

### Care Association Consultation

The purpose of this survey is to seek the opinion of key stakeholders regarding the preferred purpose, priorities and structure of a potential Care Association for Norfolk. The survey was designed by a group from University of East Anglia (UEA) and University of Suffolk (UoS), based on findings from consultation events across the county, attended by 78 representatives from the social care sector. The survey has been commissioned by the provider-led Executive Steering Group for the 'Shaping a Care Association for Norfolk Consultation'. For further information on the membership of the University Team and the Executive Steering Group, please visit the Consultation website at: [www.norfolkcareassociationconsultation.com](http://www.norfolkcareassociationconsultation.com)

By participating in this survey, you are giving consent for your answers to be used to inform the recommendations made by the two universities (UEA and UoS) to the Executive Steering Group.

Please complete this questionnaire (ps 1- 10) and hand it to one of our Market Connectors. They will input the responses on your behalf to the online survey. The information you provide will be anonymous and will not be connected with your name or organisation. Alternatively, please go to the consultation website [www.norfolkcareassociationconsultation.com](http://www.norfolkcareassociationconsultation.com) where you will find the online survey.

This survey is in five Sections (A-E) and should take approximately 20-25 minutes to complete.

You can also request updates on the progress of this consultation by completing Page 11 of this document which you may wish to detach and hand in separately. Your request will be entered online but will not be linked with your survey responses.

This survey has been approved by the ethics committees at the University of East Anglia and the University of Suffolk. If you have any concerns or questions about its content, please contact:

Sarah Housden at UEA: [s.housden@uea.ac.uk](mailto:s.housden@uea.ac.uk) or 01603 597106 or Peter Hall at UoS: [p.hall@uos.ac.uk](mailto:p.hall@uos.ac.uk)

Alternatively, you can contact Fiona Denny, Project Lead for information about the purpose of the survey or the wider consultation: [fiona.denny@norfolkcareassociation.org](mailto:fiona.denny@norfolkcareassociation.org)

# Section A – The Functions of a Care Association

1) During the Consultation Events held in October this year, there was discussion about how a Care Association for Norfolk could either provide a range of services, or signpost to existing services. For the following services of potential interest to the social care sector, please select the services you would prefer a Care Association for Norfolk to provide, and which you would want them to signpost to. Please indicate one choice per service and add your own ideas if you wish to.

Service	A Care Association should provide or buy in this service	A Care Association should signpost to this service	My organisation does not need this service
Training			
Standardisation of the Care Certificate			
Developing advanced training e.g. clinical tasks			
HR services			
Occupational Health services for staff			
Legal advice			
DBS Processing			
Bed vacancy register			
Providing an overview of social care providers for business promotion/listing purposes e.g. client groups/capacity			
Recruitment portal for the sector			
Recruitment advice			
Information for providers			
Forum for peer support for managers and/or owners			
Policy and practice around staff wellbeing			
Other (please specify)			
Other (please specify)			
Other (please specify)			

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**2) Representation** – it is likely that a Care Association would represent the social care sector in a number of ways.

Please read the statements below and indicate the level of priority you would give this aspect of the work for a Care Association in Norfolk.

	Not a priority	Low priority	High priority	Very high priority
Raising the profile of the care sector with the general public				
Increasing fees paid for care by the local authority				
Representing local differences in need and provision				
Providing a voice to influence policy affecting the <b>local</b> sector				
Providing a voice to influence policy affecting the sector at a <b>national</b> level				
Having representatives of a care association sit on boards and committees which are key to the social care sector (e.g. Health and Wellbeing Board)				
Raising the profile of the care sector in the media				
Campaigning for better phone signal/Broadband coverage in rural areas				

### 3) Networking

A Care Association might support the care sector through providing opportunities for networking.

Please read the statements below and indicate the level of priority you would give this aspect of the work of a Care Association in Norfolk.

	Not a priority	Low priority	High priority	Very high priority
Building relationships between social care providers and health organisations (clinical commissioning groups)				
Helping health and social care services join up and collaborate				
Improving coordination between health and social care through streamlining/unifying paperwork and processes				
Improving communication and collaboration with hospitals around discharge				
Building links between social care providers and Voluntary, Community and Social Enterprise (VCSE) sector in Norfolk				

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4) What kind of support would be most useful to you around sector regulations and inspections?

	Not a priority	Low priority	High priority	Very high priority
Mock inspection				
Locally devised inspection toolkit				
Audit of compliance				
Advice and peer support				
Regulation and Inspection Peer Network				
Other (please specify)				
Other (please specify)				

5) If a local Care Association provided a means of purchasing products and services at a discounted rate, which would you be most likely to buy?

	Not a priority	Low priority	High priority	Very high priority
Training				
Supplies (Gloves, Aprons, Cleaning products etc)				
Legal advice and support				
Marketing and Branding				
Financial Advice				
HR/Workforce Advice/Recruitment Packages				
DBS Checks				
Other (please specify)				
Other (please specify)				

## Section B: Membership and Funding

6) Who should be Care Association Members?

	Full Members	Associate Members	Don't know
Organisations/Employers			
Business Owners			
Individuals (eg. care and support workers)			
Managers			
Individual Employers			
Family/Unpaid carers			
Service users			

7a) Should the Care Association charge for membership?

	Yes	No	Don't know
Full Members			
Associate Members			

7b) If you answered 'Yes' to charging for Associate Members and/or Full Members, should membership rates be based on....

*(It may be possible to combine options so feel free to select 'yes' more than once if you wish)*

		Yes	No	Don't know
i)	Organisational turnover			
ii)	Whole time equivalent employees			
iii)	Number of establishments/bases/outlets			
iv)	Number of beds			
v)	Number of service users			
vi)	Charging for the specific Care Association services that are accessed			
vii)	A flat rate			
viii)	Other (please specify)			

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8) Should membership be free for some? (e.g. subsidised by larger organisations)

Yes	No	Don't Know

If yes which organisations/individuals should be supported with free membership?

<i>Please write in the box ...</i>	
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9) To what extent do you agree or disagree with the following statements?

The Care Association should accept core funding from the health and social care commissioners (e.g. to pay for rent, administration or salaries)

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

The Care Association should only accept core funding for a limited period to get up and running

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

If you wish to expand on your response to either of the above statements, please use the box below:

10) If you have any ideas on how else the Care Association can generate income, please use the box below.

## SECTION C: Meetings and Voting

11) How should members vote?

		Yes	No	Don't know
i)	By organisation (e.g. one organisation one vote)			
ii)	By size of subscription			
iii)	By individual membership (one member one vote)			

12) For which groups should the Care Association provide networking opportunities/meetings?

		Yes	No	Don't Know
i)	Managers			
ii)	Owners			
iii)	Care workers and support staff			
iv)	By service type			
v)	By provider size			
vi)	By customer group			
vii)	Other (please specify)			

13) Should communications between the Care Association and providers be.....

		Yes	No	Don't know
i)	Virtual ( i.e. Skype or similar)			
ii)	Face to Face – events/meetings local to your area			
iii)	Face to Face – county events/meetings			
iv)	Social Media (Facebook/LinkedIn/Twitter etc)			
v)	Other (please specify)			

14) How can the Care Association ensure that it represents the views of the whole sector?

		Yes	No	Don't know
i)	Directors for each part of the sector			
ii)	A wider steering group representing each part of the sector possibly reporting into a Board of Director			
iii)	Sub-groups for each part of the sector, possibly led by a Board Director			
iv)	Other ( <i>please specify</i> )			

15) Non-Executive Directors of the Care Association should receive an annual allowance

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree

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### Section D: Additional Comments

16) What is the greatest challenge your organisation experiences on a day-to-day basis? *(Please write in the box)*

17) In your view what must a Care Association do? *(Please write in the box)*

18) And what must it not do? *(Please write in the box)*

19) What name could we give a Care Association for Norfolk? *(Please write in the box)*

20) Finally, given all you have heard and read about Care Associations, how important do you feel it is to have a Care Association in Norfolk?

Very Important	Fairly Important	Neutral	Not Important



**Section E – About You and Your Organisation**

21) Which services does your organisation provide? *(please select all that apply)*:

Care home with nursing	
Care home without nursing	
Day Services	
Domiciliary services	
Extra Care Housing	
Individual Employer (in receipt of Direct Payments)	
Nursing Home	
Personal Assistant Services	
Respite Care	
Shared Lives	
Supported Living	
Other (please specify)	

22) Which customer groups does your organisation work with *(please select all that apply)*:

People with autistic spectrum disorders	
People living with dementia	
People with learning disabilities	
People with mental health conditions	
People with neurological conditions	
People with physical disabilities	
People with sensory impairments	
Older people	
Other (please specify) .....	

23) In which age range are your service users *(please select all that apply)*:

under 18		18-64		65+	
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24) Are you: *(please select all that apply)*

A manager	
An owner	
Other: (please specify )	

25) How long have you worked in social care?

Under 2 years	
More than 2 years and under 5 years	
More than 5 years	

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26) For this question you are asked to indicate the size of your organisation in terms of the number of employees. Your organisation may be a single unit or you may work in an outlet/branch that is part of a larger group of services.

Please state the total number of employees (headcount) in your organisation or unit if part of a larger group.	Organisation ..... Or Unit .....
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### 27) Relationship to existing organisations

Do you currently make use of these organisations? If so, what for e.g.

- To represent my sector
- For information about quality assurance, regulations, training. Business, human resources
- For building professional relationships with other workers/organisations
- For support/advice

Organisation	No	Yes	If yes for what?
Association Representing Mental health Care (ARMC)			
Care England			
Community Action Norfolk			
Federation of Small Businesses			
National Care Forum			
National Care Association			
Norfolk and Suffolk Care Support			
Norfolk Independent Care (NIC)			
Registered managers network/meeting			
Registered Nursing Home Association			
Skills for Care			
Voluntary Norfolk			
Other (Please specify)			

### NEXT STEPS

If you would like to receive updates on the progress and outcomes of this consultation including a copy of the interim report, please provide your contact details below.

NB: Any survey responses will remain anonymous and the information you have provided in Parts A – E of this survey will not be connected with your name or organisation.

Name:
Organisation Name:
Branch/Establishment Name (if applicable):
Email Address:

Please note that this information will be shared with other members of the Shaping a Care Association for Norfolk project team only for the purposes outlined above and will not be passed on to any other third party.

Full details of your rights can be found in our **privacy notice** which is on the next page

### **Privacy Notice: Shaping a Care Association for Norfolk – Consultation Survey**

The information you provide us (the Shaping a Care Association for Norfolk project team) will be processed and stored so we can send you updates on the progress of the consultation. Your personal information will be not shared or provided to any other third party for any other purpose without your express consent.

**Our right to hold and process Information:** GDPR Article 6 (1) (a) Data Protection Act 2018): Processing is with consent of the data subject. You will have the right to withdraw your consent at any time and can do this by contacting us at the email address given below

**Information Security:** We make sure that your information whether in electronic or hard copy form is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure.

We will only keep your data for the purpose it was collected for and only for as long as is necessary. After this time it will be deleted.

### **Your Rights**

**Access to Information:** You have the right to request access to the information we have on you. You can do this by contacting us at the email address below.

**Information Correction:** If you believe that the information we have about you is incorrect, you may contact us so that we can update it and keep your data accurate.

**Information Deletion:** If you wish us to delete the information about you please contact us at the email address below

**Right to Object:** If you believe that your data is not being processed for the purpose it has been collected for, you may object: Please contact us at the email address below.

**Rights Related to Automated Decision Making and Profiling:** We will not be using the data you supply in relation to automated decision making and profiling.

**To Sum Up:** In accordance with the law, we only collect a limited amount of information about you that is necessary for correspondence, information and service provision. We do not use profiling, we do not sell or pass your data to third parties. We do not use your data for purposes other than those specified. We make sure your data is stored securely. We delete all information deemed to be no longer necessary.

**Complaints:** If you have a complaint regarding the way your personal data has been processed you may make a complaint to us at the email address below and the Information Commissioners Office [casework@ico.org.uk](mailto:casework@ico.org.uk) Tel: 0303 123 1113

Email for general correspondence in relation to this privacy notice: [claire.lowe@norfolk.gov.uk](mailto:claire.lowe@norfolk.gov.uk)

The organisations involved in this initiative are listed below:

- Association Representing Mental health Care (ARMC)
- Norfolk and Suffolk Care Support Ltd (N&SCS)
- Norfolk County Council (NCC)
- Norfolk Independent Care (NIC)
- Norfolk Older People's Strategic Partnership
- Community Action Norfolk
- Norfolk Continuing Care Partnership
- Norfolk Community Health & Care NHS Trust