

<p align="center"><b>National Survey of Adult Carers in England 2018/19</b></p>	<p><b>1. What is the Survey of Adult Carers in England 2018/19?</b> Councils in England have a statutory requirement to send a postal survey every two years. The survey asks questions about the carers' quality of life as well as self-reported general health and well-being.</p>	<p><b>2. Who can complete this survey?</b> NHS Digital have issued strict guidance on how individuals must be selected for inclusion in the survey sample. The Council will randomly sample about 1,000 carers in Lewisham to take part in the survey.</p>	<p><b>3. Is completion of this survey compulsory?</b> No. The completion of the survey is entirely voluntary. If the carer chooses not to complete the survey then this will have no negative impact on the services that they receive from the Council or any other provider.</p>
<p><b>4. What is this survey information used for?</b> Feedback from this survey can be used to inform policy and decision-making at both the local and national level, and to improve care, services and outcomes for local people.</p>	<p><b>5. What happens if the service user (or carer) is now or recently deceased?</b> The Council will do everything possible to avoid this circumstance when sending surveys or reminders and deal sensitively with the situation, if it does occur.</p>		<p><b>6. Are responses to the survey confidential?</b>  Yes. Nothing in the survey will directly identify the carer. All responses will be stored and accessed in compliance with local information governance and security policy procedures.</p>
<p><b>7. Is there more information available about this survey?</b> Yes. Visit the NHS Digital <a href="#">dedicated page</a>. Click the link, but please note this is guidance to councils.</p>	<p><b>8. Can this survey be completed online?</b> No. To ensure that the results of the survey can be compared across all Council's it must be completed wherever possible using the same methodology i.e. as a postal survey. The requirement to use postal surveys has been decided upon by NHS Digital and Lewisham Council does not have the ability to change it. Pre-paid envelopes are provided so that the carer can return their completed postal survey at no cost to themselves.</p>	<p><b>9. Is additional help available e.g.?</b> Yes- full details, about assistance, are given in the survey materials.</p>	
<p><b>10. Is the survey available in alternative languages and formats?</b> The Council will identify carers in their sample who will need access to alternative formats and take steps to ensure they are able to access the survey through the use of large print, easy read, braille, telephone interviews etc.</p>			<p><b>11. What happens if there are safety or welfare concerns?</b> The Council has a safeguarding duty and will only breach the protection of a respondent's confidentiality in <u>strictly</u> defined circumstances.</p>

Source: Based on NHS Digital Supplied Frequently Asked Questions for the National Adult Carers in England Survey 2016/17 –Abridged for Local Communications (September 2018)