Q1. **How much do you know about the following aspects of Carer’s Allowance?**
*Please tick one box only for each statement*

<table>
<thead>
<tr>
<th>Statement</th>
<th>A great deal</th>
<th>A fair amount</th>
<th>Not very much</th>
<th>Nothing at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which benefits the person you care for must receive for you to be eligible for Carer’s Allowance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How many hours of caring a week you need to do to be eligible</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What you need to do if you start paid work or increase the number of hours of paid work that you do</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The maximum income you can earn and still be eligible for Carer’s Allowance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q2. **How easy or difficult was it for you to apply for Carer’s Allowance?**
*Please tick one box only*

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Can’t remember

If you need help completing this questionnaire please call 0207 347 3234
Q3. Which of the following difficulties did you face when applying for Carer's Allowance?

*Please tick all that apply*

- Understanding the eligibility criteria ........................................... ☐
- Being given conflicting or unclear information ................................... ☐
- Getting hold of the application form ............................................. ☐
- Understanding and filling in the application form .............................. ☐
- Using the e-service to claim ............................................................. ☐
- Collecting evidence to support your claim (e.g. about your income) ...... ☐
- Length of time you had to wait before your claim was processed .......... ☐
- Other difficulties *(please tick box and write in below)* ........................... ☐

Q4. Many carers find that their circumstances, or those of the person cared for, change over time. How effective, if at all, is the Disability and Carers Service (DCS) in responding to the changes of circumstances that may affect your claim?

*Please tick one box only*

- Very effective .......................................................... ☐
- Fairly effective .......................................................... ☐
- Neither effective nor ineffective ............................................. ☐
- Fairly ineffective .......................................................... ☐
- Very ineffective ........................................................... ☐
- My circumstances have not changed since I first claimed ................... ☐

*Please go to question 6*

*Please go to question 5*

*Please go to question 6*

If you need help completing this questionnaire please call 0207 347 3234
Q5. In what way was the Disability and Carers Service (DCS) ineffective in responding to your changes of circumstances?

*Please tick all that apply*

- My benefits took longer than I expected to adapt to my changes of circumstances
- The staff were not helpful
- They did not correctly record the information I provided
- I had difficulties getting hold of the right person
- I had to contact them many times to tell them about my changes of circumstances
- They did not know how to handle my changes of circumstances
- Other reasons (*please tick box and write below*)

**ATTITUDES TO CARER’S ALLOWANCE AND WORK**

Q6. For each of the following statements, please tell us whether you agree or disagree.

*Please tick one box only for each statement*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers are reluctant to employ people who have caring responsibilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would have become a full-time carer even if Carer’s Allowance hadn’t been available</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Being eligible for Carer’s Allowance has influenced my decision to stop working and become a full-time carer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I would like to do more hours of paid work but I don’t want to lose my Carer’s Allowance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If I did not receive Carer’s Allowance, I would have to find some paid work or work longer hours while still having caring responsibilities</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q7. Below is a list of problems some carers experience when asking for support.

For each please tell us whether you personally have experienced this problem or not when asking for support as a carer. If you have experienced this problem, please say whether it was with the Disability and Carers Service (DCS) or with another organisation.

*Please tick the appropriate box or boxes for each problem*

<table>
<thead>
<tr>
<th>Problem experienced with the DCS</th>
<th>Problem experienced with another organisation</th>
<th>I have not experienced this problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having to repeatedly give out the same information about why I need help ……...</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Receiving unclear information…………..</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Services not being connected or linked up …………………………………………</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Not being recognised as someone who needs support ……………………………</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The services available do not meet my needs as a carer ………………...……...</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other problems <em>(Please tick box(es) and write in below)</em></td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

If you need help completing this questionnaire please call 0207 347 3234
Q8. In addition to your caring responsibilities, which of the following best describes your situation when you first applied for Carer’s Allowance?

*Please tick one box only*

- Studying
- Working full-time
- Working part-time
- Retired
- Unemployed
- None of the above

Q9. In addition to your caring responsibilities, which of the following best describes your situation now?

*Please tick one box only*

- Studying
- Working full-time
- Working part-time
- Retired
- Unemployed
- None of the above

*Please go to question 10*

*Please go to question 11*
Q10. **Below are types of support that may help carers combine their caring responsibilities with their studies or with paid work. For each, please tell us if you would find it useful or not useful.**

*Please tick one box only for each statement*

<table>
<thead>
<tr>
<th>Support Description</th>
<th>Useful</th>
<th>Not useful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information and advice about finding suitable jobs that you can combine with your caring responsibilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training to refresh skills or learn new skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help with CV, application forms and interview techniques</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help to communicate your circumstances to your employer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information about employment law for people with caring responsibilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone else to look after the person you care for or respite care while you are at work or studying</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexible employment opportunities (e.g. working at home or some other suitable place or changing your hours to suit your needs as a carer)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexible training opportunities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possibility to study part-time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexible deadlines to submit your homework or take exams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other types of support <em>(please tick box and write in below)</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you need help completing this questionnaire please call 0207 347 3234
Q11. **Which of the following groups, if any, would you go to for support about paid work?**

*Please tick all that apply*

- Carers’ group or organisation (e.g. Princess Royal Trust for Carers, Carers UK) ..........................................................
- Citizens Advice Bureau (CAB) ...........................................
- Jobcentre Plus (the ‘Job Centre’) ......................................
- Disability and Carers Service (DCS) .................................
- Benefit Enquiry Line (BEL) ..............................................
- Your Council ....................................................................
- Local community organisations, e.g. religious or faith groups ...
- Family or friends ............................................................
- Other sources of support ................................................

*Please tick box and write in*

<table>
<thead>
<tr>
<th>None, do not need support ...........................................</th>
</tr>
</thead>
</table>

---

**EXPERIENCE WITH JOBCENTRE PLUS (‘THE JOB CENTRE’)**

Q12. **Have you contacted Jobcentre Plus (also known as ‘the Job Centre’) in the last 12 months?**

*Please tick one box only*

- Yes  
  *Please go to question 13*
- No  
  *Please go to question 17*
- Can’t remember
- Not sure what Jobcentre Plus is
Q13. **Why did you contact Jobcentre Plus?**

*Please tick all that apply*

- Job related query……………………………….. □
- Training related query………………………….. □
- Benefit related query…………………………… □
- Other reason *(Please tick box and write in)*… □

Q14. **Overall, how satisfied or dissatisfied are you with the services Jobcentre Plus provide to you as a carer?**

*Please tick one box only*

- Very satisfied…………………………………… □
- Fairly satisfied…………………………………… □
- Neither satisfied nor dissatisfied……………… □
- Fairly dissatisfied……………………………….. □
- Very dissatisfied………………………………… □

Q15. **Please tell us whether you agree or disagree with the following statements.**

*Please tick one box only for each statement*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobcentre Plus should provide services that are better suited to the needs of carers seeking work</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Staff at Jobcentre Plus understand the issues affecting carers returning to work</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Staff at Jobcentre Plus understand the issues affecting carers who combine work with their caring responsibilities</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Jobcentre Plus staff are helpful and approachable to carers</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
Q16. **What could Jobcentre Plus do to improve their services to you as a carer?**  
*Please tick all that apply*

- Provide flexible training opportunities ............................................. [ ]
- Help you more to identify opportunities for flexible jobs  
  (e.g. so you can work at home or some other suitable place or  
  change your hours to suit your needs as a carer) ......................... [ ]
- Provide more information about jobs offered by employers who are  
  flexible and understanding of carers’ needs .............................. [ ]
- Train their staff on issues affecting carers ................................. [ ]
- Work more closely with carers’ groups or organisations .............. [ ]
- Other (*please tick box and write in*) ........................................... [ ]
- Nothing .......................................................................................... [ ]

**ABOUT YOU**

The following questions will enable us to look at the views of different carers. As with the rest of  
this questionnaire, we will keep all the information you provide completely confidential.

Q17. **Which of these ethnic groups do you consider you belong to?**  
*Please tick one box only*

- White ............................................................................................. [ ]
- Mixed ............................................................................................... [ ]
- Asian or Asian British ................................................................. [ ]
- Black or Black British ................................................................. [ ]
- Chinese or other ethnic group .................................
  (*please tick box and write in*) [ ]
Q18. **When did you make your first claim for Carer’s Allowance?**

*Please tick one box only*

- Less than a year ago ................................................................. □
- More than one year, but less than three years ago .................. □
- Three years ago or more ......................................................... □
- Can’t remember ........................................................................ □

Q19. **Please tell us which of the following best describes the conditions of the person you care for. Please tick all that apply**

- Physical disability (e.g. problems with movement, sensory impairment) ...... □
- Mental health difficulties (e.g. depression, schizophrenia) .................. □
- Long term or chronic conditions or illness (e.g. diabetes, heart disease, cancer) .................................................................................................................... □
- Learning disabilities (e.g. Down’s Syndrome) .................................. □
- Autistic spectrum disorder (e.g. Asperger’s Syndrome) ....................... □
- Other *please tick box and write in below* ........................................ □

- Don’t know or not sure ................................................................. □

Q20. **We would like to understand the views of carers in more detail. Would you be willing for us to contact you again in relation to this research?**

*Your answer, and any information you give us, will not affect any benefit claims you may have. Your personal details will not be passed on to other parties.*

*Please tick one box only*

- Yes, I agree to be recontacted, and my telephone number (including the area code) is… □
- No, I do not want to be recontacted □

Thank you very much for filling in this questionnaire. Please return it to us in the prepaid envelope provided by the 20th June 2008. You do not need a stamp.