

Supporting People to Live a Fulfilled Life

Have your say



Bournemouth, Christchurch and Poole (BCP) Council's Adult Social Care service support vulnerable young people and adults, people with disabilities, their carers, and a growing number of older people across our communities.

We are preparing our draft Adult Social Care Strategy 2025-28. This sets out our direction over the next four years, where we will continuously develop the services we provide. Our focus is on 'Supporting People to Live a Fulfilled Life'.

We would really appreciate your opinions and feedback on our proposed vision, areas of focus and ambitions, so please take the time to give your views.

We have been working with Social Care Future (socialcarefuture.org.uk) to develop our vision for adult social care and we want to support people to achieve a fulfilled life in the way that they choose and in a place where they feel safe.

Our areas for focus have been widely influenced by national adult social care changes. Evidence from our quality improvement work has highlighted the areas where we need to do things differently. We have also engaged with residents, stakeholders and our staff to understand their views.

To achieve our ambitions, we will work in collaboration with partner organisations including health, housing, the voluntary and community sector and our independent care providers, as well as people and carers who currently use services, their families and communities.

This survey includes all the information about our vision, areas of focus and ambitions. You can see a copy of our document at haveyoursay.bcpCouncil.gov.uk/fulfilled-lives or in any BCP Council library.

If you would prefer to email us your comments or if you have any questions, please email us at ascqateam@bcpcouncil.gov.uk

If you require this survey in large print, Easy Read or another format, email ascqateam@bcpcouncil.gov.uk

The survey will close at 11:59pm on 5 January 2025.

Privacy statement

The survey data is hosted by Snap Surveys on behalf of BCP Council. The data is stored securely as specified in the Snap Surveys privacy policy. All information you provide is treated in confidence and in accordance with Data Protection legislation. The information will be used for statistical and monitoring purposes. It will not be used to identify individuals, apart from those instances where you give us consent to contact you using the personal details you have provided us with. You can find out more about how the Research and Consultation team use and store your data in our privacy policy at bcpcouncil.gov.uk/research-privacy.

Our Vision

Supporting people to achieve a fulfilled life, in the way that they choose and in a place where they feel safe.

**Q1 How do you feel about the vision?
(please select one option only)**

Strongly support	Support	Neither support or oppose	Oppose	Strongly oppose	Don't know/no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Do you have any comments on the vision?

Our areas of focus

Putting people and their families first - We will listen and build good relationships with people so we understand what matters to them.

Living in a place called home - We will help people to connect with their family, friends and community, in a place where they feel safe and at home.

Developing how we work - We are creative and innovative with solutions and resources. We understand and measure the impact we are having.

Q3 Do you agree or disagree that these should be our areas of focus?

(please select one option per row only)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/no opinion
Putting people and their families first	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living in a place called home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing how we work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Please use this space if you think anything is missing or needs changing with the proposed areas of focus and explain why:

Our ambitions: Putting people and their families first

We will listen and build good relationships with people so we understand what matters to them.

1. People are empowered to make their own decisions and create support that works best for them
2. We understand our diverse communities and we support them to shape the services that matter to them
3. We have a diverse care provider market and people have more choice and control over their support
4. We have a strong focus on prevention to help people maintain their health and wellbeing for longer
5. We keep young people and adults safe from harm

Q5 Now looking at our ambitions under 'Putting people and their families first', which of the following are most important to you?

(please tick all that apply)

1. People are empowered to make their own decisions and create support that works best for them
2. We understand our diverse communities and we support them to shape the services that matter to them
3. We have a diverse care provider market and people have more choice and control over their support
4. We have a strong focus on prevention to help people maintain their health and wellbeing for longer
5. We keep young people and adults safe from harm

Q6 Please use this space to tell us if you think anything needs adding, changing or deleting from the 'Putting people and their families first' ambitions. (Please write the number of the ambition you are referring to).

Our ambitions: Living in a place called home

We will help people to connect with their family, friends and community, in a place where they feel safe and at home.

1. We will establish and define what support at home people and families want in the future
2. Reablement services will be led by skilled therapists and focused on promoting wellbeing, confidence, and independence
3. We will continue to invest in valuing and supporting carers, and deliver the outcomes from our Carers Strategy
4. We support people to better understand and embrace self-directed support to encourage independence where appropriate
5. We work with partners to ensure everyone has a safe place they can call home

Q7 Now looking at our ambitions under 'Living in a place called home', which of the following are most important to you? (please tick all that apply)

- 1. We will establish and define what support at home people and families want in the future
- 2. Reablement services will be led by skilled therapists and focused on promoting wellbeing, confidence, and independence
- 3. We will continue to invest in valuing and supporting carers, and to deliver the outcomes from our Carers Strategy
- 4. We support people to better understand and embrace self-directed support to encourage independence where appropriate
- 5. We work with partners to ensure everyone has a safe place they can call home

Q8 Please use this space to tell us if you think anything needs adding, changing or deleting from the 'Living in a place called home' ambitions. (Please write the number of the ambition you are referring to).

Our ambitions: Developing how we work

We are creative and innovative with solutions and resources. We understand and measure the impact we are having.

1. We have the right staff with the right skills, working with people at the right time
2. Technology is used to deliver effective and efficient ways of working
3. Good quality data and intelligence supports us to continuously improve
4. We work closely with our Integrated Care System Partners to support emergency care and hospital discharge
5. We have a positive workplace culture
6. We offer people helpful information and advice that is easy to find, including those that fund their own care

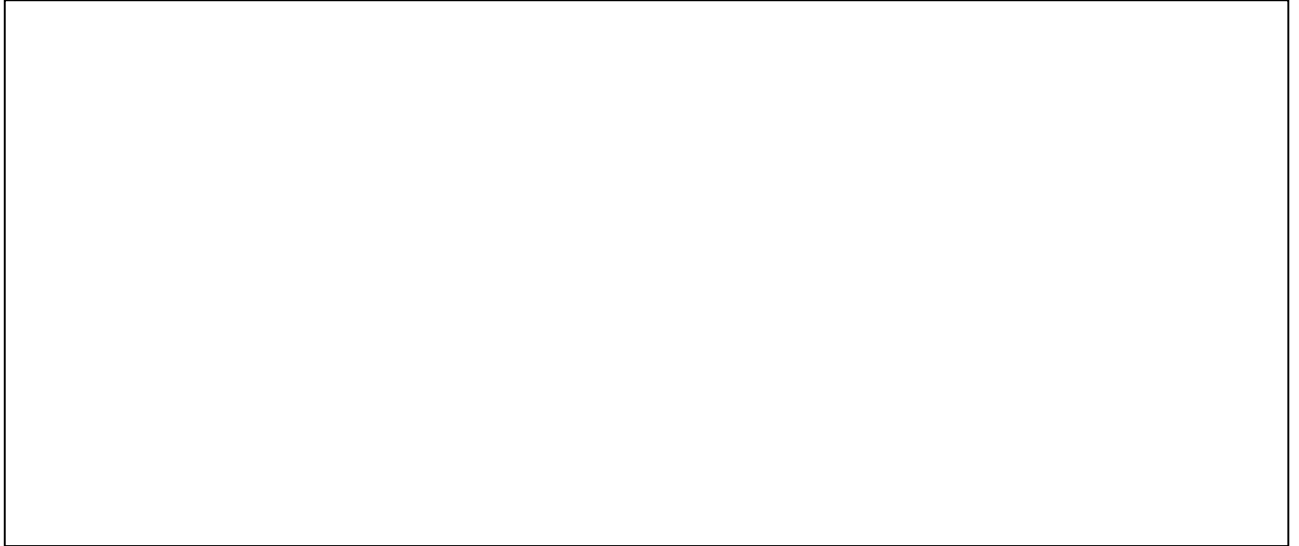
Q9 Now looking at our ambitions under 'Developing how we work', which of the following are most important to you? (please tick all that apply)

- 1. We have the right staff with the right skills, working with people at the right time
- 2. Technology is used to deliver effective and efficient ways of working
- 3. Good quality data and intelligence supports us to continuously improve
- 4. We work closely with our Integrated Care System Partners to support emergency care and hospital discharge
- 5. We have a positive workplace culture
- 6. We offer people helpful information and advice that is easy to find, including those that fund their own care

Q10 Please use this space to tell us if you think anything needs adding, changing or deleting from the 'Developing how we work' ambitions. (Please write the number of the ambition you are referring to).

Other suggestions, comments or feedback

Q11 Please use this space to tell us anything else you would like to share about Supporting People to Live a Fulfilled Life, including any suggestions about what actions are needed to achieve our ambitions.



Get involved

We are developing a webpage, 'Your Voice', where people can get involved, tell us about their experiences and help us shape the future of social care.

Q12 Would you like to be sent information about 'Your Voice' and how you can get involved in Adult Social Care?

If you tick 'yes', you are consenting to BCP Council sending you information about Your Voice. Your email address will be kept separate from your survey responses.

Your details will be held securely in accordance with Data Protection legislation.

Adult Social Care will contact you after 12 months to find out whether you would like to stay on their list. Your details will not be passed to any third parties and will only be used for the purposes outlined. Further information about how your personal data will be used can be found in the privacy statement at bcpcouncil.gov.uk/privacy

Yes

No

Q13 If you would like to be sent information about 'Your Voice' and how you can get involved in Adult Social Care, please give your email address below.

Finding out about this consultation

Q14 How did you find out about this consultation?
(Please tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> BCP Council e newsletter | <input type="checkbox"/> From a BCP Council Councillor |
| <input type="checkbox"/> BCP Council website | <input type="checkbox"/> From a BCP Council employee |
| <input type="checkbox"/> BCP Council social media | <input type="checkbox"/> From a relative/carer |
| <input type="checkbox"/> Other social media | <input type="checkbox"/> From a meeting/focus group |
| <input type="checkbox"/> Email | <input type="checkbox"/> Leaflet/postcard/poster |
| <input type="checkbox"/> Local newspaper (e.g. Echo, Advertiser) | <input type="checkbox"/> From another organisation/group |
| <input type="checkbox"/> Local radio | <input type="checkbox"/> Other |
| <input type="checkbox"/> Library | |

If other,
please
state

About you

It is important that we understand how views differ within our community which is why we ask you personal questions about yourself. If you do not feel comfortable providing this data then please select 'prefer not to say'. The information we collect will be confidential and any data published cannot be traced back to you.

Q15 Are you responding as an individual or on behalf of an organisation?

(please tick all that apply)

Individual (Go to Q16)

Organisation (Go to Q27)

Q16 Are you:

(please tick all that apply)

A BCP Council resident?

Someone who uses Adult Social Care Services

A carer or family member of someone who uses Adult Social Services

Someone who works in the BCP Council area?

Someone who works for BCP Council?

Other (please specify)

Q17 Please tell us your full postcode. This will help us understand if there are different views from residents/organisations living in different areas within Bournemouth Christchurch and Poole.

Q18 Are you aged:
(Select **one** option)

Under 18

18 - 24 years

25 - 34 years

35 - 44 years

45 - 54 years

55 - 64 years

65 - 74 years

75 - 84 years

85+ years

Prefer not to say

Q19 What is your sex?

(Select **one** option)

Female

Male

Prefer not to say

Q20 What is your sexual orientation?

(Select **one** option)

Straight / Heterosexual

Gay or Lesbian

Asexual

Bisexual

Other (specify below if you wish)

Prefer not to say

Q21 Are you a carer?

Yes, a paid carer

Yes, an unpaid carer

No

Q22 Are your day-to-day activities limited because of any physical or mental health conditions or illnesses, lasting or expected to last 12 months or more?

(Select **one** option)

Yes - limited a lot

No

Yes - limited a little

Prefer not to say

If you have answered yes, please select the definition(s) from the list below that best describes your disability / disabilities

(Please select all that apply)

- Hearing** (e.g. deaf, partially deaf or hard of hearing)
- Visual impairment** (such as blind or fractional / partial sight) *Does not include people whose visual impairment can be corrected by glasses / contact lenses*
- Speech** (impairments that cause communication problems)
- Mobility** (such as wheelchair user, artificial lower limb(s), rheumatism or arthritis, need for walking aids)
- Reduced physical capacity** (such as inability to lift, carry or otherwise move everyday objects, debilitating pain, lack of strength, breath, energy or stamina, angina or diabetes)
- Physical co-ordination** (such as problems with manual dexterity, muscular control, cerebral palsy)
- Difficulty learning or concentrating or remembering**
- Social or behavioural issues** (e.g. due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)
- Mental illness** (substantial and lasting more than a year, such as severe depression or psychosis)
- Long Term progressive condition** (e.g cancer, MS, HIV)
- Other disability** (please specify below)
- Prefer not to say**

Q23 What is your ethnic group?

(Select **one** option)

- White English / Welsh / Scottish / Northern Irish / British
- White Irish
- White Gypsy or Irish Traveller
- Roma
- Any other White background (please specify below if you wish)
- Mixed White & Black Caribbean
- Mixed White & Black African
- Mixed White & Asian
- Any other Mixed/ Multiple ethnic background (specify below if you wish)
- Black / British Caribbean
- Black / British African
- Any other Black / African / Caribbean background (please specify below if you wish)
- Asian / British Indian
- Asian / British Pakistani
- Asian / British Bangladeshi
- Asian / British Chinese
- Any other Asian background (specify below if you wish)
- Arab
- Any other ethnic group (specify below if you wish)
- Prefer not to say

Q24 What is your religion or belief? (Select one option)

- No religion
- Christian (Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion or belief (please specify below if you wish)
- Prefer not to say

Q25 Have you previously served in the UK Armed Forces?

- Yes, previously served in Regular Armed Forces
- Yes, previously served in Reserve Armed Forces
- No
- Prefer not to say

Q26 What is your legal marital or registered civil partnership status?

(Select one option)

- Never married and never registered a civil partnership status
- Married
- In a registered civil partnership
- Separated, but still legally married
- Separated, but still legally in a civil partnership
- Divorced
- Formerly in a civil partnership which is now legally dissolved
- Widowed
- Surviving partner from a registered civil partnership
- Prefer not to say

Q27 Please tell us the name of the organisation/ business you are responding on behalf of?

Thank you for taking part in this survey.

Please return your completed questionnaire by 11:59pm on 5 January 2025 to:

A 'Have your say' box in any BCP Council library or by post to:

Fulfilled Lives, Adult Social Care Strategy Consultation, BCP Council, Town Hall, Bourne Avenue, Bournemouth, BH2 6DY.