



1312 questionnaires circulated; 181 returned (response rate 14%)

Survey Outcomes

The service evaluation questionnaire raised several comments, which are summarised below:

General comments:

General concerns raised included:

- Negative comments on support received
- No follow up
- Meeting unhelpful in terms of advice received

The above comments relate to individual cases and have been followed up the Adult Carer Support Service.

Accessibility:

Comments/suggestions around accessibility of services included:

- Parking concerns
- Use of social media platforms
- Weekend availability of services
- Rural isolation
- Offer joint events with other service providers
- Publicise specific times for drop-in sessions
- Improved signposting to the Centre from GP/hospital services

Feedback

“I’ve been using the Centre for around 28 years; over that time my needs have changed but you have always been there for whatever I need. I know I can get in touch anytime.”

“The connection to a community of fellow carers and professionals has improved my general levels of stress and increased my sense of wellbeing.”

“I would highly recommend this service – I feel very well supported and not alone.”

“You make a massive difference in our lives with the support and knowledge you share with us.”

“Staff are approachable and helpful, if they don’t know something they will find out.”

“I can only comment on my experience and it is excellent.”

“I always feel included and love the time for myself I can enjoy, due to all you provide.”

“Acknowledgement for being a carer opened up lots of windows of support for me.”

“Someone to talk to without judgement.”

“Always a smile, bletcher and sympathy, if needed. On the other end of the phone.”

“Everyone is so kind and welcoming and your generosity is beyond words. I always feel included and love the me time I can enjoy with all you provide. Well done and gratitude to each and every one of the staff and volunteers.”

“Thanks for your understanding and ease of communication. Have been so helpful in form filling. You have improved my quality of life.”

“They’re always at the end of the phone and nothing is too much bother.”

“Always a comfort to know they are there for advice when needed and I am never alone in my experience as a carer.”

“The generous care, plus the connection to a community of fellow carers and professionals has improved my general levels of stress and increased my sense of wellbeing. Thank you, ladies!”

“Over the years the centre and staff, have been lifesavers for me and my family, and I’ll honestly be forever grateful.”

“Thank you for your help. Would have been lost without help from centre.”

“The Centre is absolutely invaluable.”

85%

rated the overall services provided as **excellent or good**.

100%

said **their life was better because of support** from the Young Carers service.

87 questionnaires circulated; 87 returned (response rate 100%)

Stirling Young Carers Service....

“...is amazing.”

“...is fun.”

“...is a great service for people who care for others.”

“...is amazing.”

“...is good and has good intentions, however I feel the support is too broad and isn't focused enough on the individual, everyone is different and has different methods of coping.”

“...is very helpful for young people in handling their caring role and finding time to relax.”

“...has made my life much better and reduced my stress levels enormously.”

“...is the best.”

“...is very helpful and supportive.”

“...has helped me cope better with my caring role.”

“...makes me happy.”

“...helps me make new friends.”

“...makes me feel happy because I get a break.”

“...is amazing and fun and I get to see friends and chat.”

“...is fun because we get to do stuff like making chocolate houses.”

“...since I joined I have been a lot less stressed.”

“...it helps me feel like I can cope easier with things at home and I have someone to talk to in school.”

“...since I joined I have been a lot less stressed.”

“...is amazing, it's fun and it gives everyone a break, the food's good and the trips are amazing.”

“...is supper good because I have got to meet other YC who get it.”

“...is excellent.”

“...is a funny and happy place.”

“...is where you meet new young carers, so you know you're not alone.”

Survey Outcomes

The service evaluation questionnaire sought comments on what Young Carers did not like about the service and suggestions for change. The outcomes are summarised below:

The majority of Young Carers responded stating that they liked everything about the service, however comments were received on:

- the frequency of support and the duration of group sessions;
- missing 1:1 appointments due to not being in school;
- getting to groups (transport);
- the content of group activities;
- support provided is too broad;
- difficulties in feeling included in groups; and
- staffing changes.

Proposals for change included:

- support to be available at all times;
- more flexibility around 1:1 appointments;
- more check ins (by text);
- group sessions (more groups, increased duration, more regular meetings, more meetings in school);
- increase awareness of the service and communication to teachers;
- location of groups (accessibility);
- more music/football/dance/games/pizza;
- more training courses to manage stressful situations;
- less noise at groups;
- encourage quieter young carers to engage more during group sessions.

Feedback

“I like the 1:1 support and the residential trips because the 1:1 allows me the opportunity to talk over my problems and the trips give me some time away from home, which is amazing.”

“Talking helps me feel better so I have less problems with other things.”

“It provides support and a bit of a break from my caring role. It also helps to know other people who are carers too.”

“Someone to talk to and to speak to my school for me.”

“How nice the young carers staff are and how much they do for us ”

“I like it because I get to socialise with different people.”

“It can make me laugh out loud and I get to switch off.”

“They provide a break and support for my caring role, provides someone to talk to and fun group activities and trips ”