**IMPACT – the Evaluation of the Social Services and Well-being Act**

Questions – Easy Read version

**For service users who need care and support**

Please only answer the questions you feel you want to.



*For more information about the IMPACT study, visit:*

[*https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-* *deddf-gwasanaethau-cymdeithasol-llesiant-cymru/*](https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/)

*If you want to access this pro forma online please go to:*

[*https://southwales.onlinesurveys.ac.uk/impact-proforma-easy-read*](https://southwales.onlinesurveys.ac.uk/impact-proforma-easy-read)

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| **Introduction** |
| Our study team is based at the University of South Wales.  We are looking at the Social Services and Well-being (Wales) Act.  See the source imageWe have some questions about the support you get.  You do not have to take part if you do not want to.  [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK)It is your choice.  You can stop taking part at any time.  Before you start, please read the project information. It can be found here:  <https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/impact-evaluation/> |

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| **Consenting to take part** | | | | | | |
| Please answer these questions. Put a circle around the one you want to.  They let us know you are happy to take part.  **Q1. I have been told about the project.** | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  |
| **Q2. I was able to ask questions** | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  |
| **Q3. I know what is involved.** | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  |
| **Q4. I understand that I can leave at any time.** | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  |
| **Q5. I am happy to take part.** | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  |

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| **Your situation** | | | | | | | |
| **Q6. Who provides your care?**  Please put a ‘X’ in the right boxes. | | | | | | | |
| Social services | | | | | |  | |
| Health | | | | | |  | |
| Third sector | | | | | |  | |
| Community group | | | | | |  | |
| Family | | | | | |  | |
| Other | | | | | |  | |
| **Q7. What sort of care and support do you get?** | | | | | | | |
| See the source image | | | | | | | |
|  | | | | | | | |
|  | | | | | | | |
| **Well-being** | | | | | | | |
| The Act aims for people to have well-being in every part of their lives.  Well-being is more than being healthy.  It is about being safe and happy.  It is having choice and getting the right support.  It is being part of a strong community.  It is having friends and relationships that are good for you.  It is having hobbies, work or learning you feel good about.  Assessments are done to focus on what support people and their carers need.  By asking “What matters to you?” support works better for each person’s needs. | | | | | | | |
| **Q8. Do you think your care and support is based on what matters to you?**  Please put a ‘X’ in the right box. | | | | | | | |
| All of it | | | | | |  | |
| A lot of it | | | | | |  | |
| Some of it | | | | | |  | |
| Part of it | | | | | |  | |
| None of it | | | | | |  | |
| **Q9. Could your care and support be changed to make your well-being better?** | | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) | |  |
| **Q10. If yes, what changes to your care and support would make your well-being better?** | | | | | | | |
|  | | | | | | | |
| **Voice and control** | | | | | | | |
| The Act aims for people to make choices and be listened to.  This means people can get the results that matter most to them.  Advocacy services help people get information and services they need.  This helps people talk about their needs and wishes, understand their choices and make decisions. | | | | | | | |
| **Q11. Do you feel you have voice and control with the care and support you get?**  Please put a ‘X’ in the right box. | | | | | | | |
| All of it | | | | | |  | |
| A lot of it | | | | | |  | |
| Some of it | | | | | |  | |
| Part of it | | | | | |  | |
| None of it | | | | | |  | |
| **Q12. In the last year has your amount of voice and control changed?** | | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) | |  |
| **Q13. If yes, how has your voice and control changed over the last year?** | | | | | | | |
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| **Prevention** | | | | | | | |
| The Act aims for people to get help they need.  This helps problems stop before they get worse. | | | | | | | |
| **Q14. Does your care and support make life better for you?**  Please put a ‘X’ in the right box. | | | | | | | |
| A lot better | | | | | |  | |
| A little bit better | | | | | |  | |
| Not better all | | | | | |  | |
| It makes it worse | | | | | |  | |
| **Q15. Please tell us why you feel this way?** | | | | | | | |
|  | | | | | | | |
| **Q16. Do you feel your care and support has stopped problems in your life?** | | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) | |  |
| **Q17. If yes, can you tell us how your care and support has stopped problems in your life?** | | | | | | | |
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| **Co-production** | |
| The Act aims for people to take part in the design of their care and support.  This means working together as equals so care and support is the best it can be. | |
| **Q18. Do you feel your care and support is decided with you?**  Please put a ‘X’ in the right box. | |
| All of it |  |
| A lot of it |  |
| Some of it |  |
| Part of it |  |
| None of it |  |
| **Q19. Can you give an example of what co-producing your care and support means to you?** | |
|  | |
| **Multi-agency** | |
| The Act aims for care and support organizations to work together well.  This means there will be the right support in communities to meet people’s needs. | |
| **Q20. How well do the different kinds of support you get work together?**  Please put a ‘X’ in the right box. | |
| Really well |  |
| Well |  |
| Not well |  |
| Not at all |  |
| **Q21. Have there been changes to the way your different kinds of support work to together since it started?** | |
|  | |

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| **Overall** | | | | | | | |
| **Q22. Over the last year how did you care and support change?**  Please put a ‘X’ in the right box. | | | | | | | |
| [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK)It got better | | | | | |  | |
| It stayed the same | | | | | |  | |
| [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK)It got worse | | | | | |  | |
| **Q23. Can you tell us about changes to you care and support in the last year?** | | | | | | | |
|  | | | | | | | |
| **Q24. Are you able to do the things that matter to you?** | | | | | | | |
|  | Yes | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) |  | No | [Good Bad Symbol Stock Illustrations – 9,579 Good Bad Symbol Stock  Illustrations, Vectors & Clipart - Dreamstime](https://www.google.co.uk/url?sa=i&url=https%3A%2F%2Fwww.dreamstime.com%2Fillustration%2Fgood-bad-symbol.html&psig=AOvVaw358fVnZX_RG7hPVZEAypcV&ust=1611999065305000&source=images&cd=vfe&ved=0CAIQjRxqFwoTCPCKyM_qwO4CFQAAAAAdAAAAABAK) | |  |
| **Q25. Can you tell us why?** | | | | | | | |
|  | | | | | | | |

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| **About you** | |
| **Q26. In which local authority area do you live?** | |
| Anglesey |  |
| Blaenau Gwent |  |
| Bridgend |  |
| Caerphilly |  |
| Cardiff |  |
| Carmarthenshire |  |
| Ceredigion |  |
| Conwy |  |
| Denbighshire |  |
| Flintshire |  |
| Gwynedd |  |
| Merthyr Tydfil |  |
| Monmouthshire |  |
| Neath Port Talbot |  |
| Newport |  |
| Pembrokeshire |  |
| Powys |  |
| Rhondda Cynon Taff |  |
| Swansea |  |
| Torfaen |  |
| Vale of Glamorgan |  |
| Wrexham |  |
| **Q27. How old are you?** | |
| 16-18 |  |
| 19-25 |  |
| 26-49 |  |
| 50-64 |  |
| 65-84 |  |
| 85 or older |  |
| **Q28. What is your gender?** | |
| Male |  |
| Female |  |
| Non-binary |  |
| Prefer not to say |  |
| Prefer to self-describe (please state) |  |
| **Q29. Where do you live?** | |
| I live in my own home on my own |  |
| I live in my own home with others who support me |  |
| I live in a residential or nursing care home |  |
| I live in a children's residential home or foster placement |  |
| I live in another form of accommodation (like extra care, supported living or others) |  |

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| --- | --- | --- | --- |
| |  | | --- | | **Finally** | | **Q30. Is there anything else you want to say?** | |  | |
| **Thank you!** |
| Thank you for taking the time to answer these questions.  Please email your answers to Professor Mark Llewellyn:  [mark.llewellyn@southwales.ac.uk](mailto:mark.llewellyn@southwales.ac.uk) |

