



DWP'S SUPPORT FOR CARERS

1. How many carers do you usually advise each month?

PLEASE TICK ONE ANSWER ONLY

- None → GO TO QUESTION 3
- 1-5
- 6-10
- 11-15
- 16-19
- 20+
- Don't know

2. How many of these carers, each month, are receiving Carer's Allowance?

PLEASE TICK ONE ANSWER ONLY

- None
- Few
- Most
- All
- Don't know

3. Does your Jobcentre Plus have systems in place to identify carers who may be eligible for support but have not pursued this with Jobcentre Plus?

- Yes
- No
- Don't know

Please explain your answer:

4. What level of employment support do carers generally receive in your Jobcentre Plus office?

PLEASE TICK ONE ANSWER ONLY

- No support
- Less support than other job seekers
- The same support as other job seekers
- More support than other job seekers

Please explain your answer:

5. Which employment support services do carers use most often?

PLEASE TICK A MAXIMUM OF 3 ANSWERS

- Training to refresh skills or learn new skills, for example a New Deal programme
- Assistance with CV and application form writing, and/or interview techniques
- Travel to interview scheme
- Information and advice about finding a suitable job
- Information and advice about finding suitable education courses
- Information on employment law for people with caring responsibilities
- Information on the services, information and support available from JCP
- Don't know
- Other, please specify

6. What information do you usually provide to carers about Carer's Allowance and the benefits system?

PLEASE TICK ALL THAT APPLY

- Eligibility criteria for Carer's Allowance
- Eligibility criteria for other benefits and credits
- How receiving Carer's Allowance can affect their other benefits and credits
- How taking up employment will affect their benefit(s)
- Who to contact for further information about Carer's Allowance
- Which other organisations carers can go to for advice and support
- Other, please explain below
- None

7. Please answer the following questions:

	Always	Sometimes	Never
Does your JCP office supply Carer's Allowance application packs to customers?			
Do you help customers to complete Carer's Allowance application forms?			
Does your JCP office send completed Carer's Allowance applications to CAU if asked to do so by the customer?			
Do customers receiving Carer's Allowance have to attend mandatory work-focused interviews?			

8. Which organisations that provide support to carers do you usually tell carers about?

PLEASE TICK ALL THAT APPLY

- Social Services
- National organisations and charities, for example, Carers UK
- Local charities and community organisations
- I don't provide information on other organisations
- Other, please specify

9. Do you feel you have the knowledge and skills to support carers who want to do paid work?

PLEASE TICK ONE ANSWER ONLY

- Yes, I have the knowledge but not the skills needed
- Yes, I have the skills but not the knowledge needed
- Yes, I have all the skills and knowledge needed
- I have some of the knowledge and skills needed
- No, I do not have the knowledge or the skills

10. Please tell us about your knowledge and skills on the following issues:

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	I have enough knowledge and skills to enable me to support carers	I would like to increase my skills and knowledge in this area to improve my support to carers	I do not have skills and knowledge in this area, but they would not help me support carers
What carers do on a day-to-day basis			
Carer's Allowance and related benefits			
How carers tend to feel about returning to work			
How to respond to a carer who visits a Jobcentre Plus office			
Flexible working rights for carers			
The New Deal for Carers			
The National Strategy for Carers			

11. Please rate the following statement:

"Carers are getting what they might reasonably expect from Jobcentre Plus to help them combine caring and paid employment".

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree
- Don't know

Please explain your answer:

12. Is training available for Personal Advisers who work with carers who want to return to work?

- Yes
- No → GO TO QUESTION 14
- Don't know

If yes, please give examples of the training:

13. Have you attended training about supporting carers who use Jobcentre Plus services?

- Yes
- No

14. Please tell us how helpful to you each of the following would be in assisting you to support carers into employment

	Very helpful	Slightly helpful	Make no difference	Slightly unhelpful	Unhelpful
Flexible working opportunities that are easier to identify					
Specialised Personal Advisers to deal with carers					
A comprehensive online reference guide for Personal Advisers about carer issues such as benefits, employment support and external sources of help					
Carers attending work focused interviews more often					
Training on the benefits carers can access					
Training on the needs of carers					
Training on how to respond to a carer when they visit a Jobcentre Plus office					
Training on employment law and how it protects carers					
Guidance on who carers can contact for further information on benefits					
Guidance on who carers can contact for further advice on employment support					
Guidance on who carers can contact for general advice, outside of DWP					

15. What are the strengths of the employment support Jobcentre Plus provides to carers?

16. What are the weaknesses of the employment support Jobcentre Plus provides to carers?

17. Please tell us which 3 changes, listed below, could reasonably be accommodated in your existing day-to-day duties to make the biggest improvement to the support you are able to provide to carers.

PLEASE CHOOSE A MAXIMUM OF 3 OPTIONS AND RANK THEM 1-3, WITH 1 BEING THE MOST IMPORTANT AND 3 BEING THE LEAST IMPORTANT OF THE THREE OPTIONS YOU HAVE CHOSEN

	Ranking
Flexible working opportunities that are easier to identify	
Specialised Personal Advisers to deal with carers	
A comprehensive online reference guide for Personal Advisers about carer issues such as benefits, employment support and external sources of help	
Carers attending Work Focused Interviews more often	
Training on the benefits carers can access	
Training on the needs of carers	
Training on how to respond to a carer when they visit the Jobcentre Plus office	
Training on employment law and how it protects carers	
Guidance on who carers can contact for further information on benefits	
Guidance on who carers can contact for further advice on employment support	
Guidance on who carers can contact for general advice, outside of DWP	
Other, please specify below	

18. We would be very interested in any additional comments you have about your experience of supporting carers. This could include examples of achieving a successful outcome or when things could have been done better.

Thank you taking the time to complete our questionnaire. Please now return your completed copy to the study team at Lauren.tucker@nao.gsi.gov.uk as soon as possible, and by 7th July 2008 at the latest.

If you would like further information, or have any questions relating to the study, please contact Lauren Tucker, Senior Analyst, at lauren.tucker@nao.gsi.gov.uk or telephone 0191 269 8851.