# Peterborough City Council logo [View image on Twitter](https://twitter.com/CambsCC/status/861913726806609920/photo/1)

**Adult Social Care Information Survey**

We want to ensure that adults who may need our support services can find the information that they need. Please could you provide feedback on your experiences.

Your responses are confidential but will help us to improve the information we provide.

The deadline for responses is **10 October 2021**.

Please e-mail your response to: [ASC.Consultation@cambridgeshire.gov.uk](mailto:ASC.Consultation@cambridgeshire.gov.uk)

If you need help with completing this survey, please call: 01223 715667.

Thank you for taking part in this survey.

**Survey questions**

1. Have you tried to find information for yourself, or someone you support, in the last 12 months about:

* Adult social care?
* Cambridgeshire County Council services for adults?
* Peterborough City Council services for adults?

Please tick (✓) one box

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | Cambridgeshire services | Peterborough services | Adult social care |
| No |  |
| Not sure |  |

1. What did you need to find out?

|  |
| --- |
|  |

1. Overall, how easy was it to find the information that you needed?

On a scale from 1 to 5 where 1 is very easy and 5 is very hard

Please tick (✓) one box

|  |  |
| --- | --- |
| 1 – very easy |  |
| 2 – easy |  |
| 3 – okay |  |
| 4 – hard |  |
| 5 – very hard |  |

1. Where did you look for the information, or who did you ask?

|  |
| --- |
|  |

1. If you found it hard to find information, how can we make it easier?

|  |
| --- |
|  |

1. Do you, or the person you support, currently get help from Adult Social Care in Cambridgeshire or Peterborough?

Please tick (✓) one box

|  |  |  |
| --- | --- | --- |
| Yes | Cambridgeshire | Peterborough |
| No |  |
| Not sure |  |

1. Would you like us to contact you about the information you were looking for?

Please tick (✓) one box

|  |  |
| --- | --- |
| Yes |  |
| No |  |

1. If you are happy for us to contact you about the information or to follow up on your response and ask more questions, please could you provide an e-mail address or telephone number.

|  |
| --- |
|  |

More about you.

Please can you tell us more about yourself. This will help us to check whether our information is accessible for everyone.

1. How would you describe your gender?

Please tick (✓) one box

|  |  |
| --- | --- |
| Woman/girl |  |
| Man/boy |  |
| Non-binary |  |
| Intersex |  |
| Prefer to self-describe |  |
| Prefer not to say |  |

1. Is the gender you identify with the same as your sex you registered at birth?

Please tick (✓) one box

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Prefer not to say |  |

1. How old are you?

Please tick (✓) one box

|  |  |
| --- | --- |
| Under 15 years |  |
| 16-17 years |  |
| 18-24 years |  |
| 25-34 years |  |
| 35-44 years |  |
| 45-54 years |  |
| 55-64 years |  |
| 65-74 years |  |
| 75 and above |  |
| Prefer not to say |  |

1. Do you have a disability?

Please tick (✓) one box

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Prefer not to say |  |

1. Are you an unpaid carer – do you look after someone who would struggle to look after themselves without your help?

Please tick (✓) one box

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Prefer not to say |  |

1. Which district do you live in (where you pay your council tax)?

Please tick (✓) one box

|  |  |
| --- | --- |
| Cambridge |  |
| East Cambridgeshire |  |
| Fenland |  |
| Huntingdonshire |  |
| Peterborough |  |
| South Cambridgeshire |  |
| I do not live in Cambridgeshire or Peterborough |  |

**Data Protection Statement**

This survey is to help us improve our information services.

The purpose of this research is:

* To investigate what information on adult social care people are struggling to find.
* Why they are struggling to find it.
* Which channels they are using.
* How we can make it easier for them to find information.

You do not have to give us any personal information. We will not publish any personal details you do give us, but may publish our response, and include it in public reports, with personal details removed. Personal data will be held securely, in accordance with data protection legislation. We will only store it for 12 months after the survey results have been analysed.

Further details about how we use this data and the rights you have around this can be found at:

For Cambridgeshire County Council: [Privacy statement - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/council/data-protection-and-foi/information-and-data-sharing/privacy-statement)

If you have any data protection queries, please contact the Data Protection Officer: [data.protection@cambridgeshire.gov.uk](mailto:data.protection@cambridgeshire.gov.uk)

For Peterborough City Council: [Corporate Privacy Notice - Peterborough City Council](https://www.peterborough.gov.uk/council/council-data/corporate-privacy-notice)

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