

Appendix 2: Guidance for qualitative data returns

Qualitative data must be submitted every 3 years, the first year of data will detail the financial year April 2016 to March 2017. For the purposes of this return, different questions must be asked to:

- children aged between 10 years old and 17 years old;
- young adults aged between 16 and 24 years old;
- young carers aged between 16 and 24 years old;
- carers aged 18 or over; and
- adults aged 18 or over.

The following questions will be asked to people who need care and support and carers who need support, although some questions are specific to groups of people:

1. Overall, how satisfied are you with the care and support services that you have received? (Very satisfied / quite satisfied / not sure / dissatisfied / very dissatisfied)

Thinking about the care and support services you have received, please tell us whether you agree or disagree to the following statements: (Yes, I agree / No, I disagree / I don't know)

- 2. I have been treated with dignity and respect (aged 10+);**
- 3. I have received the right information, advice or assistance when I have needed it (aged 10+);**
- 4. I have received advice, help and support to prepare me for adulthood (aged 16-25);**
- 5. I have been given written information about a named team in social services (aged 10+);**
- 6. I have been involved in decisions made about my care and support (aged 10+);**
- 7. I have been involved in any decisions made about my child's care and support (parents);**
- 8. I have been involved in designing the care and support plan for the person that I care for (carers aged 10+).**

Thinking about your life at the moment, please tell us whether you agree or disagree to the following statements: (Yes, I agree / No, I disagree / I don't know)

- 9. The care and support I have received has helped me to live in a home that is right for me (aged 10+);**
- 10. The care and support I have received has helped me to do the things that matter to me (aged 10+);**
- 11. The care and support I have received has helped me to feel safe (aged 10+);**
- 12. The care and support I have received has helped me to feel like I belong to my community (aged 18+);**
- 13. The care and support I have received has helped me to feel supported to continue in my caring role (carers aged 10+);**
- 14. The care and support I have received has helped me to enjoy going to school or further education or training (aged 10-25).**

- *The questions must be asked to all people who have a care and support plan during 1 April and 31 March each year which has been in place for a minimum of 3 months.*
- *In order to obtain the minimum number of returns and based on a 25 per cent response rate each local authority should administer a **minimum of 1,600** questionnaires each year. Local authorities must monitor the number of returns throughout the year to ensure they achieve **at least 400 responses** at the end of the year.*