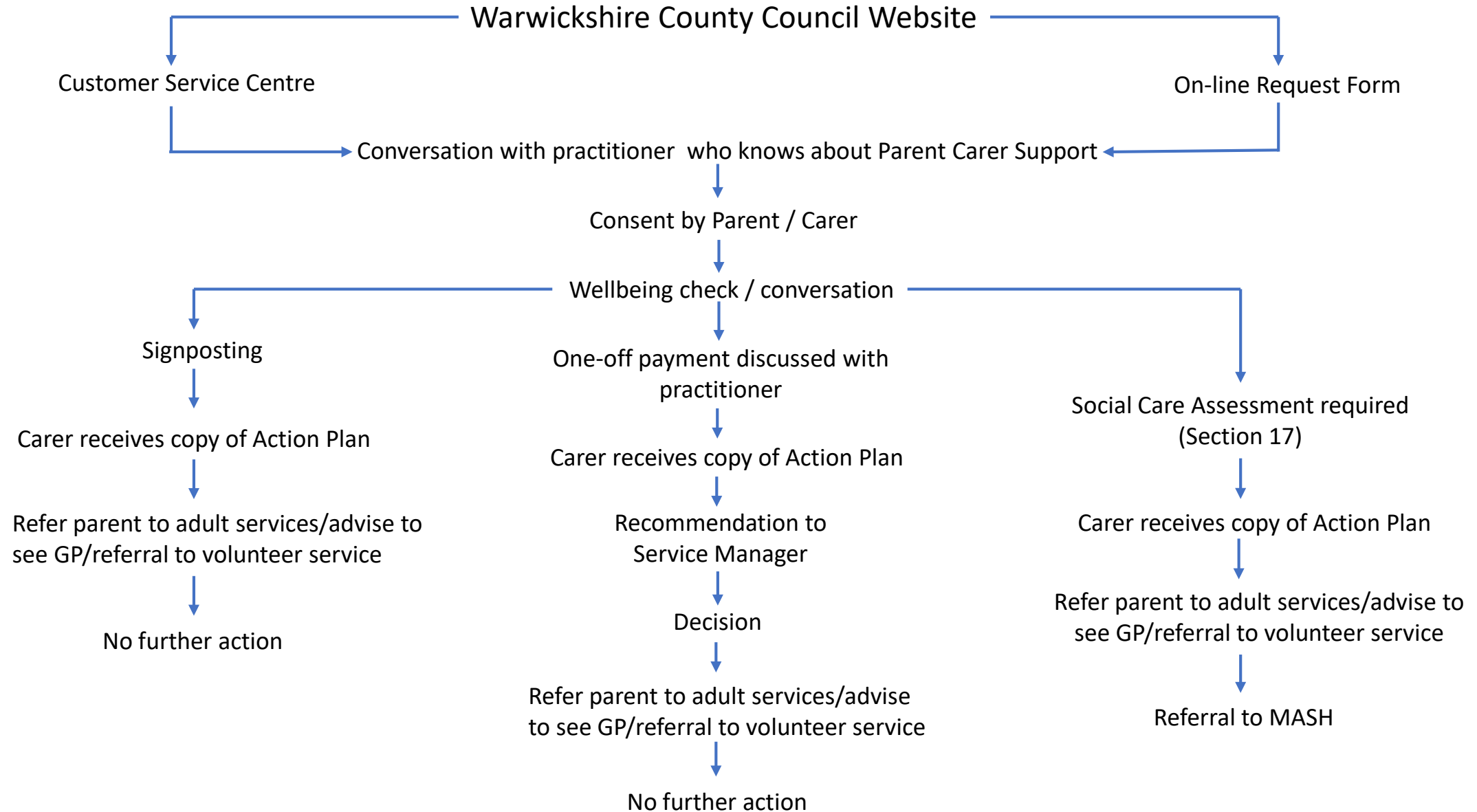


Proposed Parent Carer Support Pathway

Parent Carers with a disabled child or young person (under 18yrs of age)



EQUALITY IMPACT ASSESSMENT (EIA)

Parent Carer Assessment Pathway

Service/policy/strategy/practice/plan being assessed	Parent Carer Assessment Pathway
Business Unit/Service Area	Communities – Children with Disabilities (Social Care)
Is this a new or existing service/policy/strategy/practice/plan? <i>If an existing service/policy/strategy/practice/plan please state date of last assessment</i>	Existing Practice Unknown when last EIA was completed
EIA Review team – list of members	Matt Greenhalgh (Service Manger CWD) Jo Boyes (Project Manager) Keira Rounsley (Senior EDI Advisor)
Do any other Business Units/Service Areas need to be included?	Adults Social Care
Date of assessment	05.12.2019

<p>Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and/or employees?</p> <p><i>If yes please let your Assistant Director and the Customer Relations Team know as soon as possible</i></p>	<p>A complaint is likely as the current Pathway and outcomes (Financial Award) has been in place for a number of years without review. The intention of the new Parent Carer Support Pathway is not to reduce the support available but to make the support the right type of support and not just a financial award which in many cases has never then been used for the intended purpose / outcome. For some service users this change may cause some unhappiness as they have become very used to receiving an ongoing / open ended financial award with no review.</p>
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Details of service/policy/strategy/practice/plan

Scoping and Defining	
<p>(1) What are the aims, objectives and outcomes of the service/policy/strategy/practice/plan ?</p>	<p>To redesign the Parent Carer Assessment Pathway.</p> <p>To rename the pathway to Parent Carer Support Pathway.</p> <p>To move the focus from Assessment and a point scoring process to one that is based on a well-being conversation and meeting need with targeted and focused support.</p> <p>To reduce the stages of the Pathway (from 14 to 4 / 5) so that support can be offered in a more timely manner.</p>

	<p>To actively promote the Parent Carer Support Pathway so that more parent carers have the opportunity to access support.</p> <p>To align (where possible) the Parent Carer Support Pathway with the adult carers pathway so that when young people transition into adult services the Parent Carers receive a seamless service.</p>
(2) Who are the customers?	<p>Parent Carers, within the Warwickshire Local Authority boundary whose children are:</p> <p>Under the age of 18yrs</p> <p>Disabled</p> <p>And for whom the parent carer has legal parental responsibility for</p>
(3) How has equality been considered in the development or review so far?	<p>The Parent Carer Support Pathway relates to parent carers whose child is under the age of 18yrs and are defined as being disabled. The Parent Carers themselves may have a range of needs – physical / emotional health, age, disability etc. Throughout the development of the proposed new Pathway the working group, which has included a survey by parent carers and a workshop with parent carers, equality has been considered throughout to ensure that no one is disadvantaged by the proposed pathway. We believe, supported by the general feedback given by parent carers, that the proposed pathway will enable all parent carers to access the right support at the right time via a simplified Pathway that is based on a well-being conversation and not the need to tick certain boxes / meet a criteria.</p>

<p>(4) What is the reason for the change/development?</p>	<p>The current Pathway has not been reviewed or updated for a significant period of time.</p> <p>It is agreed by Parent Carers and Professionals that the current Pathway is no longer fit for purpose.</p> <p>The Current Pathway is lengthy and unclear for professionals and Parent Carers alike.</p> <p>The Outcomes within the current Pathway are very narrow with a financial award the only outcome.</p> <p>Currently to access a Parent Carer assessment the route is via MASH. This is not a good use of resource and results in some parent carers not requesting an assessment and others being rejected as the duty on the Local Authority is not widely known or understood.</p> <p>To provide Parent Carers with targeted and focused support.</p> <p>For the Pathway to be effective and responsive to need at a given point in time.</p> <p>To ensure an equal playing field in the use of public funds.</p>
<p>(5) How does it fit with Warwickshire County Council's wider objectives?</p>	<p>To be Efficient – To reduce the Pathway from 15 steps (current) to 4/5 (proposed).</p> <p>To be Integrated – The proposed Pathway is aligned to the adult carers Pathway (where possible) to ensure that the service user experience is seamless as young people transition from children to adult services.</p> <p>To make best use of Technologies – The proposed Pathway offers Parent Carers the opportunity to request a well-being conversation via an on-line form (this is not</p>

	currently available). The on-line information for sign posting etc. will be improved so that Parent Carers get the information they need in a clear and concise manner (following the three click rule).
(6) Why might it be important to consider equality and the protected characteristics?	<p>The Parent Carer Support Pathway is in direct relation to supporting Parent Carers who have a disabled child.</p> <p>Parent Carers will naturally hold several different protected characteristics, therefore it's essential that we consider the impact of this change on all protected characteristics before making a final decision; to not only ensure the support pathway is inclusive and accessible, but also the consultation process to enable everyone the opportunity to take part and have their voice heard.</p> <p>As a Public Sector organisation, under the Public Sector Equality Duty we must also have 'due regard' to the need to:</p> <ul style="list-style-type: none"> • eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act. • advance equality of opportunity between people who share a protected characteristic and those who do not. • foster good relations between people who share a protected characteristic and those who do not.
Information Gathering	

(7) What sources of data have you used?	Initial survey with Parent Carers Workshop with Parent Carers Financial analysis between March and October 2019
(8) What does the data you have tell you about your customers and about protected equality groups?	Nothing significant or of concern. Parent Carers across Warwickshire have diverse needs that are assessed as part of the current Pathway. The proposed Pathway strengthens the positive practice of taking a person-centred approach and tailoring support to meet individual need.
(9) What do you need to know more about?	Potential and actual impacts on those with different protected characteristics.
10) How could you find this out and who could help you?	The public consultation will be mainly hosted on Ask Warwickshire, our on-line platform. We will also provide paper-based questionnaires and the information in an alternative format and / or language on request.
Engagement and Consultation	
(11) Who have you consulted with from protected equality groups?	Parent Carers from across Warwickshire via a survey facilitated by the Warwickshire Parent Carer Forum.

(12) Who else could you consult with?	Additional Parent Carers through public consultation. As part of the public consultation, the diversity data of respondents will be collected to ensure we've reached and heard from all groups / communities.
(13) Who can help you to do this?	Lucy Rumble, Strategic Consultation and Engagement Lead
Monitor and Evaluate	
(14) How will you monitor and evaluate the service/policy/strategy/practice/plan?	<p>From implementation – June 2020</p> <p>Review after 3 months – Sept 2020: On-line activity / number of Well-Being conversations undertaken / Outcomes achieved (client level data) / Customer feedback</p> <p>Review after 6 months – Dec 2020: As above for 3 months + Focus group with Parent Carers to review the new Pathway</p> <p>Review After 12 Months – June 2021: As above for 6 month Review</p> <p>Post June 2020: Business as normal model</p>

(15) Analysis of impact and potential actions:				
Protected characteristics from the Equality Act 2010	What do you know? Summary of data about/feedback from your service-users and/or staff	What does this mean?		What can you do? All potential actions to: <ul style="list-style-type: none"> • Eliminate discrimination/mitigate negative impact • Advance equality of opportunity • Foster good relations
		Positive impacts identified (actual and potential)	Negative impacts identified (actual and potential)	
Age	Parent Carers across Warwickshire cover a broad age range from 20 to 80 years of age	There is a broad spectrum of ages, providing lived experience at different stages of life	It is anticipated that the older generation are less likely to feel confident with using online services and / or have easy access	<p>Maintain a limited phone and paper service specifically for those who are unable to use the on-line service and / or have no internet access.</p> <p>Regarding the consultation itself, paper versions of the questionnaire and all information will be made available in required formats on request.</p>

Disability	Parent Carers across Warwickshire may have a disability that impacts on their caring responsibilities	The lived experience gives a nice knowledge base of how best to meet Parent Carer needs	Resources available to meet the needs of parent carers who have a disability are limited	<p>Ensure that all parent carers, regardless of a disability, have the same opportunities to receive the right support at the right time.</p> <p>Subject the on-line process and information to the access standards required to ensure it is as accessible as possible. Where this may not be accessible for individuals due to the nature of their disability, we will maintain a limited phone and paper service and make reasonable adjustments where required.</p> <p>Regarding the consultation itself, paper versions of the questionnaire and all information will be made available in required formats on request.</p>
Sex	Parent Carers across Warwickshire are both male and female. The data shows that females are statistically more likely to be the main carer	None identified	None identified	To be monitored and reviewed as part of the consultation process.

Race	Parent Carers across Warwickshire are a diverse cultural mix with the majority being White British	Reducing the Pathway from 15 steps (current) to 4/5 (proposed) will make the process simpler and easier to understand	Whilst the majority are White British, there may be a percentage of Parent Carers who don't have English as their first language	Communications and instructions to be delivered in simple, plain English to address any potential language barriers. Alternative language provision made available on request.
Religion or belief	Parent Carers across Warwickshire are a diverse cultural mix	None identified	None identified	Take into consideration any religious festivals / holidays when planning consultation activities to enable all religious groups to partake.
Gender Reassignment	No available data, relevant to this project	None identified	None identified	To be inclusive of all genders we will ensure we use gender neutral language.
Pregnancy and Maternity	No available data, relevant to this project	None identified	None identified	To be monitored and reviewed as part of the consultation process.


Sexual orientation	No available data, relevant to this project	None identified	None identified	To be monitored and reviewed as part of the consultation process.
Marriage and Civil Partnership (Note: only in relation to due regard to eliminating unlawful discrimination)	No available data, relevant to this project	None identified	None identified	To be monitored and reviewed as part of the consultation process.

(16) Outcomes of Equality Impact Assessment		
Action	Timescale	Responsibility
Ensure that the support outcomes for all Parent Carers regardless of any protected characteristics. To gather information / data over the first	Sept 2020	Project Lead – Service Manager Children with

3 months of the new Pathway to ensure that all identified needs are being met appropriately.		Disabilities
Maintain a limited phone and paper service specifically for those who are unable to use the on-line service and / or have no internet access.	April 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Ensure paper versions of the questionnaire and all information is made available in required formats on request as part of the consultation process.	June/July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Subject the on-line process and information to the access standards required to ensure it is as accessible as possible.	April 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Communications and instructions to be delivered in simple, plain English to address any potential language barriers.	Jan 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Alternative language provision made available on request.	June 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager

Take into consideration any religious festivals / holidays when planning consultation activities to enable all religious groups to partake.	April 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Ensure we use gender neutral language.	Jan 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Monitor and review the EIA in response to outcomes of the public consultation process.	7 th Feb 2020	Project Lead – Service Manager Children with Disabilities Project Manager

Date of Next Review	October 2020
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Name and signature of Officer completing the EIA	Matt Greenhalgh
Name and signature of Assistant Director	Ian Budd
Name and signature of Directorate Equalities Champion	

If you would like any equalities support or advice on this completed document, please contact the Equalities Team on 01926 412370 or equalities@warwickshire.gov.uk

NEXT STEPS ONCE COMPLETED:

- 1. Go to File – Rename, and enter a new document name (e.g. Title of the EIA followed by - EIA)**
- 2. Go to Share (top right hand corner) Add Assistant Director and the Directorate Equalities Champion with ‘can edit’ option to gain their signatures and for recording purposes**
- 3. Once signed off, ensure the completed EIA is saved in a secure place**

1. Consultation Findings - Summary

- 1.1 The majority of respondents to the survey were parent carers and of these the majority were female.
- 1.2 Fewer responses were received from both North Warwickshire Borough and Rugby Borough.
- 1.3 Just over half of respondents had heard about the current Parent Carer Assessment.
- 1.4 Around 40% of respondents either strongly agreed or agreed with the proposed change of name from Parent Carer Assessment to Parent Carer Support Pathway. However, roughly the same number were neutral and a further 20% disagreed with the name change suggesting some ambivalence about the name.
- 1.5 Just over half of respondents indicated they thought the proposed Parent Carer Support Pathway was easy to understand. However, one in three respondents disagreed.
- 1.6 Preferences for finding out about support for parent carers were strongest for direct from WCC website and other organisations/charities. Other suggestions made by respondents included other health, education and local authority sources as well as named charities/support groups locally. More proactive measures for offering support to parent carers were also mentioned.
- 1.7 Half of respondents thought it was clear who could request a Wellbeing Conversation from the material provided to them. However, a third did not think it was clear and the remainder were unsure/didn't know indicating some uncertainty from respondents about the clarity. A number of reasons why it was not clear were given by respondents including clarity about who counted as a parent carer, concern about awareness of the process by parent carers and the material provided was difficult to understand.
- 1.8 Over half of respondents either strongly agreed or agreed that the new process would enable parent carers to make contact easily. However, around 45% either disagreed or were neutral about the ease with which parent carers would make contact.
- 1.9 Around 55% of respondents agreed that the proposed Wellbeing Conversation would enable parent carers to communicate their support needs. As with a number of previous questions there were relatively high levels of uncertainty with a sizable proportion of respondents (25%) selecting the neither agree or disagree option while the remainder disagreed.

- 1.10 Around half of respondents strongly agreed or agreed that the proposed Wellbeing Conversation would identify and understand parent carer support needs. Almost a third of respondents were uncertain and opted to neither agree nor disagree.
- 1.11 Just under a third of respondents either strongly agreed or agreed that parent carers will be comfortable discussing their wellbeing needs. A further third neither agreed or disagreed and the remainder (35%) either strongly disagreed or disagreed with the statement.
- 1.12 Almost 40% of respondents either strongly agreed or agreed that the Wellbeing Conversation would be more person centred than the current assessment process. However, almost the same proportion neither agreed or disagreed while just over 20% either strongly disagreed or disagreed with the statement
- 1.13 A lower proportion of respondents (28%) either agreed or strongly agreed that parent carers will get access to support more quickly – as with previous questions, there were noticeably high (almost 40%) levels of ‘neither agree or disagree’ – respondents were generally unwilling to commit to the idea that outcomes would clearly be improved through the new process.
- 1.14 Levels of support for the proposed outcomes of the Wellbeing Conversation were generally high at between 78% and 81.7%. Suggestions for other types of support included access to specialist services and wider wellbeing services.
- 1.15 There was generally high levels of support for parts of the Parent Carer Support Pathway relating to the inclusion of a review process and no restrictions on the number of times a parent carer could access a Wellbeing Conversation. However, agreement levels were much lower for those statements which sought agreement from respondents that the process would be more easily accessible and meet their needs in a targeted and focused way.
- 1.16 When asked about the positive impacts of the proposed Parent Carer Support Pathway, respondents did indicate they thought the process should be easier to access and possibly offer a wider range of support. There was a hope that the experience of requesting help would be kinder emotionally on parent carers and less stigmatising. However, caution was also expressed that much of this hinged on the process being implemented appropriately including being properly funded and provision made for staff training to deliver the new pathway sensitively.
- 1.17 When asked about potential negative impacts of the new process, respondents highlighted the difficulties of asking for help as a parent carer and the need to understand the context in which parent carers were operating – limited time, money and energy to access support even when it existed. Some respondents questioned the availability of services to which parent carers might find themselves ‘signposted’, highlighting the often-stretched nature of these local support groups. Again, the role of staff or ‘skilled practitioners’ was considered crucial to the success of the new pathway.

- 1.18 There was a clear body of respondents who remained unconvinced by the proposed changes and much of this appeared to be based on unsatisfactory experiences of the current system. Conversely, poor experiences by some respondents of the current system appeared to have left them with the view that almost anything had to be an improvement.
- 1.19 There was support for the proposed changes and introduction of the new Parent Carer Support Pathway. However, relatively high levels of 'neutral' responses to many questions along with the caveats to support when asked to comment, suggest respondents were unwilling to be drawn fully on whether the proposed new pathway would deliver improved outcomes for parent carers.
- 1.20 Three direct responses (via email) were received during the consultation period outside of the survey. Comments were similar to the survey responses, in that:
- There was an acknowledgement that change to current process was required
 - Parents felt under scrutiny and judged in the context of social care assessments.
 - Skilled staff were required to support parent carers through the proposed pathway.
 - The Wellbeing Conversation may raise emotional issues not previously discussed and support needed to be available.
 - Parents would like to see more proactive promotion of parent carer wellbeing



PARENT CARER SUPPORT PATHWAY SURVEY FEEDBACK

Author: Rosie Smith

Date published: February 2020

Report produced by the Business Intelligence, Commissioning Support Unit

BACKGROUND

Warwickshire County Council has a duty to ensure the needs of parent carers with a disabled child are assessed and supported. Feedback on the current Parent Carer Assessment Pathway indicated that it did not always meet the needs of parent carers. A new approach has been proposed in which the process will move away from an assessment process to one based on a Wellbeing Conversation with changes to the way this is accessed and implemented. Additionally, there would be changes to the outcomes available.

The consultation on the new Parent Carer Support Pathway took place between 06/01/2020 to 09/02/2020.

METHODOLOGY

A range of methods were used to gather views during the consultation period. These included:

- An online survey on Ask Warwickshire using Citizen Space.
- A paper-based version of the standard online survey could be requested by telephone or email. Alternative formats and languages could also be requested.
- A number of face-to-face drop in sessions were available for people to comment in person

In addition, comments in relation to the proposed draft strategy could be emailed directly to parentcarerconsult@warwickshire.gov.uk or in writing to the Children with Disabilities Team at the county council.

This report presents an analysis of data from completed online and paper survey responses. In addition, material received direct to the service area is highlighted and referenced in this document.



KEY MESSAGES

- The majority of respondents to the survey were parent carers and of these the majority were female.
- Fewer responses were received from both North Warwickshire Borough and Rugby Borough.
- Just over half of respondents had heard about the current Parent Carer Assessment.
- Around 40% of respondents either strongly agreed or agreed with the proposed change of name from Parent Carer Assessment to Parent Carer Support Pathway. However, roughly the same number were neutral and a further 20% disagreed with the name change suggesting some ambivalence with regard to what the proposed changes were actually called.
- Just over half of respondents indicated they thought the proposed Parent Carer Support Pathway was easy to understand. However, one in three respondents disagreed that it was easy to understand.
- Preferences for finding out about support for parent carers were strongest for direct from WCC website and other organisations/charities. Other suggestions made by respondents included other health, education and local authority sources as well as named charities/support groups locally. More proactive measures for offering support to parent carers were also mentioned.
- Half of respondents thought it was clear who could request a Wellbeing Conversation from the material provided to them. However, a third did not think it was clear and the remainder were unsure/didn't know indicating some uncertainty from respondents about the clarity of who could request a Wellbeing Conversation.
- A number of reasons why it was not clear were given by respondents including clarity about who counted as a parent carer, concern about awareness of the process by parent carers and the material provided was difficult to understand.
- Over half of respondents either strongly agreed or agreed that the new process would enable parent carers to make contact easily. However, around 45% either disagreed or were neutral about the ease with which parent carers would make contact.
- Around 55% of respondents agreed that the proposed Wellbeing Conversation would enable parent carers to communicate their support needs. As with a number of previous questions there were relatively high levels of uncertainty with a sizable proportion of respondents (25%) selecting the neither agree or disagree option while the remainder disagreed that the Wellbeing Conversation would help parent carers communicate their needs.
- Around half of respondents strongly agreed or agreed that the proposed Wellbeing Conversation would identify and understand parent carer support needs. Almost a third of respondents were uncertain and opted to neither agree or disagree.
- Just under a third of respondents either strongly agreed or agreed that parent carers will be comfortable discussing their wellbeing needs. A further third neither agreed or disagreed and the remainder (35%) either strongly disagreed or disagreed with the statement.
- Almost 40% of respondents either strongly agreed or agreed that the Wellbeing Conversation would be more person centred than the current assessment process. However, almost the same proportion neither agreed or disagreed while just over 20% either strongly disagreed or disagreed with the statement.
- A lower proportion of respondents (28%) either agreed or strongly agreed that parent carers will get access to support more quickly – as with previous questions, there were noticeably high (almost 40%)



levels of 'neither agree or disagree' – respondents were generally unwilling to commit to the idea that outcomes would clearly be improved through the new process.

- Levels of support for the proposed outcomes of the Wellbeing Conversation were generally high at between 78% and 81.7% . Suggestions for other types of support included access to specialist services and wider wellbeing services.
- There was generally high levels of support for parts of the Parent Carer Support Pathway relating to the inclusion of a review process and no restrictions on the number of times a parent carer could access a Wellbeing Conversation. However, agreement levels were much lower for those statements which sought agreement from respondents that the process would be more easily accessible and meet their needs in a targeted and focused way.
- When asked about the positive impacts of the proposed Parent Carer Support Pathway, respondents did indicate they thought the process should be easier to access and possibly offer a wider range of support. There was a hope that the experience of requesting help would be kinder emotionally on parent carers and less stigmatising. However, caution was also expressed that much of this hinged on the process being implemented appropriately including being properly funded and provision made for staff training to deliver the new pathway sensitively.
- When asked about potential negative impacts of the new process, respondents highlighted the difficulties of asking for help as a parent carer and the need to understand the context in which parent carers were operating – limited time, money and energy to access support even when it existed. Some respondents questioned the availability of services to which parent carers might find themselves 'signposted', highlighting the often stretched nature of these local support groups. Again, the role of staff or 'skilled practitioners' was considered crucial to the success of the new pathway.
- There was a clear body of respondents who remained unconvinced by the proposed changes and much of this appeared to be based on unsatisfactory experiences of the current system. Conversely, poor experiences by some respondents of the current system appeared to have left them with the view that almost anything had to be an improvement.
- There was support for the proposed changes and introduction of the new Parent Carer Support Pathway. However, relatively high levels of 'neutral' responses to many questions along with the caveats to support when asked to comment, suggest respondents were unwilling to be drawn fully on whether the proposed new pathway would deliver improved outcomes for parent carers.

RESULTS – CONSULTATION ANALYSIS

RESPONDENT PROFILE

The number of respondents completing the survey was 61. Figure 1 provides details of the profile of respondents. The majority of respondents identified their ethnicity as 'White British'. In addition, the majority of respondents were female (n=51/83.6%).



Figure 1 Respondent Profile

		Count	%
Gender	Male	4	6.6%
	Female	51	83.6%
	Prefer not to say	2	3.3%
	Not answered	2	3.3%
	Prefer to self-describe	0	0.0%
	Non-binary	2	3.3%
Does your gender identity match your sex registered at birth?	Yes	55	90.2%
	No	2	3.3%
	Prefer not to say	2	3.3%
	Not answered	2	3.3%
Age in years	Under 18	0	0
	18-29	1	1.6%
	30-44	22	36.1%
	45-59	32	52.5%
	60-74	2	3.3%
	75+	0	0
	Prefer not to say	3	4.9%
	Not answered	1	1.6%
Long standing illness or disability	Yes	17	27.9%
	No	39	63.9%
	Prefer not to say	3	4.9%
	Not answered	2	3.3%
Ethnicity	White British	48	78.7%
	White Irish	1	1.6%
	Gypsy or Irish Traveller	2	3.3%
	Other White	4	6.6%
	Mixed - White and Black Caribbean	0	0%
	Mixed - White and Black African	0	0%
	Mixed - White and Asian	0	0%
	Mixed - Any other mixed background	0	0%
	Arab	0	0%
	Asian or Asian British - Pakistani	0	0%
	Asian or Asian British - Bangladeshi	0	0%
	Asian or Asian British - Chinese	0	0%
	Asian or Asian British - Indian	2	3.3%
	Asian or Asian British Any other background	0	0%
	Black or Black British - African	0	0%
	Black or Black British - Caribbean	1	1.6%
	Black or Black British - Any other background	0	0%
	Any other Ethnic group. Please specify	0	0%
	Prefer not to say	2	3.3%
	Not answered	1	1.6%
Religion	Buddhist	1	1.6%
	Christian	22	36.1%
	Jewish	0	0.0%
	Muslim	0	0.0%
	Hindu	1	1.6%
	Sikh	1	1.6%



	Spiritual	2	3.3%
	Other - please specify	2	3.3%
	No religion	29	47.5%
	Prefer not to say	2	3.3%
	Not answered	1	0.0%
Sexuality	Heterosexual or straight	47	77.0%
	Gay Man	0	0.0%
	Gay Woman/Lesbian	2	3.3%
	Bisexual	2	3.3%
	Prefer not to say	7	11.5%
	Other	1	3.3%

ABOUT RESPONDENTS

Respondents were asked in which geographical area they lived/worked and the main reason for which they were completing the survey. Figure 2 presents the results of these questions. The majority (n=54/88.5%) of respondents were parents or carers. Remaining respondents were either a professional/specialist working with parent carers (n=2/3.3%), a member of the public/'other' (n=5/8.2%). The later included those unsure if they had had an assessment or in the process of undergoing one.

Figure 2 Number and proportion of respondents by location and reason for completing survey

Area	Parent/carers who has previously had an assessment	Parent/carers who has not previously had an assessment	Professional /specialist working with parents	Other/member of the public	All respondents %
North Warwickshire Borough	3	1	0	0	6.6%
Nuneaton & Bedworth Borough	8	4	2	0	23.0%
Rugby Borough	3	3	0	0	9.8%
Stratford-on-Avon District	7	7	0	3	27.9%
Warwick District	10	6	0	1	27.9%
Other/work countywide	0	2	0	1	4.9%
All respondents %	50.8%	37.7%	3.3%	8.2%	

Of those respondents who were parent carers (n=54/88.5%), 31 were parent carers who had previously had an assessment while 23 were parent carers who had not previously had an assessment.

Fewer responses were received from both North Warwickshire Borough and Rugby Borough areas. Ten responses in total were received from parent carers living in these two areas.

Respondents were also asked if they were in receipt of a financial award following a parent carer assessment. Of those answering this question (n=21), 12 respondents were in receipt of a financial award while 9 were not. Half



(n=6) of those in receipt of a financial award had been receiving it for more than a year. Remaining recipients had done so for less than a year.

KNOWLEDGE OF THE CURRENT PARENT CARER ASSESSMENT

The current process

Respondents were asked if they had heard about the current Parent Carer Assessment. Of those answering this question (n=40) over half (n=24) had heard of it while 16 respondents who answered this question had not.

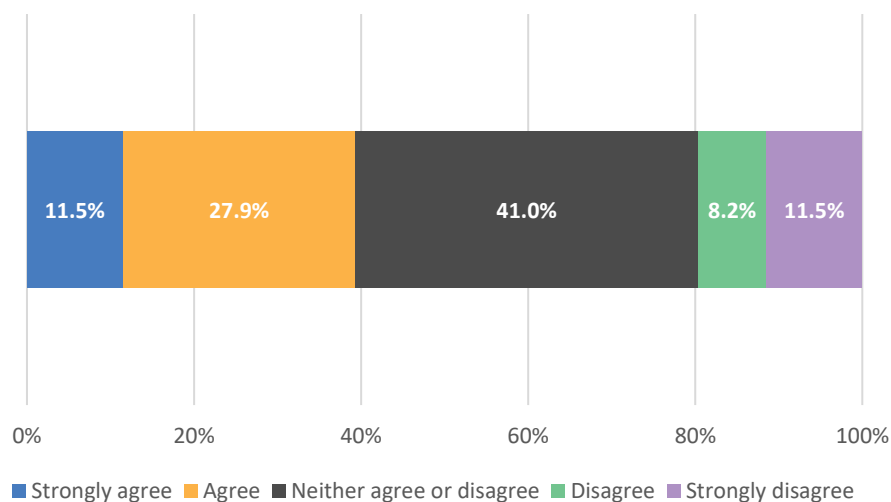
Typical ways in which respondents reported they had heard about the Parent Carer Assessment were, word of mouth (n=7), professional advice (n=7), on-line (n=6) and other (n=5). The latter included the Parent Carer Forum and friends and relatives.

PROPOSED PARENT CARER SUPPORT PATHWAY

Changing the name of the current process

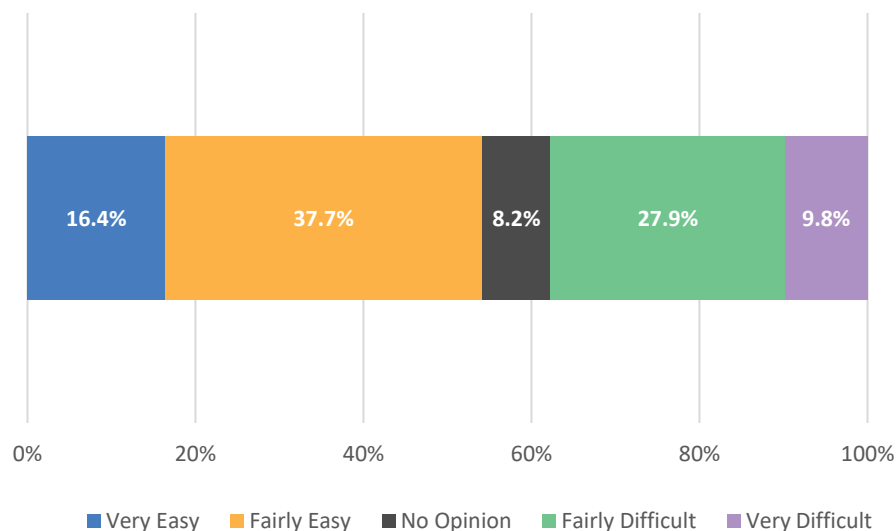
New proposals would involve changing the name of the existing process from 'Parent Carer Assessment' to 'Parent Carer Support Pathway'. Respondents were asked the extent to which they agreed with the proposed name change. Of all respondents, 39.3% (n=24) either strongly agreed or agreed with the proposed change. Conversely, almost 20% (n=12) either disagreed or strongly disagreed with the name change. However, the most frequent response was to neither agree or disagree (41.0%/n=25) with the proposal to change the name of the assessment. Figure 3 illustrates the range and proportion of each response to this question.

Figure 3 Agreement with proposed name change



Respondents were asked how easy or difficult it was to understand the proposed process. The results are illustrated in Figure 4.

Figure 4 Understanding the proposed new process



Understanding the proposed new Parent Carer Support Pathway

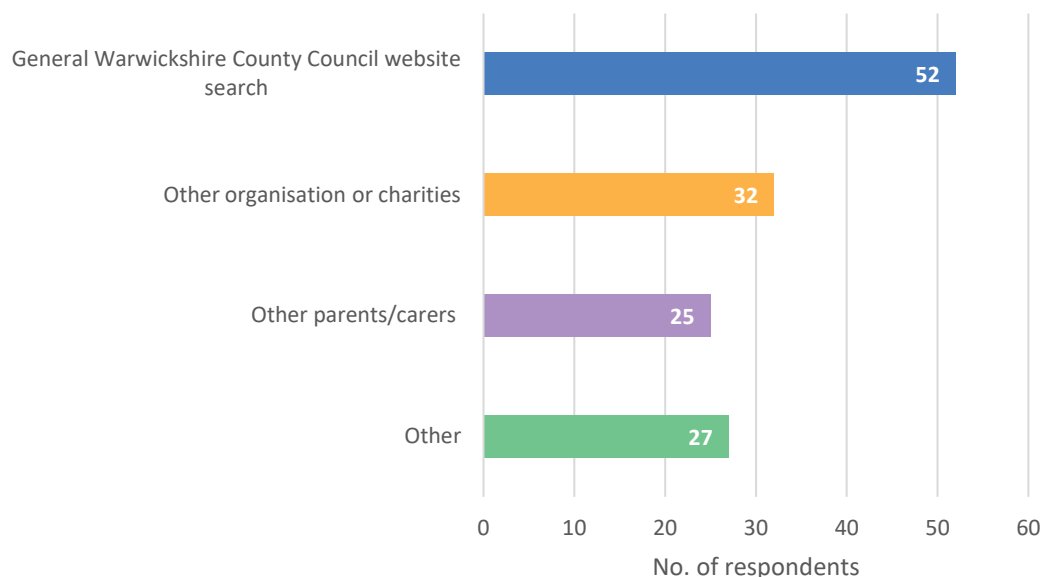
Just over half of respondents (54.1%/n=33) indicated they thought the proposed new process was either very easy or easy to understand. In contrast, 37.7% (n=23) respondents felt the new process was either fairly difficult or very difficult to understand. A smaller number (8.2%/n=5) indicated they had no opinion on the ease of the process.

Finding out about support for parent carers

Respondents were also asked to select (from a list) where they would like to find out information about the support available to parent carers. The most popular place for finding out about support for parent carers was the general Warwickshire County Council website search (n=52, 85.2%), followed by other organisations/charities (n=32, 52.5%). Figure 5 highlights the most popular options selected by respondents.



Figure 5 Preference for finding out about support for parent carers



A range of organisations and sources of information were highlighted as part of the category ‘other’. These are summarised in Figure 6. The majority of suggestions were about how parent carers could seek out information or where it could be made available. However, there were also suggestions that support for parent carers could be more proactively directed through the existing channels that may be available.

Figure 6 Finding out about support available for parent carers suggested by respondents

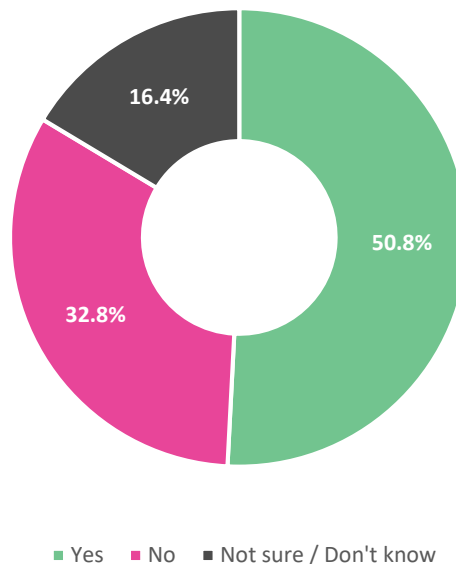
Information source	Examples
Education related	Schools, libraries, children’s centres.
Health related	GP, health visitors etc.
Local authority	Social workers, SEND professionals, Family Information Service, any WCC workers who can cross reference, Child & Adolescent Mental Health Services
Charities/support groups	Local support networks – Local Minds, Act for Autism, Special Education Needs Information Advice and Support Services (SENDIAS), Asperger’s United, Carers Trust, Take a Break charity, Citizens Advice, local churches, ENTRUST care partnership.
Proactive support	Proactive contacting of parents to let them know about support available – e.g. through those with a blue badge, on a health pathway, Education, Health and Care Plan (EHCP) annual review.



Clarity about who can request a Wellbeing Conversation

Respondents were asked to indicate if it was clear from the information provided who will be able to request a Wellbeing Conversation. Figure 7 indicates that half of respondents (50.8%/n=31) thought it was clear while around a third (32.8%/n=20) thought it was not. In addition, 16.4% (n=10) were unsure. This would suggest there is still some uncertainty about who can request a Wellbeing Conversation.

Figure 7 *Is it clear from the information presented who can request a Wellbeing conversation?*



A number of respondents who indicated it was not clear who can request a Wellbeing Conversation went on to say why. Comments are summarised in Figure 8.

Figure 8 *Reasons given why it is not clear who can request a Wellbeing Conversation*

Theme	Explanation	Examples for illustration
Who counts as a parent/carer of disabled child	A number of comments were made regarding the ambiguity of who is a parent carer i.e. could both parents count, would young carers be eligible and concerns of not meeting the criteria as a parent carer of a disabled child.	<i>"Can both parents have an assessment? If not, why not?"</i> <i>"It is not clear who is classed as a 'Parent carer'"</i> <i>"Using the term 'Disabled' is not explicit enough"</i>

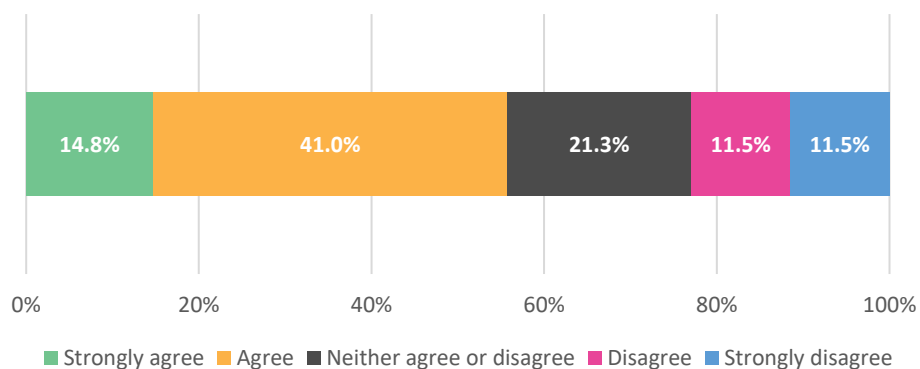


		<i>"But only one parent can have that conversation. Even if both give equal care".</i>
Initiating a conversation	Some respondents commented that it was unclear who could initiate the process	<i>"Do these requests need to come from the parent/carer?"</i> <i>"There's nothing to tell me who instigates the process"</i>
Concern that eligible parent carers will not be aware of the process	General comments about awareness of the process among those eligible.	<i>"Nothing is clear, you have to go looking for it"</i> <i>"They may not be aware of this service. There should be an organisation to get in touch with parents to see where they can help"</i>
The material/process was not clear	Some respondents found the material difficult to understand and not clear.	<i>"I don't understand any of it"</i> <i>"no, it isn't clear at all"</i> <i>"There was too much information for me to understand."</i>

Making contact in the proposed parent carer support pathway

Respondents were asked if they agreed or disagreed that the proposed new contact process will enable parent carers to make contact easily. Over half of respondents (55.8%/n=34) either strongly agreed or agreed that the new process would be easier for parent carers to make contact. The proportion of respondents who disagreed was 23% (n=14) while around 1 in 5 (21.3%/n=13) respondents neither agreed or disagreed.

Figure 9 Will the proposed new contact process enable parent carers to make contact easily?



Further comments were sought from respondents in relation to this question. Mostly these further emphasised from parent carer experience the limitations of the current system and the need for well-informed trained staff who are aware of the new pathway and recognition of context in which carers are living. In talking about the parent carer experience, there was a sense that any new system needed to be different and avoid the confusion that some parent carers had experienced under the current system. These are summarised in Figure 10.

Figure 10 Comments relating to whether the new contact process will enable parent carers to make contact more easily

Theme	Explanation	Examples for illustration
The existing process	Respondents made frequent references to their experiences of the current process and its unsuitability in meeting parent carer needs particularly contacts made through MASH.	<p><i>"I have found the process chaotic and very amateurish."</i></p> <p><i>"I have found some of the individuals not knowing what they are talking about and have done the process wrong and been very rude and unhelpful."</i></p> <p><i>"MASH is not appropriate for most families with disabled children, however I strongly believe having a section 17 assessment is. Direct contact for assessment should be easier"</i></p> <p><i>"I knew who to get through to and made contact and it still took almost nine months to get an answer. The answer was no. I could have made another human being in the time it took to tell me that you couldn't help"</i></p>
Staff knowledge/ training	Respondents highlighted the need for appropriate staff training to make sure the new pathway worked as proposed as much hinged on staff knowing the system.	<p><i>"The contact people need to be named or their role particularised, so people know who they can expect to speak to"</i></p> <p><i>"Also, the skilled practitioner does actually need to be a skilled practitioner with a comprehensive understanding of disability and the impact on families... Not just a lower paid practitioner using a flowchart."</i></p> <p><i>"What constitutes a 'skilled</i></p>



		<i>practitioner’?”</i>
Parent carer context	A number of comments highlighted the context in which parent carers are making contact and the need to bear this in mind. Awareness about the process was also highlighted.	<p><i>“At the point parent carers are requesting help things normally are very hard for them, even picking up the phone to make that call is not always easy”</i></p> <p><i>“Parents aren't always aware that they can get help for themselves. I only found out because another parent told me.”</i></p>
Clarity of the proposed new pathway	A number of comments indicated it was still not clear how the process would work and so difficult to say if it would be easier for parent carers.	<p><i>“it is not clear from the consultation documents where the on-line or Customer Service Centre will direct you? Is the Customer Service well-known enough or would Family Information Service be a better route (as more well-known and up to age 25) “</i></p> <p><i>“I agree with this statement if there is a designated department for the parent carer support pathway.”</i></p>
Improvement in access	A number of comments acknowledged the new approach was likely to be an improvement on the current system.	<p><i>“It will be better to know that if a professional feels that a parent should be referred for assessment (or whatever it's called), it's easier for that referral to be made. Equally, if a parent feels that he or she needs help, it's good to know that we don't have to go through as many hoops to ask for an assessment.”</i></p> <p><i>“This means parents can attempt to get support themselves rather than go through the MASH team”</i></p>

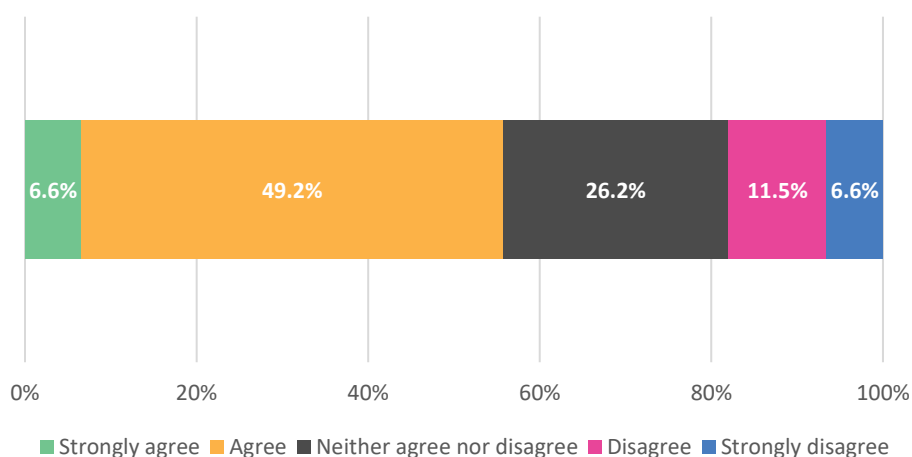


PROPOSED WELLBEING CONVERSATION

Communicating parent carer support needs

Just over half of respondents (55.7%/n=34) either strongly agreed or agreed that the proposed Wellbeing Conversation will enable parent carers to communicate their support needs. A smaller proportion either disagreed or strongly disagreed (18.0%/n=11) that the proposed process would enable parent carers to communicate their support needs. However, a noticeable proportion – over a quarter – of respondents neither agreed or disagreed with the question. Figure 11 illustrates these findings.

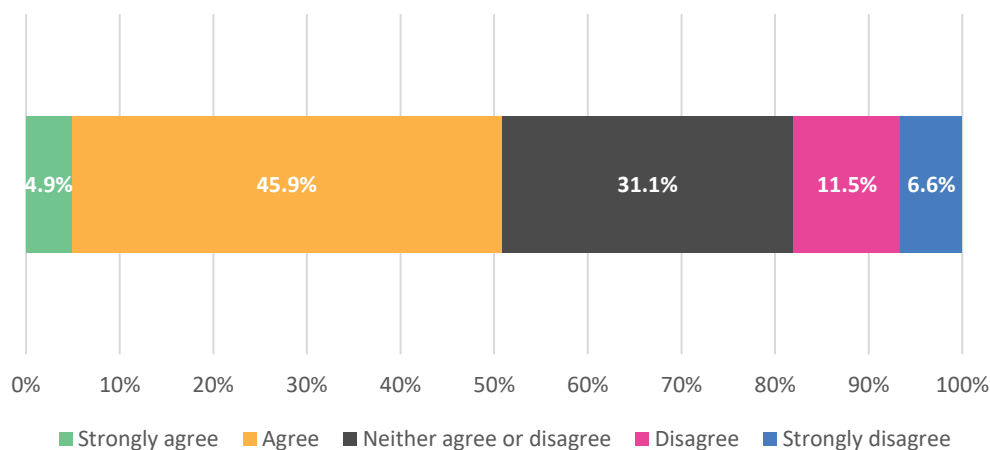
Figure 11 Will the Wellbeing Conversation enable parent carers to communicate their support needs?



Similarly, half (50.8%/n=31) of respondents either strongly agreed or agreed that the questions in the Wellbeing Conversation will identify and understand parent carers support needs. Almost a third (31.3%/n=19) of respondents, however, neither agreed or disagreed with the question. This suggests a noticeable proportion of respondents felt unable to commit to the proposal that the Wellbeing Conversation would enable parent carers to communicate their support needs. Figure 12 highlights responses to this question.



Figure 12 Will the proposed questions for the Wellbeing Conversation identify and understand parent carer support needs?

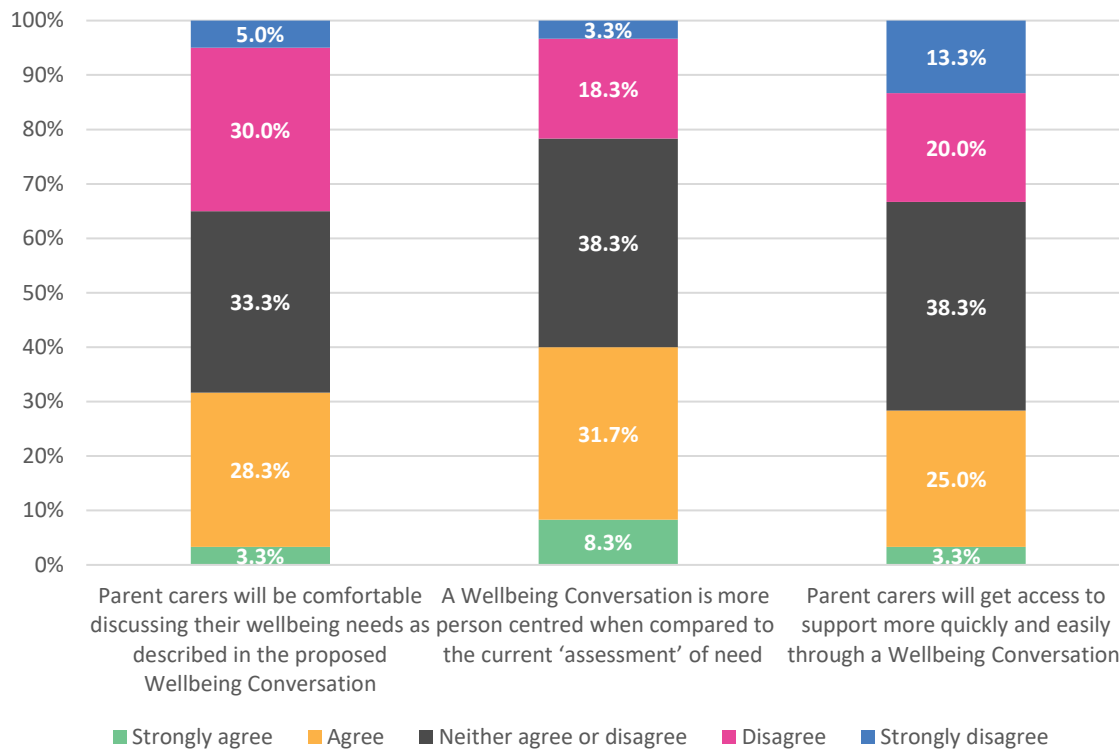


Statements about the Wellbeing Conversation

Respondents were asked the degree to which they agreed or disagreed with a number of statements relating to the Wellbeing Conversation. Figure 13 illustrates responses to all these statements. At least a third (n=20) of respondents neither agreed or disagreed with the statements suggesting there is some uncertainty about how the proposals will be experienced by parent carers. Respondents were more likely to agree or strongly agree (40.0%/n=24) that the new Wellbeing Conversation was more person centred compared to the previous arrangements. However, they were less likely to strongly agree/agree (28.3%/n=17) that parent carers will get access to support more quickly and easily with the new arrangements.



Figure 13 Level of agreement/disagreement with selected statements



Further comments were sought on the Wellbeing Conversation. Previous experience of seeking support as a parent carer feature noticeably in the comments made with many cautious that the proposed new arrangements will make a difference. Reference to staff training and the role of those delivering the questions was highlighted as was the need to understand the parent carer experience and the context in which they are seeking help. A number of comments saw the Wellbeing Conversation as a diversion from other help and indeed questioned whether support was reliably or readily available from local groups or if funding would be available. However, there was also acknowledgement from a number of respondents that the Wellbeing Conversation questions covered much of the needs that parent carers are likely to have and were an improvement on the previous assessment process.

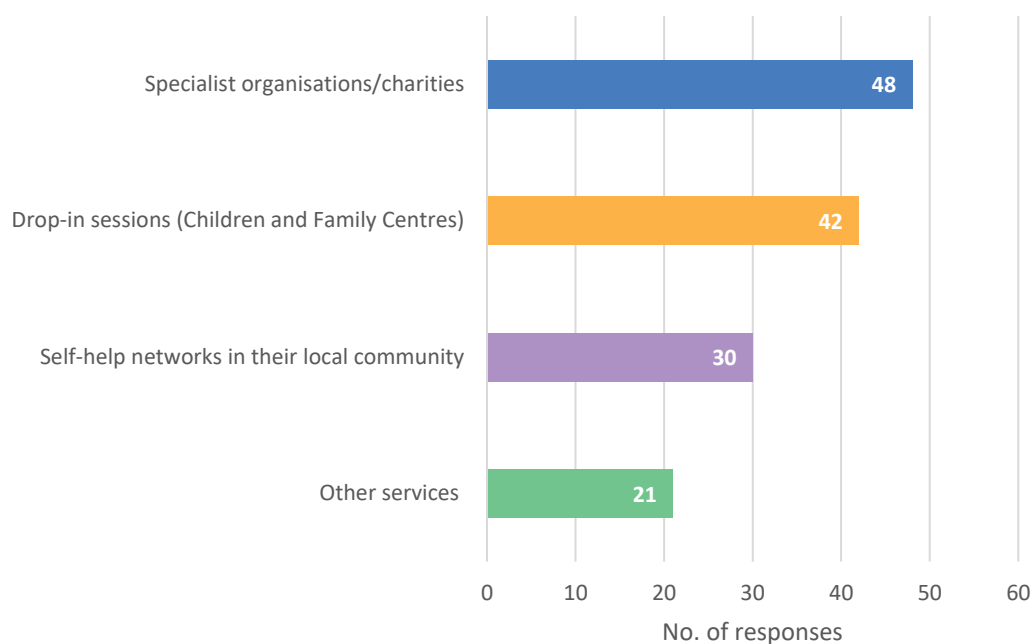
SOURCES OF SUPPORT AND INFORMATION FORMATS

Providers of support and information to parent carers

Respondents were asked which providers of support and information (from a list provided) would be helpful to parent carers. Figure 14 indicates respondents' preferred options. The most popular source was a specialist organisation/charity, followed by drop-in sessions (Children and Family Centres) and then self-help networks in the local community.



Figure 14 Preferred sources of support for parent carers



Around a third of respondents (n=31) also made comments or suggested other providers of support and information. Figure 15 summarises these.

Figure 15 Comments on sources of support and information

Theme	Explanation	Examples for illustration
Professionals/practitioners and informal support	<p>A number of specific professionals were referenced by respondents including GPs, health visitors, family and carer support workers, schools and social workers.</p> <p>In addition, respondents highlighted more informal settings which they regarded as useful like support groups locally and the need for more of this.</p>	<p><i>"Social workers because the support may well need to be provided to the children in need in order for the Carers to benefit"</i></p> <p><i>"FIS, SENDIAS, GP, mother & baby groups / health visitors, adult learning centres, schools / colleges"</i></p> <p><i>"Support network with other carers/ children with similar needs"</i></p> <p><i>"SEN events/sessions"</i></p> <p><i>"The main issue with much of this is lack of community and other services to provide support"</i></p>



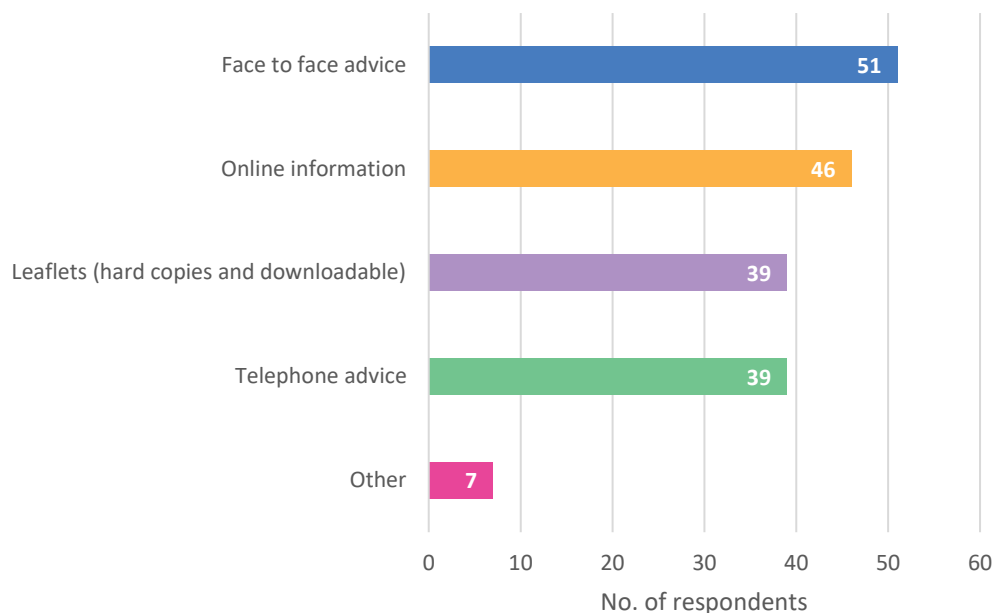
Access to services	Access to specific services which might provide support for parent carers were mentioned. These ranged from specialist services to social care respite and activities for children.	<p><i>"Access to timely and appropriate services such as sensory occupational therapy and therapeutic activities for children".</i></p> <p><i>"Information on how to access specialist professional services"</i></p>
Finance	Issues relating to financial considerations were highlighted.	<p><i>"A financial award which can flexibly meet need is the best way of providing support"</i></p> <p><i>"Costs involved in accessing charities should also be addressed."</i></p>
Context of being a parent carer	A number of comments alluded to the difficulties parents face in having the time to attend/seek help and limits on knowing what to ask for.	<p><i>"not enough provision and parents don't have time or energy for more groups that never help anyway"</i></p> <p><i>"We wouldn't have the time for any of the above as we provide 24 hr care"</i></p> <p><i>"Parents don't know what they don't know so any information about other services needs to be included"</i></p> <p><i>"It would be really helpful for the Assessor to contact the charity for the parent and then the charity can get in touch with the parent. A simple letter from you would be a HUGE help as we sometimes don't know what is available so we cannot convey what we need!"</i></p>
Education	Reference made to sessions to help parents cope.	<i>"Learning opportunities to help parents cope with their child's needs."</i>

Information formats

Respondents were asked to select from a list which information formats would be helpful for parent carers. The most popular format was face-to-face advice (n=51, 83.6%) followed by online information (n=46, 75.4%). Less popular were leaflets and telephone advice (both n=39, 63.9%) – see Figure 16.



Figure 16 Which information formats would be helpful to Parent carers?



Suggestions made in the 'other' category mostly included other ways of getting advice e.g. advice from specialist schools, professionals and community notice boards. Local authority representatives coming out to groups where parent carers meet to support them was also mentioned

OUTCOMES FROM A WELLBEING CONVERSATION

Specific proposed outcomes

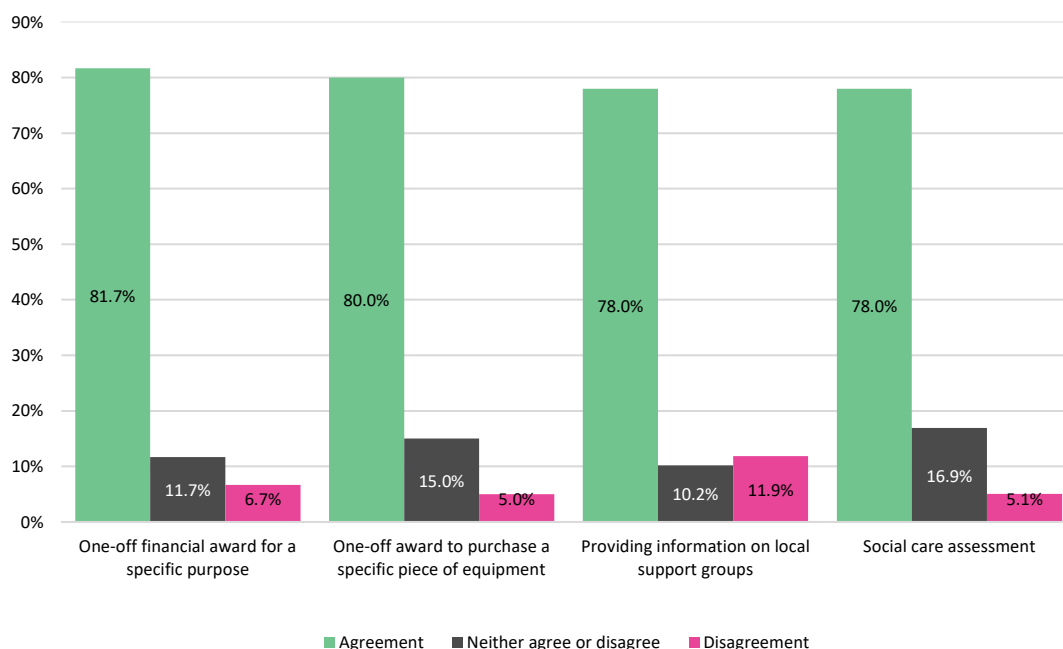
A number of outcomes are proposed following a Wellbeing Conversation. These are broadly:

- A one-off financial award for a specific purpose
- A one-off award to purchase a specific piece of equipment
- Providing information/signposting to local support groups
- A social care assessment

In general, respondents agreed with the types of support being proposed from a Wellbeing Conversation. Figure 17 highlights levels of agreement from respondents for each of the proposed outcomes.



Figure 17 Agreement levels for proposed outcomes from a Wellbeing Conversation



Suggestions for the types of support that should be offered to parent carers

Following this question, respondents were asked if they had any other suggestions for the support that should be offered to parent carers during the Wellbeing Conversation. Figure 18 indicates the range of themes covered by the comments supplied.

Figure 18 Other support services

Theme	Explanation	Examples for illustration
Access to specialist services and general support	Suggestions for specific specialist services both for child and/or parent carer – Behaviour therapy/Occupational therapy/Counselling/Sign language/Emergency support/Family support workers.	<p><i>“we need sign language classes readily available. There are none for children and families to access in Warwickshire”.</i></p> <p><i>“Access to behaviour therapy and occupational therapy.”</i></p> <p><i>“Life skills for autistic young people. Autism services are almost non-existent”</i></p>
Access to wider wellbeing services	Services that may help parents manage wider wellbeing issues associated with being a parent carer.	<i>“Anything that individual thinks will help them achieve the outcomes to have a life outside of</i>



		<p><i>their caring role: to work; to have leisure activities; to follow education; to look after their health and wellbeing, including their mental health."</i></p> <p><i>"Social networks for carers"</i></p>
Finance	<p>Comments around the financial challenges of the parent carer role including being able to access employment and the cost and availability of care during holidays etc.</p>	<p><i>"I think most parent carers need ongoing funding to manage not only their child's health and wellbeing but also their own".</i></p> <p><i>"I get paid £60 a week to look after my 2 disabled sons full time, not able to work and earn more, my husband had the weight on his shoulders to earn enough money"</i></p> <p><i>"The ups and downs of charges-charities charge too much for their activities, which are not affordable to all. Despite saying the subsidy costs, they do not and are not inclusive and do not offer any emotional support to parents and carers.</i></p>
Navigating the carer system/joining up services	<p>Comments indicating the need for support to work though what might be available.</p>	<p><i>"Often, parents don't really know what support is available and from where.Having some sort of contact that knows how to navigate the system and knows who to contact for specific queries would be very useful."</i></p> <p><i>"Please don't expect Parent Carers to know what they need"</i></p>
Quality of the Wellbeing Conversation	<p>Reference to the sensitivity and care with which a Wellbeing Conversation might need to be delivered.</p>	<p><i>"Please do not underestimate that these discussions may open up a range of emotional issues for carers that must be handled sensitively"</i></p> <p><i>"Respect and helpful advice not the patronizing unhelpful comments"</i></p> <p><i>"what the person feels they need and what they know will work for</i></p>



		<p><i>them. Not some unqualified person telling them how it is going to be"</i></p> <p><i>"Skilled Practitioners' need to be well trained and there should be a robust system to receive input from other professionals if parent carers disagree with the services offered."</i></p>
Experience of support groups	<p>Respondents reported a sometimes mixed experience of support groups and their place in providing help and support – they were highlighted as a source of support for parent carers but not universally so.</p>	<p><i>"Support groups work if there are many families with the same ...When a child has a very rare condition support groups do not help."</i></p> <p><i>"People are not only offered financial reward in response to an assessment - they're also offered voluntary support - generally a waste of time."</i></p>

THE PROPOSED PARENT CARER SUPPORT PATHWAY

Specific questions about the proposed Parent Carer Support Pathway

Respondents were asked the degree to which they agree/disagree with a number of statements about the proposed Parent Carer Support Pathway. These included:

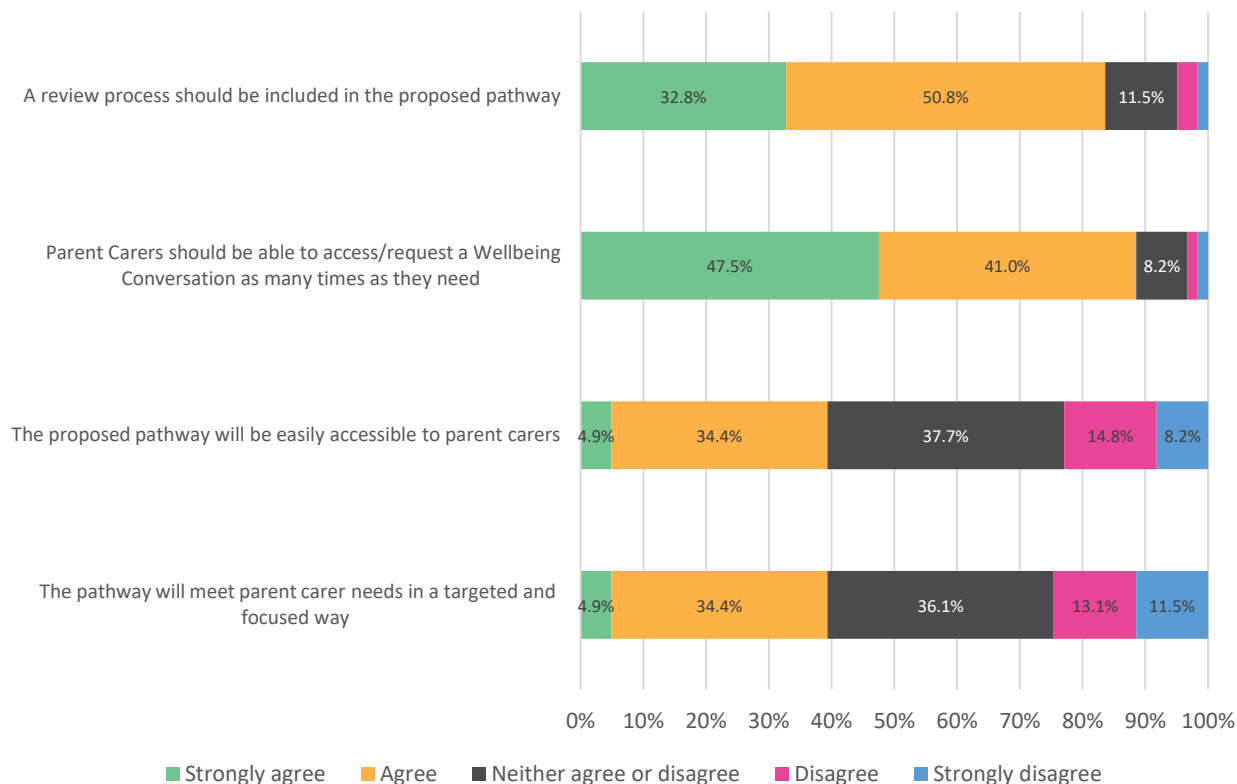
- A review process should be included in the proposed pathway
- Parent carers should be able to access/request a Wellbeing Conversation as many times as they need
- The proposed pathway will be easily accessible to parent carers
- The pathway will meet parent carer needs in a targeted and focused way

Overall, agreement levels (strongly agree/agree) were highest when respondents were asked whether a review process should be included in the proposed pathway (83.6%/n=51) and whether parent carers should be able to access/request a Wellbeing Conversation as many times as they need (88.5%/n=54) (Figure 19). Conversely, agreement scores were much lower for the questions asking if the proposed pathway will be easily accessible to parent carers (39.3%/n=24) and whether the pathway will meet parent carer need in a targeted and focused way (39.3%/n=24). Respondents were more likely on these two questions to neither agree or disagree than on the



first two questions suggesting respondents were unwilling to commit to whether the proposed pathway would deliver better outcomes for parent carers.

Figure 19 Level of agreement with questions about the proposed Parent Carer Support Pathway



Potential positive and negative impacts of the proposed Parent Carer Support Pathway

Respondents were asked comment on the positive and negative impacts on parent carers of the move to the proposed Parent Carer Support Pathway. Overall, a range of potential positive and negative impacts were identified. Figures 20 and 21 summarise the responses made.

Figure 20 Responses to being asked what positive impacts the proposals could have on parent carers

Theme	Explanation	Examples for illustration
Access to services and support	<p>A number of respondents commented that they thought the process would be an improvement on the previous system. It was perceived to be more accessible and timely with quicker turnaround on outcomes.</p> <p>Some respondents indicated they thought the focus of support would be wider and this was a positive outcome.</p>	<p><i>"Easier and simpler to access the support"</i></p> <p><i>"It will/should be more accessible to all parent carers"</i></p> <p><i>"Necessary equipment could be obtained more quickly"</i></p> <p><i>"More varied support other than"</i></p>



		<p><i>just financial, which could improve wellbeing and mental health."</i></p> <p><i>"You may be able to get additional support which is not available elsewhere."</i></p>
Positive but cautious	<p>While respondents did respond with positive comments about how the process may improve outcomes for parent carers, there were frequently caveats and references to words such as 'hopefully...' 'If...' . Respondents could see potential positives, but these hinged on the process being implemented properly including staff training and funding.</p>	<p><i>"It all looks and sounds good but skilled people need to execute it to make it work"</i></p> <p><i>"If done correctly, by competent practitioners, prepared to properly explore needs and assess support, with the ability to signpost meaningfully and not limit access to social care assessments it could be powerful. that is a lot of ifs though...."</i></p> <p><i>"In principle it sounds like this could make access to support for parents easier. I am however cautious because this process, and the support available as a result of it, needs to be appropriately funded."</i></p> <p><i>"Hopefully, there will be more awareness about it among parents who need it"</i></p> <p><i>"Hopefully clear, targeted, meaningful, impactful support that is fit for purpose, tailored and delivered for long enough to make a difference to the parent carer."</i></p>
Easier on carers	<p>References were made to the expectation it would be easier emotionally to use this pathway for parent carers.</p>	<p><i>"The previous method was very stressful and upsetting, hopefully this won't be"</i></p> <p><i>"Take away the stigma"</i></p> <p><i>"Quicker decisions, someone understanding their needs without being judged"</i></p>



		<i>"I would think it would be less intimidating and scary"</i>
Negative remarks	Some respondents remained unconvinced the new process would improve outcomes for parent carers.	<i>"Think the whole process is rubbish and puts more pressure on parent carers to express their needs when it's extremely hard to say what really goes on".</i> <i>"none, they will think it is Warwickshire council trying to get out of their responsibilities. There is I believe a legal entitlement to this help so I'm sure you can expect court cases coming your way"</i>

Figure 21 Responses to being asked what negative impacts the proposal could have on parent carers

Theme	Explanation	Examples for illustration
Vulnerability of parent carers	<p>A number of respondents reported how difficult it was to ask for help, know how to ask for help and associated feelings of failure and stigma attached to the process.</p> <p>There was a reported need to understand the context in which parent carers were operating – limited time, money and energy to access support even if it existed.</p>	<p><i>"I think some people would struggle to really articulate their needs as carers because it just becomes so all-consuming and overwhelming and exhausting that it can be challenging to</i></p> <p><i>"You can feel ashamed or like a failure as a parent depending how sensitively this is treated."</i></p> <p><i>"Feel judged as not coping, useless parent"</i></p> <p><i>"Also, parents who don't know how to ask for help may still be left with no support if they are not encouraged to access this service"</i></p> <p><i>"Do-it-yourself pathway - good for those who are IT savvy, articulate and not in crisis but what about those who are struggling?"</i></p>
Quality/availability of support/service available	Some respondents questioned whether signposting parent carers would deliver better outcomes	<i>"I believe parents will lose out on support with signposting to support agencies being touted</i>



	highlighting the stretched nature of local support groups.	<p><i>as an alternative when it really isn't!!!!!!</i></p> <p><i>"Local support groups are often only funded by families themselves and are overwhelmed and at crisis point"</i></p> <p><i>"I suspect this is a cost-cutting exercise which means people will just be 'signposted'"</i></p> <p><i>"Just giving out information on who 'might' be able to help is not enough."</i></p>
Role of staff/'skilled practitioner'	Several comments were made about the skill of practitioners/staff involved in the process (linked to theme of parent carer vulnerability) and how they could impact on the process in a negative way if not handled sensitively	<p><i>"A lot depends on the skill of the practitioner with seemingly little oversight."</i></p> <p><i>"Lack of transparency around what 'trained practitioners' actually are"</i></p> <p><i>"I worry that the discussions will need to be handled carefully."</i></p>
Managing expectations/Misleading	<p>Some comments pointed to the potential for the new process to offer something that in practice they did not expect would deliver and therefore a negative experience.</p> <p>A few respondents also thought the new process could be misleading and attempt to re package a process that should be there anyway.</p>	<p><i>"Too many people might get their hopes up"</i></p> <p><i>"False hopes, waste of time filling in form. Feel even more disheartened. Just more false promises."</i></p> <p><i>"Leaving parents with a single one off payment when they should have had Section 17 assessment and ongoing support."</i></p> <p><i>"This proposal misrepresents the LAs statutory obligations & the terminology will confuse parents. There is no need to call a Carer's Assessment anything else nor to introduce new/different criteria for carrying out the assessment - stick to what is already in the regulations."</i></p>



		<i>"There are not the services available to meet parents individual needs already so not sure where they will come from"</i>
Finance	Comments were made which related to whether levels of funding would be sufficient with subsequent negative outcomes.	<i>"If the budget for this service is restricted, then parents in need may still be let down".</i> <i>"Pointless to have the conversation unless support is funded and child care is organised"</i>
General transparency of the new process	Comments around the detail of the proposals, suggesting some elements are still unclear especially around who may be eligible.	<i>"No transparency around criteria for awards"</i> <i>"Parts are unclear, and it does not appear targeted meaning some groups will miss out"</i>

Any other comments

Finally, respondents were asked if they had any other feedback on the proposals. Figure 22 highlights responses submitted.

Figure 22 Any other comments

Theme	Explanation	Examples for illustration
Awareness of the proposed new process/Targeting those in need	A number of respondents emphasised the need for awareness raising about the new pathway because of a lack of knowledge about the current process and to avoid confusion with the new one. The system, as indicated by some respondents, can be difficult to navigate especially in the context of being a parent carer and its impact on health and wellbeing.	<i>"Please make this information accessible to all parents and carers ... no one has ever told me and us as parents have struggled and no support offered or us told who or where to turn."</i> <i>"Very few people know about Parent Carer assessments at the moment. They could be useful for picking up problems earlier, but parent carers need to be told about them."</i> <i>"Can this be widely advertised through special schools, local groups, doctors' surgeries and so on so that it reaches the widest audience"</i>



Positive comments	Comments that were generally positive about the proposed new parent carer pathway albeit sometimes because the current system was perceived as flawed.	<p><i>"I am feeling encouraged and hopeful that this process will provide some very real intervention and support for carers because this is such a challenging roll",</i></p> <p><i>"To be honest the system is so bad at the moment, any improvement will be a start"</i></p>
Negative comments/Role of support groups	A number of respondents were unconvinced there would be any improvement for parent carers – this included questioning the level of support that could be provided by local support groups.	<p><i>"The current system is flawed in that social workers deny eligible people carers assessments, but this new way will only serve to make this worse!!!" "Money saving exercise 100%"</i></p> <p><i>"How can you make comments when there is no evidence of what support and groups are out there"</i></p> <p><i>"In all my years these kind of supports are non-existent so unless you have magicked some then this isn't worth the adopting as a policy"</i></p>
General comments about the running of the new pathway	A number of comments were made relating to the detail of how the new process would run. This included eligibility e.g. one or both carers of a child, how the process would be 'scored', and timescales involved in the process. The need for well-informed, trained staff was reiterated from elsewhere in the survey.	<p><i>"Will this now be open to all carers in the household or for one person only?"</i></p> <p><i>"Practitioners should be well trained and do the research for you if they don't know something. Giving parent carers more to do is the opposite of helping."</i></p>

ADDITIONAL CONTRIBUTIONS TO THE CONSULTATION PROCESS

As mentioned at the outset, three responses to the consultation were received via email direct to the designated consultation inbox. All touch on themes which have been highlighted in response to the survey questions detailed above. In particular, the following points were made:



- Concerns expressed about the consultation process itself. One organisation felt that they could have been more involved in the process of re-designing the new pathway. There were comments that communication about the survey had been limited, there were reported access issues with links not working and the volume of material to which respondents were required to refer was off-putting for parent carers who may not have the time to do this. Similarly, the wider consultation was reported to be particularly difficult for parent carers to take part in given the demands of their caring role. There was concern that some voices would not be heard because of this.
- There was acknowledgement that change to the current process was required – an easier streamlined service with less jargon was requested. As in the survey, there was reference to very difficult parent carer journeys through the system and this in itself was a motivator for change.
- As in the survey, the context in which parent carers are operating was highlighted especially the limited time, energy and funding. It was mentioned that there could be a tension between parents feeling like they need to be seen to be coping whilst at the same time needing to ask for help. Parent carers reported frequently feeling their parenting was under scrutiny and they felt judged particularly in the context of social care assessments.
- The role of skilled staff in supporting parent carers sensitively through the proposed pathway was emphasised. It was crucial to navigating the system in a way that did not mean the process impacted negatively on parent carers. Concern was raised that the Wellbeing Conversation may raise emotional issues not previously discussed by parents and there needed to be support available to deal with this.
- Finally, there was a suggestion which echoed several comments in the survey, that respondents would like to see a more proactive approach to promoting parent carer wellbeing.



COMMUNICATIONS LOG

<u>Channel</u>	<u>Detail</u>	
External		Circulation numbers during consultation (where known numbers of residents reached)
Ask Warwickshire	Dedicated consultation webpage	Unknown
Email (outbound)	Email distribution list of current recipients - Sent to 120 families	120
	SENDIAS – information provided to cascade	Not known
	Short breaks providers – information sent to cascade	Not known
	Special needs schools – information sent to cascade	Not known
	SENCO network co-ordinator (2 events w/c 3 rd Feb)	Not known (across Warwickshire)
Email (inbound)	Published email address available for people to respond via email.	Received 3 responses
Social Media	<u>WCC channels</u> Warwickshire County Council Facebook (3 times per wk)	12 posts – reaching 4,112 followers
	Warwickshire County Council Twitter (3 times per wk)	12 Twitter posts – 14.1k followers
	Warwickshire Parent Carer Forum virtually (shared min. 2 x per wk)	Reached 952
	Hearing the Voice groups (2 x per wk)	227 members
	Family Information Service – Twitter	1,413 followers
	FIS Facebook (3 times per week)	3,114k followers
	Public Health networks and partners / stakeholders	Not known
Newsletters	Working for Warwickshire	6-7k (187 views)
	Heads Up (06.01.20 – 09.02.20)	1,343k subscribers
	FIS Newsletters (06.01.2020 – 09.02.2020)	



COMMUNICATIONS LOG

	<p>Consultations and Engagement subscriptions</p> <p>Stakeholder / partner newsletters (all publications between 06.01.2020 - 09.02.2020)</p> <p>Ridgeway school newsletter -</p> <p>Bilton Junior school newsletter</p> <p>Rugby Observer</p> <p>Newton & Biggin Parish Council Newsletter</p>	<p>8,943k subscribers</p> <p>755</p> <p>Not known</p> <p>Not known</p> <p>Not known</p> <p>Paper to 40k homes Fb followers – 4k Twitter – 4,032 followers</p> <p>Not known</p>
Media relations	<p>Presence on WCC news page (links from FIS newsletter to this page)</p> <p>Press news release on 6th Jan 2020</p>	Not Known
Paper Surveys	Available on request	1 paper copy sent (not returned)
Verbal briefings	Press release by Portfolio Holder on launch day	Unknown
Face to face	<p>Warwick Racecourse: 20th Jan 13:30 – 15: 30 23rd Jan 18:30 – 20:30 Nuneaton (Chess Centre): 30th Jan 10 – 12 3rd Feb 18:00 – 19:30</p>	2 attendees 20 th Jan
Internal		
Face to face meetings	N/A	
Internal newsletters	<p>Working for Warwickshire</p> <p>John's Blog</p>	<p>6-7k subscribers</p> <p>Warwickshire Children & Families</p>
Email sent / information provided	WCC Customer Contact Centre staff	N/A
Verbal / written briefings	Colleagues and direct work with families	Unknown



COMMUNICATIONS LOG



Summary of findings from Carers Assessment Questionnaire

Warwickshire Parent Carer Forum circulated a form to ascertain views and experiences of the SEND Social Care Carer's Assessment process. Responses were anonymous.

134 people responded to the questionnaire

Summary of responses

Have you heard of a Carer's Assessment?

Yes	76	56.7%
No	51	38.1%
Not sure	6	4.5%
Other	1	0.7%

Comments

- Only told by a friend

Have you ever had a Carer's Assessment?

Yes	45	33.6%
No	87	64.9%
Not sure	1	0.7%
Other	1	0.7%

Comments

- Waited years to have an assessment

Has your child/young person had a social care assessment by a family support worker or social worker?

Yes	63	47.0%
No	62	46.3%
Not sure	2	1.5%
Other	7	5.2%

Comments

- Not applicable. My carers' assessment was for an adult in another county.
- This is still in progress
- I think so
- Didn't receive a copy of the RAS
- Not sure. We do have a Family Support Worker.
- Being redone

- I have tried unsuccessfully to get an assessment as I would like my son to receive direct payments. I have tried repeatedly to contact someone regarding this but nobody seems to know how I go about it as we do not have a social worker. When I asked my son's (special) school to refer us to social care, he said he wouldn't do the referral because we would get turned down because we seem to be 'coping', despite me explaining that we are not! I am very frustrated - any help would be appreciated.

Would you like a carer's assessment?

Yes	45	33.6%
No	9	6.7%
I've already had an assessment	47	35.1%
Maybe	33	24.6%
Other	0	0.0%

Are you aware of the assessment criteria?

Yes	17	12.7%
No	102	76.1%
I've already had an assessment	15	11.2%
Other	0	0.0%

If you have not had a carer's assessment, or have been refused an assessment, please give further details

32 Comments were received:

Examples of Comments

- First social care assessment we had 3 years ago the social worker left the form and was supposed to come back to help fill it in and I never heard any more about it
- Did not meet criteria
- I asked for one but it's never happened!
- I've never been told about it, another parent told me.
- I've never heard of this so have no idea what this is
- I think we had one of these from a social worker from SEND. Basically we were functioning too well despite being in crisis to attract support. We didn't tick enough boxes like having DLA or other benefits and we have no social problems etc so we were below the threshold. We were initially refused an assessment but we and the school said we really needed one, it was also a really long form and it wasn't made clear we didn't need to fill it in ahead of the meeting if we didn't want to and then had to go through it all again. It is uncomfortable to go through it all then to have no support at the end of it.
- I was given an assessment & awarded direct payment but never given the money! Told later it was a mistake
- I have asked my GP, child's doctor and school but nobody seems to be able to point me in the direction of how to apply for one.

- My / our assessment was very upsetting and adversely affected my mental health. I would welcome an updated assessment if I could be certain I would be treated fairly and with respect, unfortunately experience had taught me that would be unlikely
- I have been trying to get a carers assessment but had no joy
- only had one in children's services think I should have had more
- Not had an assessment as I do not wish to affect the benefits that my brother currently receives. I am told that by receiving an assessment/benefit for my caring role, it is likely that his benefits will be reduced. I feel he benefits from access to the benefit than I would.
- We were just refused in July, 2019

Were the assessment criteria explained to you?

Yes	12	9.0%
No	42	31.3%
Not sure	12	9.0%
Blank	64	47.8%
Other	4	3.0%

Comments

- It was all very vague
- Not had one
- Probably but when you need the support you are usually least able to process that sort of information
- Sort of. Was given paperwork

Did you find the assessment process transparent and accessible?

Yes	12	9.0%
No	55	41.0%
Blank	67	50.0%
Other	0	0.0%

Have you received support of funding after the assessment?

Yes	14	10.4%
No	37	27.6%
Blank	68	50.7%
Other	15	11.2%

Comments

- A very small amount
- Appealing assessment
- Assessment was 3 years ago, but I need another
- Yes, but only for a short period and even though circumstances had not changed I was told another (traumatic) assessment would be necessary for support to continue
- Never had don't know what it is
- On round 3 at present - received funding after the first on 3 years ago

- Awaiting outcome
- Awarded 12 weeks ago still no payment
- Yes. One off grant some years ago.
- Going through the long drawn out appeal process
- Only done 2 weeks ago
- Still awaiting after 4 years
- I did twice then after completed another assessment told the support was stopped

Was the amount awarded following the assessment satisfactory, do you feel?

Yes	10	7.5%
No	26	19.4%
Blank	82	61.2%
Other	16	11.9%

Comments

- Don't know
- Not had offer
- Not had one
- We were refused
- Not assessed
- Not had one
- Not sure
- Still waiting
- Don't know as no one said what it should or shouldnt be
- Still haven't heard had assesment over 6 months ago have rang and been told still going through
- Unclear as to what, if anything, was happening next. Heard nothing since
- Only done 2 weeks ago
- N/A didn't get anything. Was told it was to give further evidence in my son's assessment, and that if I wanted anything specific I would have to request it
- It paid for a specific one off thing
- Not sure how long it is meant to last.
- Don't know how to apply

Have you ever had a Carers Assessment No or Other.

34 Comments were received

Examples of comments

- Never asked
- Not sure what it is
- Don't know how to apply
- We were refused
- Never had one
- Not assessed

- The amount paid is only basic and does not cover the needs of the child
- The carers assessment I received I used to help give my other child a break aswell, as he too is a Carer.
- I have 30 mins a week I don't feel it's adequate for the impact it has on me.
- It was a token amount which in no way supported my needs, especially as I was forced to the point of crisis by the assessment process
- We were shown to meet criteria based on 2 of our children from the assessment but the social worker refused to take it further.
- It would have been good if it had been more than once
- It was significantly lower than expected
- Couldn't get to the point where an assessment was offered. Social care workers seem to have little understanding or knowledge
- Not a clear process, not easy to understand, not explained properly, takes a long time to organise, peer group meetings are not making decisions easy as social workers have to check with further managers

Have you undergone a fresh assessment annually?

Yes	5	3.7%
No	61	45.5%
Not sure / maybe	5	3.7%
Blank	63	47.0%
Other	0	0.0%

Were you told what you were allowed to spend the payment on?

Yes	21	15.7%
No	33	24.6%
Blank	80	59.7%
Other	0	0.0%

If you were granted a carer's payment, please indicate the amount offered below

£0	£300	£1100 per 4 weeks	£14 for an hour a week
£61	£324	£300 per annum	£150 for 6x counselling sessions
£160	£340	£7 a week!	Never got to this stage!
£180	£377	£292 monthly	DLA we received £315 so I would expect the same for PIP
£180	£400 ish	£750 for the year	Indicative figure so not been confirmed
£200	£600	Can't remember	Don't know not shared
£200	£700	Can't remember	Not applicable
£300	£750	No I wasn't	N/A

Did you have to evidence what you had spent your payment on?

Yes	17	12.7%
No	28	20.9%
Blank	89	66.4%
Other	0	0.0%

Were you able to spend the payment on what you had been told to spend it on?

Yes	16	11.9%
No	20	14.9%
Blank	86	64.2%
Other	12	9.0%

Comments

- Had no payments
- Haven't spent it yet
- I've been told nothing
- Haven't received funding
- Not specified
- Was not told

Is there anything else you'd like to share?

31 Comments were received

Examples of comments:

- How do u apply
- Very poor process
- Have asked for one several times but no joy!
- People need a definite of what can and can't be used
- I need more information and is it back dated??
- Have to ask several times for an assessment and then wait for 4- 6 months each time to receive carers payments allocated.
- I don't really know what a carers assessment is or the payment. I am a carer for my son and would like to find out more.
- I do not feel that this assessment is explained clearly. I was told it was a 1 off payment for my well being and was not told that it can be reviewed 6 monthly/yearly. Having spoken to others it is showing that the communication is poor and not a transparent communication.
- I use towards 2 hours cleaner every week....this makes my life easier
- I would like a carers assessment but I'm finding applying confusing
- To be told about it by key worker and not to have to find out through third party

- I am having to pay upfront and reclaim the funds so no actual money received to date.
- Not sure why this is offered in addition to the DLA
- It's not openly shared, I feel let down that regular assessments are not carried out automatically and even when they are completed they are left in a pile somewhere and ignored.
- How awful, long winded and difficult the whole process is! My son would never be able to access funding by himself with the many obstacles placed. It saddens and angers me to think how many people need and deserve this service but don't have the support to apply. **SOMETHING NEEDS TO CHANGE!**
- The assessment system is flawed, the process takes too long, the peer groups are used by social workers but it takes far too long for decisions to be made. It's not an easy process, it's difficult to understand the assessment and how the funding is agreed at the end .
- The system is not transparent and that when as a single parent I felt I needed help in a crisis that the 'help' took a long time coming- it was months until I had any feedback and then it was more damaging than anything else- even when I complained about the process the complaint was never followed up.
- An acknowledgement letter would of been nice, also a decision letter