact with adult social work services? (Please tick one box):

Yes

No



Are you a carer of someone who uses adult social work services? (Please tick one box):

Yes

No



If you said no to the previous two questions, please describe who you are.



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



What is your gender? (please tick one box):

Male

I prefer to use my own term

Female

I prefer not to say



What is your ethnic background? (Please tick one box):

White

Mixed ethnic groups

Asian/Asian British

Black/African/Caribbean/Black British

Other ethnic group

I prefer not to say



What is your age? (Please tick one box):

13 or under

85+

14-17

I prefer not to say

18-24

25-34

35-44

45-54

55-64

65-74

75-84



Next steps: Would you like to hear more about the project and results?

Yes

No

If you answered 'yes' to the above question, please write your contact details below so that we can give you more information.



Contact details (please only complete if you would like to hear more from us)

Name:

Email Address

Postal Address



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 it is you that asked them.



We go by the Data Protection Act when we hold and use your personal information.



We will keep your information safe. Any personal information that you give will only be used in this project and nowhere else. You can ask us to take your details away from our database at any time.



Please tick:

I agree to my personal information being used

I do not agree to my personal information being used

Thank you for taking the time to complete this survey. Please help us by passing details of this survey to anyone who might be interested. There is a similar survey aimed at people who provide adult social work services.

Please submit your responses by 14th January 2018



Please return this survey to **(NO STAMP NEEDED)**: Caroline Whiting, James Lind Alliance, NETSCC, Alpha House, FREEPOST, RTHT-TBHY-ZJJR, Highfield, Southampton SO16 7NS



This easy read booklet was created by Speakup for the James Lind Alliance. Sept 2017.



Graphics by photosymbols