



Our survey about our adult social care plan

Tell us what you think



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About this survey

There is an easy read booklet that goes with this survey.



It tells you about our adult social care plan.



Read the easy read booklet first and then answer the questions in this survey.



You will need the easy read booklet with you when you answer the questions.



About our plan

We are the City of York Council. We run lots of services for people in our area.



One of the services we run is **social care**. **Social care** is care and support people might need at home, in their local community or in a care home.



When people aged 18 and older need support from us, we call it **adult social care**.



Adult social care gives people the help they need to live the life they want.



We have written a new plan about adult social care in York.



It says how we will give people good advice, care and support.



We are asking lots of people what they think about our plan.



We have some questions for you to answer.



There are a lot of questions in this survey.



You do not have to answer all of the questions if you do not want to.



You need to send your answers back to us by **9th March 2025**.

How you can send your answers back to us



There are lots of different ways you can send your answers back:



- You can hand in your form at our main offices. Our main offices are called West Offices in York.



- You can post your answers back to us. Our address is:

**Adult Social Care Transformation
Team
Freepost RTEG-TYYU-KL TZ CYC
West Offices
Station Rise
York
YO1 6GA**



You do not need to put a stamp on the envelope.



You can phone us to ask us for a special envelope to send your form back in.

Phone

01904 551 550



- You can come into any of our libraries or our main offices. Staff will be able to help you to fill in the form online.



- You can phone us to tell us your answers.

Phone

01904 551 550



You will need to leave us a voice message with your name and phone number. We will call you back.



- You can fill in the survey online at our website:
**[www.york.gov.uk/
AdultSocialCareStrategyConsultation](http://www.york.gov.uk/AdultSocialCareStrategyConsultation)**



The online survey is not in easy read. You might want to ask someone to help you fill it in.



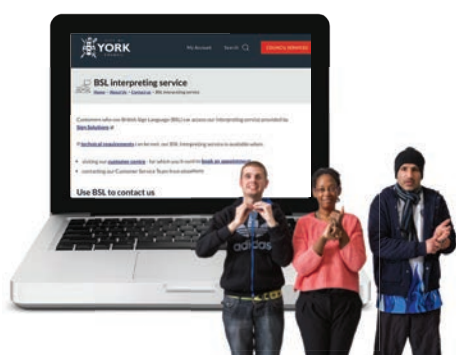
- You can use this QR code. We tell you how to use QR codes on page 8 of this booklet.



- You can **scan in** your answers and email them to us.
Email
ASCtransformationteam@york.gov.uk



Scan in means using a computer to take a picture of each page of the booklet. You save the pictures on your computer.



- If you use British Sign Language, you can use our online video service at:

**[www.york.gov.uk/
BSLInterpretingService](http://www.york.gov.uk/BSLInterpretingService)**



This information is not in easy read. You might want to ask someone to help you to read it.

How to use a QR code

Open the camera on your phone.



Hold the camera over the QR code like you are going to take a photo of it.



A yellow box will come up on your screen.



Press the yellow box and it will take you to the website.



Our Privacy notice



Before you answer our questions, you need to read our **privacy notice**.

It tells you how we will use and look after the information you tell us on the form.



The law says organisations must have a privacy notice.



It is up to you if you want to take part in the survey.

You do not have to take part if you do not want to.



If you take part, you do not have to answer all of the questions.

How we will use your information



We can only use the things you tell us if you agree. This is called **giving consent**.



We will use what people tell us to write a report.



If we write what you tell us in the report, we will not put things like your name or address in it.



That way nobody can tell it was you who told us.

How we look after your information



We will keep your information locked up safely on our computers.



We will only share your information with other organisations:

- If the law says we need to share it

or



- To stop someone from getting hurt.



We will only keep your information for as long as we need it. Then we will delete it.

Your rights



Your **rights** are things you are allowed to do and how you should be treated.



The law says you have rights when we keep information about you.



For more information about your rights and how we use your information, go to this website:
ico.org.uk/for-the-public/

or



You can use this QR code. We tell you how to use a QR code on the back page of this booklet.



What if I change my mind

If you decide to take part, you can change your mind at any time.



If you change your mind, email us.

Email

**ASCtransformationteam@york.
gov.uk**

Contact us



You can **complain** if you think we are not looking after your information in the right way.

Complain means saying you are unhappy about something.



If you have any questions, to ask us about your rights or to complain, you can contact us:



By email:

information.governance@york.gov.uk



By phone:

01904 554145



By post:

**Data Protection Officer
City of York Council
West Offices
Station Rise
York
YO1 6GA**

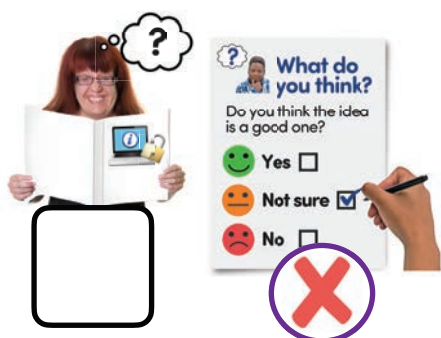


Important!

It is important that you have read and understood our privacy notice.



Tick this box if you have read and understood it.



If you do not understand it or do not tick the box, we cannot use any answers you give us.

Questions about you



Question 1: Tell us why you are interested in our plan.

Tick one box



I work for a voluntary group or local charity



I work for the council



I am family or a carer of someone with care and support needs



I work for a healthcare service



I am a person who needs care and support



I work for an organisation that gives care and support



Other. Please tell us more here:



Questions about our vision

You can read about our vision on page 5 of our plan.



Question 2: How much do you agree with our vision for adult social care?



A lot



Not very much



A little bit



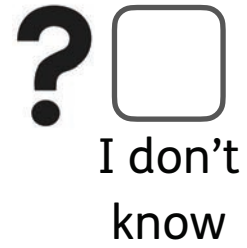
Not Sure



Please tell us more about your answer here:



Question 3: Do you think our vision will help us to give better care and support to people in York?



Please tell us more about your answer here:



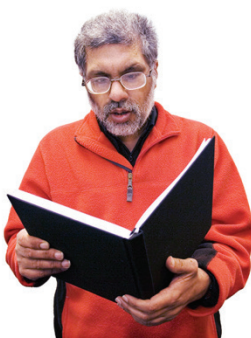
Question 4: Is there anything else you think we should put in our vision? Please tell us here:

A large, empty rectangular box with a black border, intended for users to provide their answers to Question 4.



Questions about our ideas

We have 11 big ideas about important things we want to work on in our plan.



You can read about our ideas on pages 6 to 17 of our plan.



Idea 1: Put people first

You can read about Idea 1 on pages 6 and 7 of our plan.



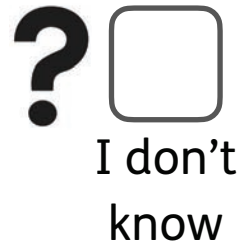
Question 5: Do you agree with Idea 1?



Yes



No



I don't
know



Please tell us more about your answer here:

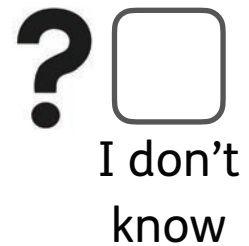


Idea 2: Spend our money in the best way

You can read about Idea 2 on page 8 of our plan.



Question 6: Do you agree with Idea 2?



Please tell us more about your answer here:

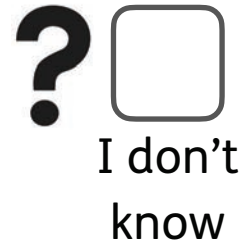


Idea 3: Offer good services that meet people's needs

You can read about Idea 3 on pages 8 and 9 of our plan.



Question 7: Do you agree with Idea 3?



Please tell us more about your answer here:

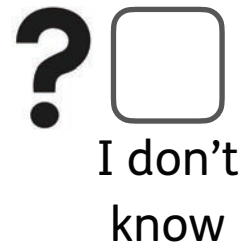


Idea 4: Support people to live at home for longer

You can read about Idea 4 on page 10 of our plan.



Question 8: Do you agree with Idea 4?



Please tell us more about your answer here:

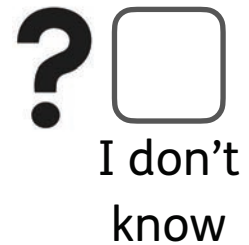


Idea 5: Use information to make decisions about our services

You can read about Idea 5 on page 11 of our plan.



Question 9: Do you agree with Idea 5?



Please tell us more about your answer here:



Idea 6: Help people to need less care and support

You can read about Idea 6 on pages 11 and 12 of our plan.



Question 10: Do you agree with Idea 6?



Yes



No



I don't know



Please tell us more about your answer here:

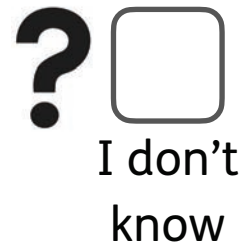


Idea 7: Work together with health services

You can read about Idea 7 on page 12 of our plan.



Question 11: Do you agree with Idea 7?



Please tell us more about your answer here:



Idea 8: Use technology

You can read about Idea 8 on pages 13 and 14 of our plan.



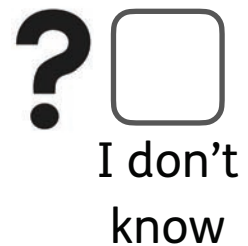
Technology means things like a computer, phone or tablet.



It can also be special machines that help people stay healthy and get the care they need.



Question 12: Do you agree with Idea 8?





Please tell us more about your answer here:

A large, empty rectangular box with rounded corners and a thin black border, intended for the user to provide their answer.

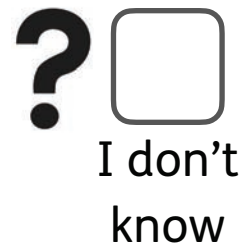
Idea 9: Help people leave hospital at the right time.



You can read about Idea 9 on pages 14 and 15 of our plan.



Question 13: Do you agree with Idea 9?



Please tell us more about your answer here:



Idea 10: Involve people in planning their care and planning services

You can read about Idea 10 on page 16 of our plan.



Question 14: Do you agree with Idea 10?



Yes



No



I don't know



Please tell us more about your answer here:

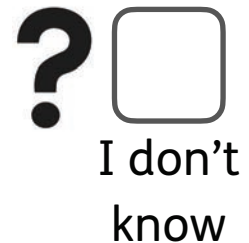


Idea 11: Work together with other local councils

You can read about Idea 11 on page 17 of our plan.



Question 15: Do you agree with Idea 11?



Please tell us more about your answer here:



Question 16: Are there any other ideas we should work on in our plan?
Please tell us more here:



Question 17: Out of our 11 big ideas, tell us which 4 ideas you like best.

A large, empty rectangular box with a black border, intended for the user to provide their answer to the question.

Questions about things we will think about when we work on our plan



When we work on our plan, we will think about these things:



- Making sure our services are fair for everyone.



- Keeping people safe.



- Supporting our staff.



- Supporting **unpaid carers**. **Unpaid carers** mean family and friend carers who are not paid to care for people as part of their job.



- Supporting people's wellbeing.



You can read more about these things on pages 18 to 21 of our plan.



Question 18: Do you think these are the right things to think about?



Yes



No



I don't know



Please tell us more about your answer here:



Question 19: Is there anything else you think we should put in our plan? Please tell us here:

A large, empty rectangular box with a thin black border, intended for the user to provide their answer to the question.

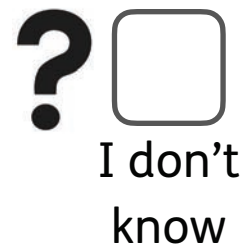
Do you want to talk to us a bit more about the plan?



You can tell us more about your answers or ask us questions about the plan.



Question 20: Would you be happy for us to contact you?



If you ticked **yes**, please tell us how to contact you:

Your phone number:





Your email address:



Your address:

Questions about you



The next few questions ask you about you.



These questions make sure we are asking lots of different people what they think.



You do not have to answer the questions if you do not want to.



We will keep what you tell us confidential and private.

We will not be able to work out who you are from the answers that you give.



Question 23: How old are you?

- younger than 16
- 16 - 24 56 - 59
- 25 - 39 60 - 64
- 40 - 55 older than 65
- I don't want to say

Question 24: What is your gender?

- Male
- Female
- Non-binary. This means you do not see yourself as male or female



I don't want to say



You can tell us what gender you are if you want to:



Question 25: What is your **Sexual orientation**?

Sexual orientation mostly means who you are attracted to.



I am a man who is attracted to women or a woman who is attracted to men



I am man who is attracted to other men



I am a woman who is attracted to other women



I am attracted to both men and women



Other. You can tell us your sexual orientation if you want to:



I don't want to say



Question 26: What is your religion or belief?

Buddhist Jewish

Christian Muslim

Hindu Sikh

No religion. This includes if you are Atheist

Other religion. Please tell us:

I don't want to say



Question 27: What is your ethnicity? **Ethnicity** is your race, background and culture.



Asian, or Asian British:

Indian Pakistani

Bangladeshi Chinese

Other Asian or Asian British.
Please tell us:

Black or Black British:

African

Caribbean

Other Black or Black British.
Please tell us:





Mixed ethnic group:

White and Asian

White and Black African

White and Black Caribbean

Other mixed race or backgrounds. Please tell us:



White:

English, Northern Irish, Scottish, Welsh or British

Irish

Gypsy or Irish Traveller

Roma

Any other white background. Please tell us:



Other ethnic group:

Arab

Another race or ethnic background. Please tell us:

I don't want to say



Question 28: Do you have a disability or a **long term** illness or health condition?

Long term means it lasts for 12 months or more.



Yes



No



I don't want to say



Question 29: Are you an unpaid carer for someone?



Yes



No



I don't want to say

Question 30: Have you ever lived in care?

In care means you lived with **foster carers**, in a children's home or, in some cases, with another family member or family friend.

A **foster carer** is an adult who looks after children when they cannot live with their own family



Yes



No



I don't want to say