

Have your say on proposed changes to the CareOnLine service

Leicestershire County Council is currently undergoing a significant period of change. The Council is investing in Social Care, but also has to make £50m of savings over the next four years. This is in addition to the £178m saved since 2010. This means difficult decisions about services in all areas of the Council's work.

The current Leicestershire CareOnLine service costs about £100,000 per year, and helps in the region of 350 people a year with providing advice, training, technical support as well as access to assistive technology devices and software.

Since CareOnLine was introduced other organisations, especially in the voluntary and community sector, have developed which offer services that enable people, including vulnerable adults, to become digitally enabled. More people are able to access the internet and are familiar with computers, in addition assistive technology and software is now more commonplace. As there are now more support services and resources available for people to become digitally enabled the Council is consulting on whether to end the CareOnLine service and seek to signpost current and future users to these alternative provisions.

Please read the supporting information provided before completing the questionnaire.

Thank you for your assistance. Your views are important to us and will be used to inform the decisions.

Please note: Your responses to the main part of the survey (Q1 to Q14, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Q1 What is your interest in this consultation? Please select one option only.

- | | |
|---|----------------|
| <input type="checkbox"/> Current user of the CareOnLine service | Go to Q4 |
| <input type="checkbox"/> Previous user of the CareOnLine service | Go to Q3 |
| <input type="checkbox"/> Interested member of the public | Go to Q6 |
| <input type="checkbox"/> Leicestershire County Council staff | Continue to Q2 |
| <input type="checkbox"/> Representative / staff / volunteer of an organisation making referrals to CareOnLine | Continue to Q2 |
| <input type="checkbox"/> Representative / staff / volunteer of an organisation providing alternative digital support services | Continue to Q2 |
| <input type="checkbox"/> Representative of another organisation | Continue to Q2 |
| <input type="checkbox"/> Other (please specify) | Continue to Q2 |

Please specify 'other'

Q2 If you represent an organisation, please give your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Go to Q6

Your use of CareOnLine

Q3 How long ago did you last use the CareOnLine service? Please select one option only.

- Within the last year
- Between 1 and 2 years
- Longer than 2 years ago
- Don't know / can't remember

Q4 If you are or have been a service user, please indicate the type of support you access(ed) from CareOnLine. Please tick all that apply.

- | | |
|---|----------------|
| <input type="checkbox"/> Training | Go to Q6 |
| <input type="checkbox"/> Advice | Go to Q6 |
| <input type="checkbox"/> Technical support | Go to Q6 |
| <input type="checkbox"/> Equipment loan | Go to Q6 |
| <input type="checkbox"/> CareOnLine website (discontinued in December 2016) | Continue to Q5 |
| <input type="checkbox"/> Other (please specify) | Go to Q6 |

Please specify 'other'

Q5 If you used the CareOnLine website, what did you use it for?

Proposed alternative services

The supporting document includes details of alternative services that could be used instead of CareOnLine. Whilst we recognise that these other services do not provide a direct match for CareOnLine, we believe that they do provide an alternative to many of the elements of the current service. The following questions ask for your views about these alternative services.

Q6 To what extent do you agree or disagree that these alternative services would be able to meet...?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ Not applicable
Your digital support needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People's digital support needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you say this?

Q7 Are there any areas of need that are currently supported by CareOnLine which you feel would not be supported by the alternative services detailed in the supporting document?

Q8 How important, if at all, are these activities to you/ service users?

	Very important	Fairly important	Not very important	Not at all important	Don't know
Communicating with friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing information and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing skills and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaining employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 How, if at all, do you think the alternative services would affect your/ service users ability to carry out the following activities?

	Make it much harder	Make it a little harder	No difference	Make it a little easier	Make it much easier	Don't know / not applicable
Communicating with friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing information and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing skills and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaining employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Are there any other activities that you undertake which you feel the alternative services would have an impact upon? Please describe the activities and the impact that you feel the alternative services would have on them.

Q11 Do you have any further comments about the potential impact of these proposals, including anything else we could do to reduce any negative impacts of these proposals?

Q12 Are you aware of other alternative services available that could meet digital support needs?

The proposals overall

Q13 To what extent do you agree or disagree that the proposals provide a reasonable way forward?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Do you have any other comments?

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q15 What is your gender identity?

- Male
- Female
- Other (e.g. pangender, non-binary etc.)

Q16 Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No

Q17 What was your age on your last birthday? (Please enter your age in numbers not words)

Q18 What is your full postcode?

This will allow us to analyse responses from different areas. It will not identify your house.

Q19 Are you a carer of a person aged 18 or over?

- Yes
- No

Q20 Do you have a long-standing illness, disability or infirmity?

- Yes
- No

Q21 What is your ethnic group? Please tick one box only.

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Other ethnic group

Q22 What is your religion?

- | | |
|--|---|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Christian (all denominations) | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Any other religion |

Q23 Are you an employee of Leicestershire County Council?

- Yes
 No

Q24 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- | | |
|--|----------------------------------|
| <input type="checkbox"/> Bi-sexual | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Gay | <input type="checkbox"/> Other |
| <input type="checkbox"/> Heterosexual / straight | |

Thank you for your assistance. Your views are important to us.

Please return your completed survey to:

CareOnLine Consultation
Leicestershire County Council
Have Your Say
FREEPOST NAT18685
Leicester
LE3 8XR

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.

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