

Adult Social Care Survey 2025-26 - Frequently Asked Questions

If you've received the survey and have questions, these FAQs should help. If you can't find what you need, our Adult Social Care Helpdesk is here to support you:

- Call: 01452 426 868
- Email: socialcare.enq@gloucestershire.gov.uk

Why have I been sent this survey?

The council is legally required to carry out a survey of adult care service users every year.

You have been sent the survey because you receive, or have received, care and support services that are paid for (at least in part) by Gloucestershire County Council. You have been selected at random with many other adult care service users in Gloucestershire.

We want to improve and develop our services, which is why we are keen to get your views on the services you receive. In particular, we want to hear about how services have affected the quality of your life.

Do I have to complete the survey?

If you choose not to complete the survey, this will not affect the services you receive. The survey will only take about 20 minutes to complete. We want to improve and develop our services, which is why we are keen to get your views on the services you receive.

What happens to the data I provide?

You will have received a copy of the General Data Protection Statement (GDPR) with the survey. This explains how we handle the data that you provide. All responses are confidential, and individuals will not be identified.

What happens if the person receiving the survey has died?

Please accept our apologies. We do our best to ensure this does not happen. On the day that the surveys are posted out, we check our database for any notifications of people who have died since the surveys were sent to the printers and remove these from our distribution list.

The person who has received the survey lacks capacity to complete it. What should we do?

Thanks for letting us know. You do not need to complete the form on their behalf.

Can I have the survey in a different format?

The survey is also available in large print, easy read, and easy read large print format. We can send you a replacement form if you would like one.

Is the survey available in different languages?

The survey is available in the following languages. We can send you a copy in your preferred language:

Arabic	Bengali	French
Greek	Gujarati	Hindi
Italian	Mandarin	Polish
Portuguese	Punjabi	Somali
Spanish	Tamil	Turkish
Urdu	Vietnamese	

I have spoiled/lost the form - can I have another?

Yes, we can send you a replacement form.

Can someone else help me to complete the form?

Yes, you can ask someone such as a friend and or family member to help you. Remember that it is your views and experiences that are important to us, rather than the person who helps you. Staff directly involved in providing you with services or support should not help you to complete the form.

Can the council help me to complete the form?

Yes, the council can help you complete the form, but only in specific circumstances. If you are unable to find appropriate support from family or friends to complete the survey, we can offer a telephone interview instead.

When does the form need to be completed and returned by?

Please return as soon as you can and by **Friday 6 March 2026** at the latest.

How do I send the form back?

You should return the form in the pre-paid envelope provided. You don't need to put a stamp on the envelope.

What happens if I don't return the survey?

If you do not return the survey form, you may be sent reminder letters. If you do not wish to receive reminders, please return the uncompleted questionnaire in the envelope provided, or let our Adult Social Care Helpdesk know.

What is the reference number/code on the survey form used for?

The reference number/code is a random number assigned to a respondent which is used to track whether the survey has been returned. This helps to ensure that we don't send reminders or another copy. We also use it to link answers to some demographic details, such as age group. It is not used to identify you or your answers.

However, if you indicate that your health or safety is at risk in response to any of the questions or that you are experiencing a serious issue with the support or services we provide, someone (but not your care and support worker) will contact you initially to talk about it. These are the only circumstances under which this code will be used to identify you.

See also the question on "Who will see my answers?"

Who will see my answers?

Your answers will be treated as strictly confidential. They will not be shared with your social worker, care manager, care and support worker, or anyone providing services. You will not be identified, and your answers will not affect the services you receive. We will remove any personal details before sharing the information with NHS England.

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What will happen with the results of the survey?

The results will be used by Gloucestershire County Council, the Department of Health and Social Care and NHS England to help assess and improve services. You will not be personally identified. A report and key findings will be published on the Inform Gloucestershire website: www.glos.gloucestershire.gov.uk/inform/adults-and-older-people/adult-social-care-surveys

Can I have a copy of the survey results?

Yes, at the end of the survey there is a question asking if you would like us to send you the results. If you do, please provide your details.

I've not been selected to complete the survey - can I still provide feedback?

If you haven't been selected for the survey, you can still share your views about Adult Social Care services in Gloucestershire with us using our [Comments, Compliments and Complaints form](#).

January 2026