

UNDERSTANDING AND APPLYING FOR CARER'S ALLOWANCE

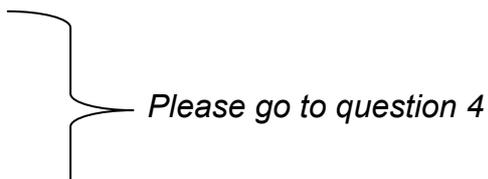
Q1. How much do you know about the following aspects of Carer's Allowance?

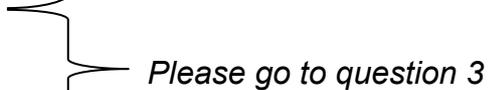
Please tick one box only for each statement

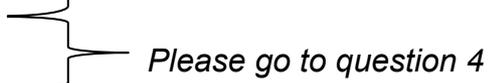
	A great deal	A fair amount	Not very much	Nothing at all
Which benefits the person you care for must receive for you to be eligible for Carer's Allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How many hours of caring a week you need to do to be eligible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What you need to do if you start paid work or increase the number of hours of paid work that you do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The maximum income you can earn and still be eligible for Carer's Allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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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

	Agree	Neither agree nor disagree	Disagree
Employers are reluctant to employ people who have caring responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would have become a full-time carer even if Carer's Allowance hadn't been available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being eligible for Carer's Allowance has influenced my decision to stop working and become a full-time carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would like to do more hours of paid work but I don't want to lose my Carer's Allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR CARING RESPONSIBILITIES

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

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

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EMPLOYMENT SITUATION

Q8. In addition to your caring responsibilities, which of the following best describes your situation when you first applied for Carer's Allowance?

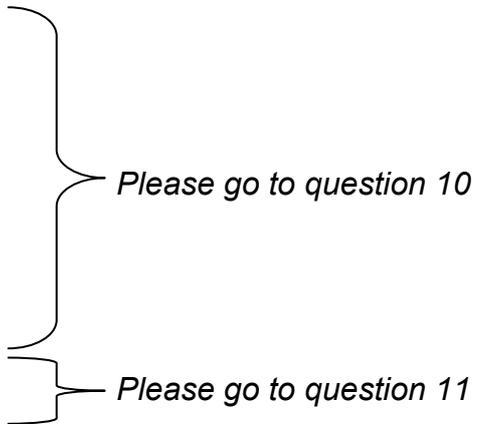
Please tick one box only

- 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



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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

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

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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

None, do not need support

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 }
- Can't remember } *Please go to question 17*
- 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

	Agree	Neither agree nor disagree	Disagree
Jobcentre Plus should provide services that are better suited to the needs of carers seeking work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at Jobcentre Plus understand the issues affecting carers returning to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at Jobcentre Plus understand the issues affecting carers who combine work with their caring responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jobcentre Plus staff are helpful and approachable to carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.