



Carer Survey 2021

Edinburgh and Midlothian

Carer Survey – Edinburgh and Midlothian *Partner guide*

VOCAL – Voice of Carers Across Lothian, is one of Scotland’s largest regional carer support agencies and provides support to carers across Edinburgh and Midlothian. Since 2011, VOCAL has undertaken a survey to understand the experiences of unpaid carers, and receive feedback on the services and support it provides.

Due to the pandemic, the survey was postponed and has now been expanded to capture carers’ views on a wide range of supports and to identify priority areas for the future in Edinburgh and Midlothian.

The survey has been issued online via email, web and social media. To ensure accurate representation of the wide ranging experiences of carers across Edinburgh and Midlothian, we are asking for the support of our partners. In this document, you will find:

- information on the survey, including closing dates, frequently asked questions and technical information
- recommended communications content for your channels, including website, email and social media content

We would love to hear from as many carers in Edinburgh and Midlothian as possible. To do this, we are asking for your help to circulate the survey to your registered carers and share the information across your communications channels. Carers do not need to be registered with VOCAL to take part.

If you have any questions, please contact Lora Vernon by emailing: lverson@vocal.org.uk

About the survey

We are seeking responses from unpaid carers. The following definition from the Scottish Government can help carers identify themselves:

Unpaid carers provide care and support to family members, friends and neighbours. The people they care for may be affected by disability, physical or mental ill-health, frailty or substance misuse. A carer does not need to be living with the person they care for. Anybody can become a carer at any time in their life and sometimes for more than one person at a time. Carers can be any age from young children to very elderly people.

Carers will be asked about their caring role, and there are questions on taking a break, money, work, health and wellbeing. They will also be asked about the support and services they have access from VOCAL and other organisations. Carers don't need to be registered with VOCAL to take part.

Current and past carers can take part in the survey and will be routed to relevant questions based on their responses. The survey will close on Friday 10 September. It will take approximately 20 minutes to complete, and can be saved at any point. This means respondents can come back to the survey at a later time or day.

The survey can be completed on any device, including desktop computer, laptop, tablet and smartphone and on any type of browser. We will have a limited number of printed copies available so if you receive any requests for a print version, please let us know.

Our Carer Support Teams in Edinburgh and Midlothian are happy to support carers to complete the survey. They can be contacted via phone:

- 0131 622 6666 (Edinburgh)
- 0131 663 6869 (Midlothian)

As a thank you for their time, respondents can also enter a prize draw - one prize is a one-week holiday at our new holiday cottage in Blair Atholl, and the other is a £50 eVoucher for a retailer of their choice.

Your support

We would love to hear from as many carers in Edinburgh and Midlothian as possible and we are asking for your help in spreading the word with your registered carers. As mentioned above, they do not need to be registered with VOCAL to take part. We have included some suggested text below and included visuals.

Website text

The Edinburgh and Midlothian 2021 Carer Survey is now open! This survey will ask you about your current or past caring role, and taking a break from caring, work, money, and your health and wellbeing. It will also cover the support and services you have accessed.

You don't need to be registered with VOCAL to take part.

As a thank you for your time, you can enter a prize draw. There are two prizes up for grabs including:

- a one-week free holiday to VOCAL's new carer cottage in Blair Atholl, plus £150 to spend
- a £50 eVoucher for a retailer of your choice

All responses are anonymous and you can provide as much information as you feel comfortable with. Your support will help develop the future of carer support in Edinburgh and Midlothian and we would really appreciate your time.

The survey will take approximately 20 minutes to complete and you can save your progress and come back at a later time. VOCAL's Carer Support Teams in Edinburgh (0131 622 6666) and Midlothian (0131 663 6869) can also support you in completing the survey, simply call them for advice.

Have your say: <https://wh1.snapsurveys.com/s.asp?k=162506936253>

The survey will close on Friday 10 September and if you have any questions, please email social@vocal.org.uk.

Email text

We want to hear from you! The Edinburgh and Midlothian 2021 Carer Survey is now open. This survey will ask you about your current or past caring role, and taking a break from caring, work, money, and your health and wellbeing. It will also cover the support and services you have accessed. **You don't need to be registered with VOCAL to take part.**

As a thank you for your time, you can enter a prize draw. There are two prizes up for grabs including:

- a one-week free holiday to VOCAL's new carer cottage in Blair Atholl, plus £150 to spend

- a £50 eVoucher for a retailer of your choice

All responses are anonymous and you can provide as much information as you feel comfortable with. Your support will help develop the future of carer support in Edinburgh and Midlothian and we would really appreciate your time.

The survey will take approximately 20 minutes to complete and you can save your progress and come back at a later time. The survey will close on Friday 10 September and if you have any questions, please email social@vocal.org.uk.

Complete the survey: <https://wh1.snapsurveys.com/s.asp?k=162506936253>

Social media

We will be sharing the survey across all of our social media channels regularly over the next few weeks. You can get involved by re-sharing VOCAL's social media posts or if you are able to share your own content, using the recommended text below, that would be a huge help.

Edinburgh:

- [Facebook](#)
- [Twitter](#)

Midlothian

- [Facebook](#)
- [Twitter](#)

We also have a [LinkedIn](#) account.

Social media (post 1)

We want to hear from you! The 2021 Edinburgh and Midlothian Carer Survey is now open. This survey is for current and past unpaid carers, and you don't need to be registered with VOCAL to take part.

There are questions on your caring role, taking a break from caring and your health and wellbeing. It will also cover the support and services you have accessed from providers across Edinburgh and Midlothian. As a thank you for your time, you can enter a prize draw.

Have your say: <https://wh1.snapsurveys.com/s.asp?k=162506936253>

Social media (post 2)

Have you shared your views? The 2021 Carer Survey is now live and they are looking to hear from unpaid carers across Edinburgh and Midlothian. You don't need to be registered with VOCAL to take part and you can share as much information as you feel comfortable with

The survey will take approximately 20 minutes to complete, and you can save and come back to it at a later time. Take part before Friday 10 September:

<https://wh1.snapsurveys.com/s.asp?k=162506936253>

Social media (post 3)

Share your views and experiences as an unpaid carer in the Edinburgh and Midlothian Carer Survey. This survey will help develop carer support and services in Edinburgh and Midlothian, and we would appreciate your input.

You can complete the survey on your computer, tablet or smartphone and save it at any time. The survey will close on Friday 10 September. As a thank you for your time, you can also enter VOCAL's prize draw.

Complete the survey: <https://wh1.snapsurveys.com/s.asp?k=162506936253>