

## HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

<b>DATE</b>	<b>22/03/2023</b>
<b>REPORT OF</b>	<b>Katie Brown, Director of Adult Services</b>
<b>SUBJECT</b>	<b>NEL Carers Strategy 2023 - 26</b>
<b>STATUS</b>	<b>Open</b>

### CONTRIBUTION TO OUR AIMS

The North East Lincolnshire Carers Strategy 2023-2026 'recognising, valuing, and supporting our carers' [the strategy] will significantly contribute to the Council's aims to build stronger economies and communities. The strategy will do this by supporting the identification of all carers, including hidden/ seldom heard carers. This will ensure as many carers as possible have access to tailored information and advice, carers assessments and the support mechanisms they need. As a result, carers will be able to continue in their caring role (where it is their choice to do so) and to have a life outside of caring in education, training, employment and in leisure pursuits. The strategy has a specific focus on supporting working carers and those in education, to ensure individuals can remain in, and effectively engage in, education and work while combining this with the caring role. Carers play a vital role in supporting their cared for person to remain as independent as possible for as long as possible in their community, often removing or reducing the need for formal care and support. This in turn supports our local health and care system in helping to reduce demand.

### EXECUTIVE SUMMARY

Consultation for the strategy commenced with carers and professionals in Carers Week 2022. General carer feedback has been collated since then. Full consultation commenced on Carers Rights Day 2022 with carers, members of the public and professionals. The consultation included face to face events, focus groups, online and paper-based surveys and social media questions. The feedback has been collated and summarised (see the strategy appendices). The themes from the consultation have been used to draft the priorities section of the strategy. Statutory requirements and national/ regional best practice have been summarised to set the context of the carers agenda and the achievements we have made to date. The first draft of the strategy is attached for consideration. The draft strategy is being presented to scrutiny for comments on the progress to date, and the proposed methodology for how this multi-agency strategy is developed through co-production with key stakeholders. Once finalised, the strategy will be formatted/designed in line with accessibility standards. Formal sign off via Cabinet will be in June 2023 to coincide with Carers Week 2023.

### MATTERS FOR CONSIDERATION

The strategy document is in the early stages (first draft) of development following the consultation exercise. The strategy will be shared with carers, carer groups, committees and organisations to gain their feedback and ensure it accurately reflects the needs and wishes of local carers. The strategy aims to articulate our direction of travel for the next three years considering carers needs, our statutory requirements and national best practice. Like the consultation, we want the strategy to genuinely be coproduced, so the NEL place buys-in to our vision and supports us on our journey to improved carer support.

Scrutiny members are therefore asked to consider the strategy and feedback their comments and recommendations for inclusion in the final draft of the strategy.

## **1. BACKGROUND AND ISSUES**

There is a national requirement for local authorities and the NHS to support informal carers, (the Care Act 2014 and the Children and Families Act 2014) and a national carers strategy and action plan. In North East Lincolnshire we have had a dedicated all age carers strategy for over 15 years. Our current strategy was extended to cover the period in which covid-19 was prevalent, to allow the opportunity for true engagement and consultation with carers and professionals. The consultation was conducted between June 2022 and January 2023 through a raft of engagement methods (workshops, focus groups, online and paper-based surveys, feedback, social media and text questions). The findings from the consultation have been summarised into themes and the strategy drafted to reflect the priorities for the next three years.

As can be seen from the consultation, whilst a significant amount has been achieved to date, further work is required to make North East Lincolnshire a carer friendly place to live and work.

## **2. RISKS AND OPPORTUNITIES**

### **Risks**

There are no perceived risks to developing and launching the strategy. However, there may be resource (financial/ staffing) implications to deliver the action plan that underpins the implementation of the strategy. Some of this risk is mitigated by the financial commitments already made to delivering carers support, the existing staffing arrangements and the Carers Partnership that is in place to drive the carers agenda. This includes a small annual budget of £15k to support the implementation of the strategy, overseen by the Carers Strategic Lead and the Carers Partnership.

### **Opportunities**

By co-producing a new strategy and action plan there will be opportunities to improve the identification, recognition and support to carers, which will undoubtedly support the sustainability of caring situations in NEL, improve carer health and wellbeing and reduce the demand on health and care services.

## **3. REPUTATION AND COMMUNICATIONS CONSIDERATIONS**

Adoption of the strategy and action plan ensures transparency about the Council's vision and planned activities for supporting our carers and working towards a carer friendly NEL. Demonstrating our commitment to carers will be positive and will have no negative aspects to consider.

## **4. FINANCIAL CONSIDERATIONS**

In agreeing the development and launch of the strategy there will be no financial implications, as resource has already been committed to secure its launch.

There is already committed resource to deliver carers support services across North East Lincolnshire and a small budget (£15k) to deliver new projects as part of the strategy. The expenditure of the budget to support the strategy will be overseen by the Carers Partnership and the Carers Strategic Lead. Gaps have been identified in carers assessments and support which may have financial implications beyond the £15k budget; where this is identified, the business case would be discussed at the Carers Partnership and escalated as required for decision making.

## **5. CHILDREN AND YOUNG PEOPLE IMPLICATIONS**

As this is an all-age carer strategy, the vision, priorities and action plan cover parent carers supporting children and young people with additional needs and young carers. The work of the strategy will improve the provision of information, advice, and support for those carers. Dedicated work in the action plan will address the gaps identified in supporting parent and young carers.

## **6. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS**

The strategy will not have a direct impact on climate change and the environment, in either a positive or negative way.

## **7. MONITORING COMMENTS**

This report seeks to gain input and feedback on the strategy and action plan, and does not seek at this stage to change policy or resources (people, finance or physical assets). As a result, no monitoring officer comments have been sought from the Council's Monitoring Officer (Chief Legal Officer), Section 151 Officer (Director of Finance) or Strategic Workforce Lead.

## **8. WARD IMPLICATIONS**

All wards across North East Lincolnshire have the presence of carers, therefore the strategy will positively support the identification, recognition and support to carers across each ward. Some wards do have a higher proportion of carers and therefore may receive targeted efforts to identify hidden/ seldom heard carers.

## **9. BACKGROUND PAPERS**

The Care Act 2014 - [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/18/contents)

The Children and Families Act - [Children and Families Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/6/contents)

The National Carers Strategy - [The national carers strategy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/344441/the-national-carers-strategy.pdf)

## **10. CONTACT OFFICER(S)**

Nicola McVeigh, Service lead – Carers and Communities, 07535652568

**Leadership Team Sponsor:**  
**Katie Brown, Director of Adult Services**



# ***North East Lincolnshire*** **Carers Strategy 2023-2026**

***Recognising, valuing, and supporting our carers***

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## Definitions - a quick note on language

This document will refer to both **carers** and **care workers**.

A **carer** in North East Lincolnshire is someone of any age who looks after a child, relative, partner or friend in need of help because they have an illness, disability, frailty, or a substance misuse problem. The care provided may be personal, emotional, financial, or supervisory and is unpaid.

It is important to differentiate this role from paid care workers who are employed via a care home/ care agency/ direct payment or an individual to provide paid care services to a person (domiciliary care in their own home, supported living, extra care housing, care home).

Within the term "carer", there are:

- **Adult carers:** Adults caring for adults aged 18 and over. This includes adults caring for their adult children.
- **Parent carers:** Parents/guardians caring for a disabled child or young person under the age of 18.
- **Young carers:** Children and young people under the age of 18 who support a family member or friend.
- **Hidden carers:** carers who do not identify themselves as carers and therefore may not seek support and information that would benefit them.
- **Seldom heard carers:** carers who are notable for being unknown to services and whose voices are often not included in carer related projects for example:
  - Carers from minority ethnic backgrounds
  - Carers who are lesbian, gay, bisexual, or transgender
  - Carers with mental health concerns including those with dementia
  - Carers who support someone who misuses drugs or alcohol

## 1. Acknowledgements

**We are grateful to the following people, services and organisations that have helped us to write this strategy:**

Carers in the community (via surveys, social media, consultation events, peer support and activity groups)

General members of the public

The NEL Community and voluntary sector

The Carers Voice

The NEL Carers' Support Service

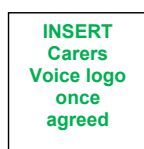
The NEL Carers Partnership Group

The NEL Health and Care Partnership

NEL Council

The Humber and North Yorkshire Integrated Care Board

The Regional Carers Network



## **Foreword and vision**

To be inserted - this will include a picture of the representative and a short paragraph

### **The forward will have representation from:**

- Cllr Stan Shreeve, Deputy Leader and Portfolio Holder for Health, Wellbeing and Adult Social Care
- Cllr Margaret Cracknell, Portfolio Holder for Children and Education
- Katie Brown, Director of Adult Services, North East Lincolnshire Council
- Janice Spencer, Director of Children's Services, North East Lincolnshire Council
- Helen Kenyon, North East Lincolnshire Place Director, Humber and North Yorkshire Integrated Care Board



## Our carers' vision

"Carers of all ages in North East Lincolnshire are recognised for the vital contribution they make, have a strong voice that influences improvement, are respected as partners in care and can access information, advice, and the support they need, when they need it in the way that they choose. Carers will not be expected to provide care, but if they choose to do so they will be supported to prevent a negative impact on their health and wellbeing and to have a life outside of their caring role, in work, education, training or leisure."

**Commented [NM(1)]:** Do you feel this vision is what we are aspiring to achieve?

Over the next 3 years, we want to work with the carer community, our health and care workforce and wider system partners to drive improvements around support and services for carers, to improve access to information and to improve the options regarding routes for feedback on services that impact carers.

To realise this vision, we will make sure carers are:

- Identified at the earliest opportunity.
- Provided with up to date, timely and accurate information.
- Offered/ referred (with consent) to prevention and wellbeing services.
- Aware of their rights and choices.
- Offered a carer's needs assessment where they provide or intend to provide care to someone else.
- Provided with breaks, direct payment, and support where they meet the carers eligibility criteria.
- Supported to engage in work, education, training, or leisure opportunities outside of their caring role.
- Included and engaged in the design, delivery and monitoring of carer support services and the work of the carers' partnership.

**Commented [NM(2)]:** Any other specific points to include to deliver the vision?

## National carer information

### Key facts

- 5 million people in the UK are providing unpaid care – this means roughly one in five adults in the UK are currently providing care. (2021 Census)
- Every year, 4.3 million people became unpaid carers, 12,000 people per day (Petrillo and Bennett, 2022).
- 3 in 5 adults can expect to become a carer at some point (Carers UK 2022).
- 1.5 million carers provide 50+ hours of care per week or more (2021 Census)
- Carers save the economy £132 billion per year, an average of £19,336 per carer (Carers UK 2019).
- 1 in 7 adults in the UK manage work and a care role (Carers UK 2019).
- As many as one in five children and young people are young carers; this is a total of around 166,000 in England and Wales (2021 census).
- 23% of young carers in the UK said that their caring role had stopped them making friends (Action for Children 2021).
- 25% of carers said their physical health and 30% of carers said their mental health was bad or very bad (state of caring 2021).
- 66% of carers said they needed more support to be able to look after their own health and wellbeing (state of caring 2021).
- 50% of carers said they needed more breaks or general time away from their caring role (state of caring 2021).
- 18% of carers are in or have been in debt because of caring (state of caring 2021).
- 72% of working carers worry about continuing to juggle work and care (Carers UK 2019).
- 23% of working carers are at risk of reducing their hours or leaving work if they don't have access to affordable care (Carers UK 2021).

**Commented [NM(3)]:** Any significant facts that should be included?

## Understanding caring in North East Lincolnshire

There are 156,970 people in North East Lincolnshire (2021 census); of those 14,057 (9%) are providing care [carers] to another person. A staggering 35% of these carers provide 50+ hours of care per week. The 2021 census also shows that North East Lincolnshire has the second highest percentage increase in the number of people providing 20-49 hours of care per week in England/Wales.

The table below shows the proportion of carers in relation to people living in each individual ward in North East Lincolnshire. The ward with the highest prevalence is Haverstoe ward closely followed by Waltham ward (more than 1 in 10 people living in each ward is a carer).

North East Lincolnshire ward	% of carers	North East Lincolnshire ward	% of carers
Croft Baker	8.7	Scartho	8.8
East Marsh	8.4	Sidney Sussex	8.4
Freshney	9.2	South	9.4
Haverstoe	10.3	Waltham	10.1
Heneage	8.7	West Marsh	8.2
Humberston and New Waltham	9.6	Wolds	9.3
Immingham	8.8	Yarborough	8.1
Park	8.9		

Commented [NM(4)]: What other data/ information would you like to see here?

### Key facts

- An estimated 4,500 carers have been identified across North East Lincolnshire, leaving approximately 9,500 carers still to be identified.
- 2,722 carers are registered with the North East Lincolnshire carers support service (2,251 adult carers, 457 parent carers and 14 young carers).
- The young carers service has 170 carers registered.
- **XXX** adult carers of adults have a carers' needs assessment (separate/ joint with the cared for person).
- North East Lincolnshire carers save the local economy £272 million per year.
- Roughly 12,900 carers are combining work and care in North East Lincolnshire.

The personal social services survey of adult carers in North East Lincolnshire (2021/2022) gained 553 carer responses. The following is a summary of the findings:

- **over half** cared for someone with a physical disability, closely followed by 46% having dementia and a long-standing illness (43%) [the cared for may have more than one condition].
- **52%** of carers provided over 100 hours per week of care/ support to their cared for person.
- A staggering **27%** stated that they had cared for more than 20 years.
- **80%** of carers reported 'feeling tired'.
- **37%** of carers reported feeling the 'physical strain' of caring.
- **49%** of carers reported 'feeling depressed' because of their caring role.
- **36%** of carers said caring had caused financial difficulties to some extent in the last 12 months.
- **22%** of carers had little contact with people and feel socially isolated.
- **70%** of carers reported they found it very or fairly easy to find information and advice about support, services, or benefits.
- **68%** of carers reported they usually or always felt involved or consulted in discussion about the support or services provided to the person they care for.
- **75%** of carers who received support or services were extremely, very, or quite satisfied with the support or services they received.

The 2022 carers survey carried out by the North East Lincolnshire Carers Support Service found that out of 1187 Carers:

- Only 56% rated their physical health as good.
- Only 58% rated their mental health as good.
- Only 32% rated their financial wellbeing as good.
- Only 50% rated their overall wellbeing as good.

Utilising local reports and research (inc. the joint strategic needs assessments, adult services re-ablement review, the recent SEND re-inspection, peer reviews and wider consultation) it is evidenced that there is still work to do to identify, recognise and support carers in North East Lincolnshire to truly deliver on the vision. We are significantly missing opportunities to seek out and encourage carers to come forward to identify that they are caring for a family member or friend. As a result, many carers are going unsupported in their caring role, not being offered a needs assessment, and so may be experiencing unnecessary carer burden. The greatest challenge therefore is the number of unidentified carers. Significant focus must be made to identify carers of all ages to ensure we have the best chance of providing advice, information, and support.

### How carers are supported in North East Lincolnshire

Over the last 15 years the NEL carers partnership have worked to establish a range of carers support and services to identify, advise and support carers to maintain their caring role as well as to have a life outside of caring. Services on offer include:

<b>Peer Support groups</b> Carers come together to learn from one another & support one another.	<b>Workshops &amp; Training</b> provide opportunities that enable carers to manage & maintain their wellbeing, their caring role & build their knowledge & understanding of conditions, services & support.	<b>Activity Groups &amp; outings</b> Activities that carers together & give them a structured break.	<b>Specialist Advice</b> Advice & support with benefits, housing, health & social care & employment.
<b>Holistic Therapies</b> A range of therapies (i.e. body massage) to give carers a break & time to themselves	<b>Counselling</b> Enables carers to work through difficult emotional situations enabling them to improve & manage their mental wellbeing.	<b>Befriending</b> Give carers a chance to talk to someone impartial & non-judgemental outside of their caring role. Befrienders offer a listening ear & can also attend groups etc. with carers who don't have confidence to attend on their own.	<b>Carers Emergency Alert Card</b> An identify card is connected to an emergency plan. It gives Carers piece of mind. Carers carry the card with them & in the event of an emergency that prevents the carer from caring the emergency plan is activated.
<b>Carer Needs Assessment</b> A needs assessment identifies the needs of carers & explores how best to meet those needs.	<b>Carer Direct Payments</b> Direct payments are a vehicle for meeting need. They put the carer in control of sourcing their own support to meet their needs. Often this will be to enable them to have a carer break.	<b>Carer Breaks</b> Carer breaks are provided in several ways, including sitting services, respite, day opportunities for the cared for and via the carers support service through the Bennett Suite (support for carers of adults).	<b>Advocacy</b> Advocacy supports carers to have their voice heard, usually when they need support to challenge a decision or make sure the person they care for gets the support they need.
<b>1:1 Key Worker Support</b> Key workers work with carers on a one-to-one basis usually when they are experiencing a particularly difficult time with their caring role. Support includes practical, solution focussed & emotional support including referring on to other appropriate services.	<b>Carers Voice</b> The Carers Voice brings carers together to be involved in the planning, design, implementation, evaluation & development of services & support.	<b>Innovation Fund &amp; Individual Carer Grants</b> The innovation fund & grants helps to meet the needs of carers through the provision of funding, that wouldn't be met by other means.	<b>Carers Partnership</b> The Carers Partnership is a group of professionals & carers representing the health, social care, community & third sectors, who work together to implement the North East Lincolnshire Carers Strategy.

More about the information, advice and services available to carers of any age can be found in the carers guide (available from the NEL carers centre and on its [webpage](#)) or from the NEL carers centre directly by calling 01472 242277, visiting the offices at The Old Waterworks Offices, 1 Town Hall Square, Grimsby or visiting their [website](#).

## What we have achieved since the last strategy

Since the launch of the last carers strategy in 2017, we have:

- Identified 3,421 new carers.
- Provided the following carers support services.
  - 7,260 specialist benefits advice/ support appointments, resulting in almost £6million worth of benefits support being awarded.
  - 6,897 hours of holistic therapies
  - 5,768 hours of counselling
  - 2,552 befriending sessions
  - 377 carers emergency alert cards and carers emergency plans
  - 10,922 commissioned carer breaks for adult carers supporting adults (sitting and respite)
  - XXXX respite breaks for parent carers
  - 27 young carer activity groups
  - 538 carers training sessions
  - £95,225 carers innovation fund and individual carer grant payments via the carers support service.
  - 632 carers direct payments

Also achieved since the last strategy:

- Ensured 106 businesses are more carer aware and understanding of the needs of carers.
- 62 individuals/ businesses (including some schools and both colleges) have been signed up to employers for carers support.
- Provided 71 tablets/ loans to support isolated carers during lockdown and beyond.
- Provided 1,244 professionals with Carer Awareness Training.
- Launched the Bennett's suite to support carers to access carers support services with the reassurance of knowing the cared for person is supported by trained staff.
- Improved the information and training online offer for carers.
- Significantly widened the carers training and workshops offer to include – wellbeing and stress management, back care, first aid, legal matters, scams awareness, utilising IT, coping with change, understanding dementia, yoga, tai chi, art classes.
- Relaunched the carers forum – “the Carers Voice”.
- Strengthened the carers partnership.
- Launched the shed – carer woodwork group (originally for male Carers, but now has groups for men and women).
- Improved carers support within the Diana Princess of Wales hospital (carer lanyard, carers support presence, hospital carers guide).
- Launched the carer animation DVDs and carer videos to raise the profile of carers and carers support.
- Enhanced support for carers of those with substance misuse.

## Consultation with carers, other members of the public and professionals

Discussions were held with carers caring for someone living in North East Lincolnshire regarding their lived experiences of caring, other members of the public and with professionals regarding all things 'carer' and 'caring'. We wanted to know how we could improve to make NEL a carer friendly place. Carers and professionals helped formulate the questions and discussion topics that were used during consultation. The formal consultation phase ran from 21<sup>st</sup> November 2022 until 31<sup>st</sup> January 2023 and included:

- Two face-to-face consultation events with adult carers of all ages - 20 in attendance.
- A young carers face-to-face event – 17 in attendance.
- 17 focus group/ discussion sessions at a range of carer groups/ activities.
- 8 questions during the consultation period via social media.
- A New Year's Day question via text to all registered carers – 137 responses.
- A carers survey via survey monkey and paper copies distributed to key carer venues – 226 responses.
- A professional's survey for carers via survey monkey - 40 responses.

We asked carers to think of the one thing that came to mind when they thought of their caring role; carers said:



Quotes from the carers and professionals as part of the consultation:



Please note: these infographics will be converted into an appropriate accessible text format ready for publication.

## Themes from the consultation

The key themes drawn from the November 2022 – January 2023 consultation were the following:

- Carers need to be supported to identify themselves as carers at the most appropriate stage of their caring journey and at the earliest opportunity.
- Information for carers needs to be offered at the right time, in the right format and targeted to the carer's needs.
- Carers need to be recognised by professionals (particularly within acute and primary care) as expert care partners, and engaged with.
- There needs to be improved access to support for carers, with regards to:
  - A timely response when help is sought.
  - Creating a clear and easy system to navigate to receive information and support.
  - Improved referral and signposting from professionals.
- Carers requested that access to a timely carer needs assessment is improved, and that the needs and wellbeing of Carers is the primary focus of the assessment, with importance placed on the assessment process.
- Carers are more concerned than ever about their financial position. They expressed they need specialist advice, information, and support to gain access to benefits, grants, discounts, and other mechanisms for financial support/ initiatives to support the cost of living.
- Carers need professionals to offer a well thought out and joined-up offer of support for themselves and those they care for, regardless of the number of organisations or cared for persons involved, or whether the recipients live across area boundaries.
- Carers wanted the exchange of information to be smoother and simpler and where possible for that information to be shared with relevant parties, so they only had to share their information and that of the cared for person once.
- Many carers stated there needed to be better out of hours support for carers, to assist them:
  - during out of hours times of crisis
  - when they work, and can only access support in the evenings/weekends
  - with managing their dynamics as a family, i.e. at weekends
- Many carers and professionals felt carers support and services were not visible enough and there wasn't enough awareness amongst those living and working in North East Lincolnshire of the services and support available.
- Carers and professionals thought that carers breaks needed to be available to more carers, to meet a varied range of carer circumstances and those breaks, when offered, need to be reliable and happen when they are planned to.
- While some carers said they had all the help they needed from their employer to support caring alongside work, many carers felt their employer needed to be much more carer aware and offer carer friendly policies and flexible working arrangements.
- Young carers felt they needed to be acknowledged and supported within education settings and in children and young people's services.
- Carers seek flexibility and choice in the support options available.
- Carers expressed concern on the pressures in health and social care, funding shortages and staffing capacity issues and how this could be a barrier to accessing carer support.
- Carers would welcome oversight of carer support solutions elsewhere to ensure we can harness best practice and further improve our carers offer locally.
- Carers asked that locally we support national campaigns and initiatives, to advocate on behalf of carers (i.e. a review of carers allowance and the unpaid carers leave bill).

## National and regional carers agenda

### National:

There have been a raft of national carers strategies, the first of which, 'Strategy for carers', was published in 1999. This was superseded by 'Carers at the heart of 21st-century families and communities' which launched in 2008, setting out a vision that by 2018 carers would be universally recognised and valued as being fundamental to strong families and stable communities. Support would be based on individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring. In 2010, "Recognised, Valued and Supported: next steps for the carers strategy" was also launched, to set out the next 4 years of actions to support the carers strategy.

A refresh of The National Carers Strategy has been anticipated for a few years now. The national focus to this point has been on the following aims:

- Carers are identified at the right time
- Carers are provided with appropriate advice and information throughout their caring journey
- Carers needs are identified and responded to appropriately
- Carers are supported in their caring role and have a life outside of caring and beyond it
- Carers are recognised as expert care partners and are involved in care and support planning for the cared for
- Carers are involved in service design, delivery, and monitoring

### The Care Act 2014

The Care Act 2014 covers carers aged 18 and over caring for someone aged 18 and over, and transition to adulthood. It puts carers on an equal legal footing with individuals needing care and support. The act places duties on local authorities to:

- support carers health and wellbeing.
- prevent, reduce, or delay carers' need for support.
- provide information and advice relating to the local carers support offer.
- provide independent advocacy for carers.
- inform carers of their right to a carers needs assessment (assessments must establish the carer's needs for support, the sustainability of the caring role, the carers future needs for support, and if the carer is able and willing to continue. It must consider the carer's life beyond their caring role; work, education, training, social, and recreation).
- ensure eligible carers ([Care Act factsheets - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/care-act-factsheets)) are given a support plan which includes a personal budget to meet their needs.
- carry out a transition assessment for young carers and for adult carers of a young person when it can be seen what the carer's needs for support will be after the young person turns 18.
- collaborate, cooperate, and integrate with other public authorities, such as the NHS.

It makes sense that at a time of increasing financial pressures, we continue to make sure that carers are supported and valued as partners and experts. Supporting carers helps to reduce the need for health and care services and promotes and enables the independence of families and vulnerable people and their ability to live in the community as they would wish. Carers should be helped to maintain both their caring role and their own health and wellbeing. At times this will include having access to good alternative care and support for the people they care for when they need a break or are unable to provide care. Just as importantly we need to listen to carers, recognise the contributions they make and the skills and understanding they have. We should also recognise that the 'carer's journey' does not end abruptly when their caring role ends. Increasingly we hear from carers of the impact of the loss of the person they have cared for. A carer might well need support through the transition of adjusting to no longer being a carer; a role that may have been a big part of their life for many years.

### **Children and Families Act 2014**

The Children and Families Act 2014 covers carers aged under 18 (young carers) and carers of children with special educational needs and disabilities (parent carers) and gives carers the right to an assessment and to have their needs met.

### **Young carers**

Young carers have a right to an assessment where the young carer or young carer's parent asks for one, or where the Local Authority sees the young carer has needs (i.e. the young carer or their parent doesn't have to ask). Local authorities must take 'reasonable steps' to identify young carers in their area who have support needs. This might include asking schools, or young carers' support services, if they know of anyone who has support needs. Local authorities also have a role in preventing future need and to consider if a caring role could have a negative impact on the young carers' wellbeing in future. The assessment needs to consider whether it is appropriate for the young carer to provide care, consider the young carer's needs for support in their own right, and look at what the young carer needs for their own education, work, health, hobbies, or activities. The local authority must ask the young carer and their parent for their views during the assessment.

### **Parent carers**

Local Authorities have a duty to provide an assessment to a carer of a child with special educational needs or disabilities aged under 18 if it appears that the carer has needs, or the carer requests an assessment. The assessment must look at whether the carer has needs for support, what those needs are, the wellbeing of the carer, whether it is appropriate for the carer to continue to provide care, and the need to safeguard and promote the welfare of the child cared for and any other child for whom the carer has responsibility. Any services to be provided for carers can be included in a child's Education Health and Care plan if the child has one.

### **Regional Carers Network – the local context within Yorkshire and the Humber**

For many years there has been a strong regional carers network, which aims to bring carers leads together to discuss urgent and relevant regional carer related issues and to share best practice. A regional tool has been developed to enable organisations within the region to measure the strength of their support offer for carers; this tool offers areas within the region a baseline so that they can identify and discuss regional strengths and weaknesses in the carers offer and highlight elements of best practice. It focuses on the below key areas:

- Awareness and culture
- Identification and recognition
- Information and advice
- Better conversations
- Support and services
- Carers as expert care partners

The regional group has reported that since Covid-19 restrictions ended, the below has been highlighted as regional trends:

- Fuel poverty has worsened
- Provider failure has worsened
- There is a clear increased need to support working carers
- There is a lack of access to breaks
- The need for digital resources has decreased
- There is an increased need for substance misuse and MH services



## Priorities for North East Lincolnshire's carers agenda

Utilising the national requirements, best practice, local carers needs and consultation feedback the following priority areas for action have been identified:

Priority 1 Identification, recognition and provision of information	Priority 2 Workforce-culture and practice	Priority 3 Access to assessments and support
Priority 4 Carer education, training and employment	Priority 5 Tackling carer inequalities	Priority 6 Carer led

### Priority 1 Identification, Recognition, and provision of Information

Who by, where and how Carers are identified is inconsistent across North East Lincolnshire. We are on average identifying around 9% of the suggested number of carers in North East Lincolnshire as per 2021 census data. There is therefore much work to do to identify more carers and in particular dedicated work to identify seldom heard carers.

In addition to identification, more work is needed to recognise the valuable role carers play, not only in the provision of care to the cared for person but also to the health and care system (in reducing the individual's needs for care and support) and wider economy. Work is required to showcase the vital role carers play.

We know that some carers find the advice and information they need, while others are 'left floundering' and without being identified as a carer and provided with the information needed to make informed decisions. Although information is available, carers report accessing it can often be difficult due to not knowing where to get the information from, the dispersed nature of the information and its format.

More than ever before, we have seen an increased need for information on how to gain access to benefits, grants, discounts and other mechanisms of financial support and initiatives to support carers with the general cost of living.

We will work together to improve the timeliness, relevance, quality, and accessibility of information to carers of all ages. In this way, we aim to promote the visibility of the support on offer to carers in North East Lincolnshire.

There are pathways in place in North East Lincolnshire to support professionals to identify and recognise carers, and these pathways will continue to be explored, developed, and improved (see priority 2).

### Priority 2 Workforce - culture and practice

Carers have said that professionals are not always clear about or do not mention the support and services available to them. This was confirmed by professionals who spoke about a lack of certainty regarding support available to carers and how to identify and signpost carers.

There have been examples of concerns raised by carers being dismissed by staff, of carers being expected to take on new or enhanced carer roles and not being recognised as a carer/ expert care partner. While there

are examples from across the health and care system, particular examples were given within acute hospital services and within primary care.

Quarterly training sessions are already established for professionals and targeted awareness raising/ education/ training sessions are available for key groups/ staff teams. However, these are only reaching a small number of professionals annually, and for those trained we are not seeing continued carer friendly practices during their work. Therefore, the training programme needs to be developed to offer a greater range of training and awareness raising sessions for staff including new starters at induction and team refresher sessions periodically.

The consultation has shown that we need to encourage and develop ways for our health and care workforce to work together to better support carers in a joined-up way, meaning carers only need to share their details once, giving them access to all the information and support they need from the initial contact, in other words 'making every contact count'.

We need to work across our health and care partnership to ensure we collectively buy into identifying, recognising, and supporting carers. We need to ultimately create a culture that understands the value of acknowledging and supporting carers and is proactive in identifying and supporting carers to access the help and support they need. Professionals should also be aware of the unique viewpoint and specialist information carers bring to decision making for those they care for, and actively seek to include them appropriately. To do this, early and ongoing training will need to be embedded across North East Lincolnshire's key services. For example, we need to explore opportunities for making carers awareness and support training mandatory for all new starters across health and social care, so our workforce has a basic understanding of carers, caring and the support available. The methods of training and awareness delivery need to be reviewed, looking at face-to-face, online training and self-directed learning to aid maximum benefit.

Operational embeddedness of 'carer champions' in organisations and the expansion of the 'carer champion' network will support this work, ensuring nominated individuals across organisations and services take the lead in being carer experts, nurturing and fostering a positive carer culture, continuing to raise the profile of carers, reinforcing our statutory requirements and the support available.

The creation of carer friendly organisations via a carers award/charter accreditation will also help establish ongoing training, embed carer policies and procedures and the idea of supporting carers to continue caring while working (which also supports priority 4).

### **Priority 3 Access to assessments and support**

Since 2007, as a health and care system we have worked to ensure a range of universal, prevention and wellbeing services are available to carers of all ages across North East Lincolnshire, as we recognise the importance of supporting carers. In addition, we have promoted carers needs assessments, particularly those of adult carers (either as standalone assessments or combined with the cared for person). The young carers team have also been offering young people with caring responsibilities assessments and support for many years. The young carers team currently have 170 children and young people they have assessed and are subsequently supporting.

In North East Lincolnshire carers needs can be identified via a statutory needs assessment as discussed above or have their needs identified via one of our carers support services. This usually leads to universal prevention and wellbeing support; however, if a statutory assessment is needed or requested a referral would be made.

Despite various campaigns, the number of carers overall in receipt of a carers needs assessment has significantly dropped over recent years. Only **XXX** adult carers are currently in receipt of a carer's needs assessment. Parent carers assessments have historically been embedded within the children and young people's assessment. Parent carers worked with the local authority to coproduce a parent carer needs assessment some years back; however, this assessment is currently not in use.

The consultation showed more work is needed to ensure carers are offered carer needs assessments and are subsequently supported with a range of carers support and services to meet their individual needs. The parent carer assessment needs re-establishing to ensure there is an option for a stand-alone parent carer needs assessment should this be required, as legislation states 'Local Authorities have a duty to provide an

assessment to a carer of a disabled child aged under 18 if it appears that the carer has needs, or the carer requests an assessment' (Children and Families Act 2014).

Carers have also said that they felt front door access (Single Point of Access and Family Information Service) was a gatekeep tool that did not seek to identify hidden carers and encourage the identification of carer need. A small number of those who did access a carer's needs assessment stated they did not feel that staff had the time to conduct the assessments fully, or had not considered the need to do a combined assessment with other services (i.e. focus and NAVIGO).

Greater recognition of the barriers to accessing support are needed, and mitigations put in place to address these issues (i.e. working carers, lack of replacement support for the cared for, ease and flexibility of access, inconsistency/ reliability of carers breaks).

#### **Priority 4 Carer education, training, and employment**

Actions to support carers to combine caring with education, work and training have been a feature of our carers action plans for some time. Over 100 businesses have received carers awareness raising sessions/ training, and of those 62 individuals/ organisations have signed up for the employers for carers/ Carers UK initiative. Where an employer has engaged and actively become carer aware and established carer friendly working practices, the benefits have been seen for both carers (able to maintain work and caring) and the employer (reduced sickness/ absence/ greater productivity).

Continued work with local employers and the Job Centre is required to ensure that carers can maintain their employment if they choose to do so, or access new roles which support caring alongside work. We also need to continue to develop the carers award/charter accreditation that gives employers a set standard to meet in relation to supporting working carers and carers who are customers.

Carers discussed how they would like a wider range of training/ learning options, which were more flexible (online/ face to face – including evenings and weekends) to fit around their caring role. Carers also suggested that centralised information on what education and training options were available would be useful.

Young carers report a mixed picture in relation to the support they receive through schools and wider health and care services. Some young carers are supported well at school - they have dedicated staff they can seek out for support, have carers champions and supportive practices for them as a carer. However, others suggested there is much more that can be done to help them balance their caring role with school. The carers partnership is working hard to roll out young carer champions in schools, training for staff and mechanisms of support; this will continue and further develop into the 2023-26 action plan.

Our best efforts have encouraged some carer friendly education and employment practices, however, much more is still required to make learning and working in North East Lincolnshire more accessible to carers.

#### **Priority 5 Tackling carer inequalities**

Carers as a group suffer from several inequalities. They are more likely to be in financial hardship, more likely to have poorer physical and mental health, and less likely to be in full time work or education (and to have lower results when they are). They will have greater levels of absence and are more likely to suffer from isolation and loneliness.

Many carers care for a significant amount of time across the week - the 2021 Census suggested that 35% of carers in North East Lincolnshire care for more than 50 hours per week. The personal social services research survey of carers (2021) in receipt of a carers needs assessment showed that 52% of those responding cared for more than 100 hours per week. As a result, carers cannot easily engage in activities outside of caring, for example, to work, to attend school, to access health and care services for themselves or take part in social activities.

North East Lincolnshire, like most parts of the country, will face unprecedented challenges over the coming years as we address the legacies of the Covid-19 pandemic, increased demand, and complexity of those presenting for care and support, backlogs and waiting lists due to COVID-19, workforce challenges, financial constraints, and the overall cost of living increases. As a system it will be imperative to consider carers and their needs to ensure they are supported to continue to care (where it is their choice to do so) and to have a life outside of caring, to secure the sustainability of the caring role and health and care system.

Several carers report that current systems for accessing services like their GP are “not fit for purpose” for them, as appointment and access systems are not supportive and present difficulties to carers. For example, calling to make an appointment at 8am when they are supporting the person they care for to wash and dress for the day ahead, or attending appointments at a dedicated time, when they are reliant on replacement care to support their attendance (which may not be on time/ arrive). While carers accepted that services are extremely stretched, having some flexibility to support carers would not only improve their health and wellbeing but also reduce missed appointments.

Although progress has been made to offer carers access to support and services during evenings and weekends (for example, the carers support service are open on Thursday evenings and Saturdays until 2pm) to support those who juggle significant weekday daytime demands, carers still report that they have limited access to the full range of support available. When services are recommissioned/ renegotiated, hours of operation will need to be considered to widen access.

Recent years have seen a much higher strain on finances for everyone. However, as carers are disadvantaged frequently through their caring role (i.e. less able to work, have reduced hours or work in a junior/ lesser paid role) have less of a buffer in this climate than non-carers, it is important that support to access the full range of available benefits, grants, initiatives and discounts is given, and that we add our voice to lobbying for paid carers leave and for a higher rate of carers allowance.

#### **Priority 6 Carer Led**

In North East Lincolnshire, there are established routes to engagement and coproduction which we will continue to develop. For example, we have included carers in our hospital planning group and discharge project work, carers were included in the retendering of the current carers' support service and the review of the carer respite charging policy, and carers are key members on boards and committees- aim to encourage and embed the inclusion of carers in all aspects of the carer's agenda moving forward to continue to improve the reach of the carers voice.

The NEL Carers Partnership meets quarterly to lead on work to support carers in North East Lincolnshire and monitor the delivery of the North East Lincolnshire carers action/ improvement plan. The Carers Voice meets monthly to deliver dedicated carer projects, listen to guest speakers, engage with consultations or informal feedback sessions and act as a conduit between the health and care system and carers. Carers state they want to be involved and included and have a voice in the design, delivery, and monitoring of all aspects of carers support and services and were not aware of the opportunities on offer, or have not been engaged with. Therefore, more work is needed to promote the opportunities to get involved and work to reduce the barriers to participation.

Carers, particularly those active in having a voice locally have indicated they would like information on best practice from across the region to explore opportunities to further improve our local carers offer. This will be built into the Carers Voice and Carers Partnership meetings moving forward. Carers would also like support to raise their voice on a regional and national platform by contributing to national campaigns and initiatives. These opportunities will be explored, and support provided for local carers to participate where possible.

#### **North East Lincolnshire's Action Plan 2023 - 2026**

To deliver on our vision and the priority areas for action an integrated, multi-agency approach will be needed to deliver the culture and transformation required. The three-year carers action plan below has been created to ensure the priority areas for action are addressed. The carers partnership will translate the three-year action plan into bite-sized annual operational delivery plans, detailing the actions, milestones, and responsibilities for each of the three years within the strategy timeframe to deliver the priorities. Indicators for success will be agreed and task and finish groups established. The plan will be reviewed each year to reflect progress, changes to national and local priorities and carers' needs.

What difference will having a carers strategy and three year action plan continue to make to carers in NEL?

- Carers will feel more valued for the contribution they make
- Carers will be recognised as 'expert partners' in care and their skills and information will inform and improve care/care plans
- Carers will have better access to information and advice
- Carers will be better supported to remain in work and in getting financial advice

- Carers will be better supported to maintain their own health and wellbeing
- Carers will have more confidence in and access to a range of quality services and support that meets their individual needs and preferences
- Carers will be identified and assessed
- Young Carers and siblings will be supported to have the same life chances as their non-carer peers

As a result, North East Lincolnshire will be a carer friendly place to live and work.

**Initial ideas for the action plan to stimulate discussion/ feedback:**

**Commented [NM(5):** These are suggested actions to address the priority areas for action - is there anything missing?

Action	By whom	By when		
		2023-24	2024-25	2025-26
Priority 1 Identification, recognition, and provision of information				
Increase the number of carers being identified or self-identifying across NEL, including seldom heard carers, and improve the support offered at this point to encourage carers willingness to register with key support services - the carers support service, children and adult services and primary care.	Carers Partnership	✓	✓	✓
Ensure identified carers have clear, inclusive, and accessible routes to appropriate information in a style and method that supports carer understanding, including referral to support and assessment.	Carers Partnership	✓	✓	✓
A focus on culture change at 'place' is needed to ensure carers are recognised, valued, and supported as expert care partners, and that the approach to carers is consistent.	Carers Partnership	✓	✓	✓
Build pride in the 'carer' label and amongst our Carer population,	Carers Partnership	✓	✓	
Priority 2 Workforce- culture and practice				
Work with our workforce to ensure that identifying and supporting carers is embedded in policies, procedures, and practices.	All organisations in NEL	✓	✓	✓
Work to encourage 'buy in' to the ethos of carers, the value and importance of supporting carers and seeing them as expert care partners across our health and care leadership, management, and operational workforce.	Carers Strategic & Operational Leads	✓	✓	✓
Develop new and innovative options to train and influence our workforce and their practice to identifying and supporting carers, including monitoring the effectiveness of this.	Carers Strategic & Operational Leads	✓	✓	
Improve the sharing of information amongst teams to ensure our workforce are aware of all support options for carers.	Carers Partnership	✓		
Priority 3 Access to assessments and support				
Ensure that all carers providing or intending to provide care are offered the opportunity for a carers' needs assessment, and that the process is flexible and tailored to allow carer participation and engagement	Focus adult social work Navigo NELC	✓	✓	✓
Strengthen and build on the relationships between organisations to promote seamless joined up working within NEL or across boundaries with other authorities, to ensure the carer's full set of needs are identified and met appropriately.	Focus adult social work Navigo NELC	✓	✓	✓
Work to develop the out of hours and weekend support offer, to ensure carers can be appropriately supported at any time	Carers Strategic & Operational Leads	✓	✓	
Create a multi-organisational plan to support and build upon the ongoing promotion of services available to carers	Carers Partnership	✓		
Develop the carers breaks offer to ensure that carers of all ages can access an appropriate break	Carers Strategic & Operational Leads	✓	✓	
Work regionally to share best practice and adopt new concepts for carer support that show to be beneficial in other comparable areas	Carers Strategic & Operational Leads	✓	✓	✓
Improve carer access to affordable and suitable housing for them and those they care for	Carers Operational Lead	✓		

Improve the carers support offer to include more joined up working between relevant children's and adults services, especially for complex and mental health conditions	Carers Strategic & Operational Leads	✓		
<b>Priority 4 Carer education, training, and employment</b>				
Produce a carers charter/award accreditation that ensures participating businesses in NEL are providing a baseline level of support to their working carers and carer clients	Carers Partnership	✓		
Continue to work with current employment support services in NEL to ensure carers' needs are embedded in their processes and practice	Carers Partnership	✓		
Develop education, training, and information provision for carers in line with their needs	NEL Carers Support Service	✓		
	Young Carers Lead			
Continue to promote carers awareness training to organisations and professional groups, through a programme that covers planned induction and refresher sessions	NEL Carers Support Service	✓		
Develop a flexible out of hours training/education offer	Carers Partnership	✓		
Develop relationships with schools to ensure progression of young carer support in education	Young Carers Lead	✓	✓	
Work with carers to explore the barriers to education, training and employment and create responsive plans to manage and mitigate these in ongoing support projects	Carers Partnership	✓	✓	
<b>Priority 5 Tackling carer inequalities</b>				
Continue to develop the advice, support, and advocacy services around carer finances and to promote them	NEL Carers Support Service	✓		
Act as a collaborative partner to challenge the national position regarding carers, to ensure better carer opportunities (i.e. carers leave bill) and support (i.e. carers allowance increases) are accessible nationally	Carers Partnership	✓	✓	✓
Work with organisations and businesses to develop environments that support carers (safe spaces, pathways, and transport, etc)	Carers Partnership	✓	✓	✓
Support NEL businesses to expand the available financial incentives available to carers (i.e. discounts/freebies, gym memberships, etc)	Carers Partnership	✓	✓	✓
Work with acute and primary care to develop a more flexible and inclusive model for carers, to ensure carers can benefit from health and care initiatives and are supported to maintain their own health	Carers Partnership	✓	✓	✓
Work to ensure services and support are inclusive and culturally sensitive	Carers Partnership	✓	✓	✓
<b>Priority 6 Carer led</b>				
Encourage, include, and mitigate barriers to, carers being engaged in panels, service planning, project work and strategy discussions to ensure ongoing co-production	Carers Partnership	✓	✓	✓
Continue to work with the Carers Voice to promote carer led projects and to seek carer input across the system	NEL Carers Support Service	✓		
	Carers Operational Lead			
Ensure the inclusion of relevant forums and carer groups in the design, planning, implementation, and evaluation processes of services	Carers Partnership	✓	✓	✓
Ensure there are clear and visible feedback opportunities, and that carers know where to look centrally for formal engagement opportunities	NEL Carers Support Service	✓		
Develop a carers performance dashboard that makes the current carer performance clear for the Carers Partnership and Carers Voice to oversee and benchmark against regional comparators	Carers Strategic & Operational Leads	✓		
Create a mechanism for feeding regional best practice into carer related forums locally to bring about innovation and improvement.	Carers Operational Lead	✓	✓	✓

## Appendices

### a) Professional survey responses – Adults

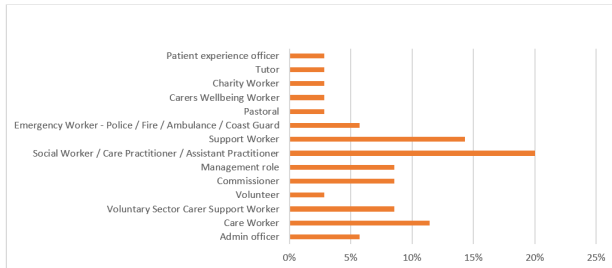
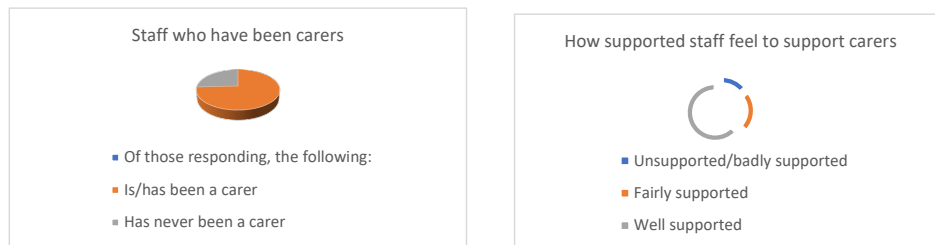


Figure 1 Staff who filled in the consultation survey 2022.



What'd help you support carers	
Refresher/training on support available for external and working carers	7
Better tie in between partners on projects	5
Better uptake of staff feedback/suggestions by organisation/ better buy in	4
Wider range of hours/days support is available on	4
More unusual options for support	3
Resources - more staff or reduced time/pressure constraints	3
Streamline processes for carers (consistent, easy access to support and info)	3
Better access to best practice	2
Carers sits/ respite options (e.g. LD)	2
Wider recognition of what a carer is and proactive referral	2
More training on mental health and counselling skills	1

What gaps are there in NEL carer provision?	
Issues with carer sits or respite (availability/skills of staff, limited offer)	8
Visibility/awareness of the support on offer is lacking	5
No support at the weekends/out of hours	5
Reliable support agencies needed	4
Better carer assessments are needed	3
Lack of identification of carers esp. in hospital and acute settings	3
Staff levels vs volume of work needs correcting	3
Online information needs a filtering option	2
GPs are not proactive in supporting carers (i.e. with info)	2
Refresher training for staff needed	1
Lack of info for carers of those with LD	1
Wider offer for young carers needed	1
More support needed for carers with or of those with MH issues	1

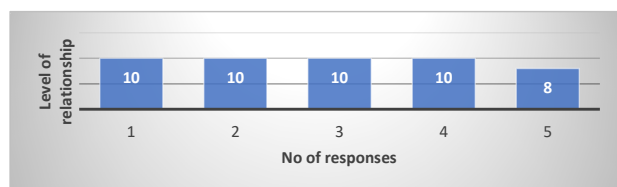
## Professional survey responses – Children and young people

### Do you feel your school staff are able to identify and support Young Carers?



1 being not supported at all and 10 feeling fully supported - average rating 7.20.

### Do you have a good relationship with the Young Carers team? Are they able to assist with any queries that you may have with regards to a young carer's role and the impact this may have at school?



1 being not at all and 10 being they focussed on what was important - average rating 9.60.

## Review of service 2022

Due to the significant demand and the number of young people waiting for a young carers support service, there are several steps that have been taken as part of the overall review of the service:

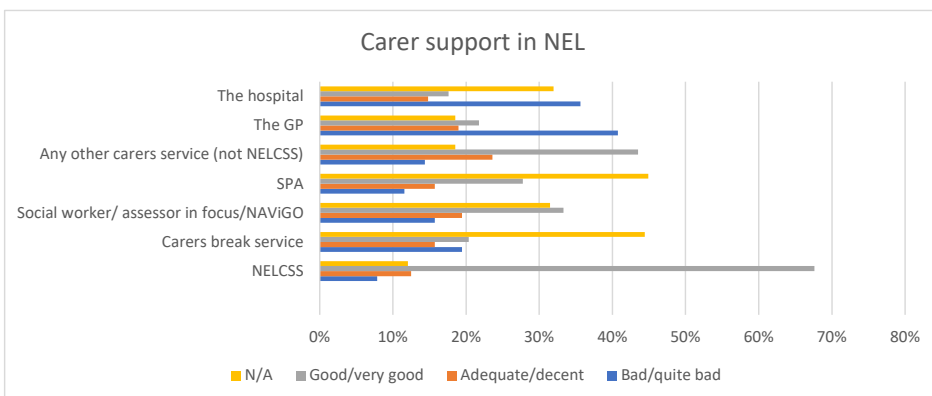
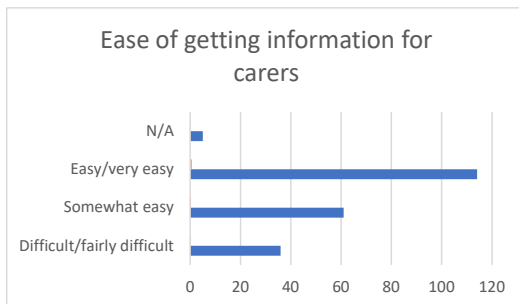
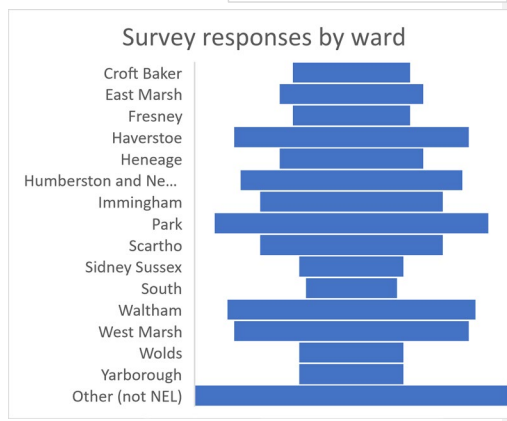
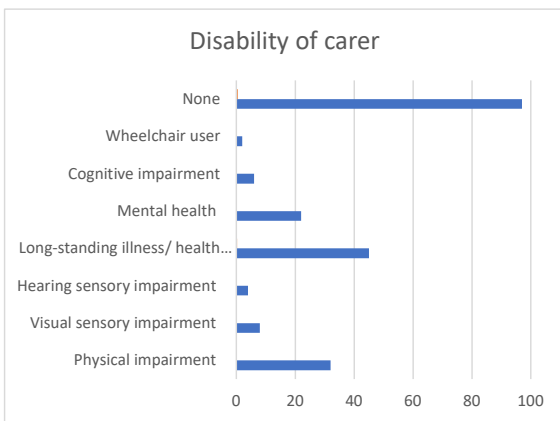
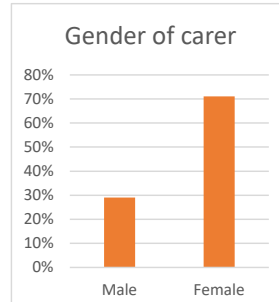
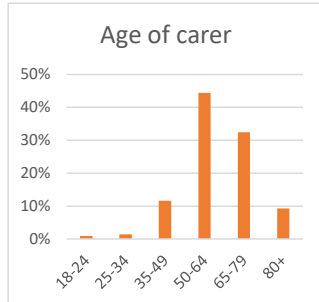
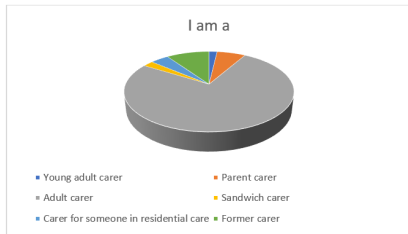
- An immediate focus placed on young carers waiting long periods of time to be allocated to a worker. Initially 64 young people were waiting for a service. Immediate action started from 12/08/2022, including focused duty calls, completion of initial carers assessment screening tool and check ins whilst waiting for service. This has now reduced to 26 with a projection that we will have no waiting list by the end of January 2023 due to the expansion of group activities.
- The implementation of a weekly screening meeting for young carers referrals to determine appropriateness of referral, met criteria and relevance for service. Once allocated to a young carer's worker, a more in depth and full carers assessment will be completed to determine the level of need, support, type of intervention required on a bespoke young person focused basis. A young carers' referral inbox to ensure referrals are screened and allocated more efficiently Has been developed and is now in place.
- A complete review is ongoing around the transition to adult services which has been raised as an area of concern. In the first instance the Memorandum of Understanding between Children's, Adults and Carers Partners needs refreshing and made current. Discussions with FE and HE establishments to develop partnership working and the offer of young carer supported groups for those young carers in transition to adult services. Partnership working with adult carers service to ensure that young carers have the information and support to access, should they wish to, on turning 18 this will include invites to young carers groups to share information and raise awareness of what the carers centre can offer our young carers as they transition.

### Following consultation with young carers and partners there will be:

1. A new menu of group activities developed for young carers commencing February 2023.
2. Increased partnership working with local schools to encourage champions, awareness raising training, celebrate good practice, and support young carers groups within the school setting. Include young carers not open to the service but being supported in the school setting in the offer of training, activities, and events across the board.
3. Increased partnership working with FE and HE providers and the implementation of a transition young carers support group and carers champions.
4. The implementation of regular focus groups for input of our young carers voice and ideas to ensure the development of the service.
5. A refresh of the memorandum of understanding for the transition of young carers to adult services.
6. Scope of what other areas offer as support for their young carers in particular the development of a young carers recognition card which offers discounts and bespoke benefits.



## b) Carer survey responses

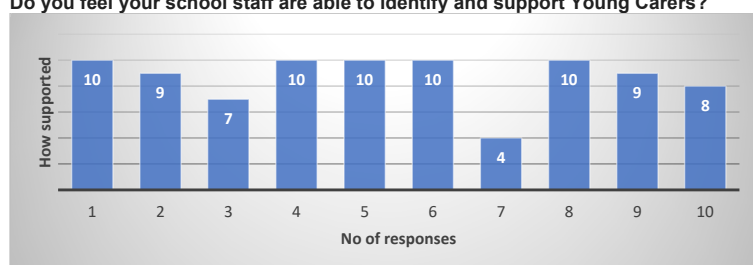


### What gaps are there in NEL carer provision?

Acute/hospital identification/ recognition of carer role	23
Visibility/awareness of the support on offer is lacking	17
Proper joined up response to needs (between orgs, across boundaries, etc)	14
Staff (non-acute/hospital) do not identify/engage with me as a carer	14
Clearer ways to access information when needed (i.e. filtering online, or offered in more places like GP)	13
A single point of contact, that you can see face to face	11
Simplify the process to access help (i.e. less forms, red tape, jargon etc)	10
No support at the weekends/out of hours (i.e. training)	9
More accessible or better day services/carers sits /respite (i.e. to allow carers to work)	8
Sharing of carer status should be possible between professional orgs	8
Higher rate of carers allowance/more financial support	8
Timely response when help is sought	7
Better carer assessments are needed i.e. focus on carer, not cash	4
Help with gardening/house cleaning/transport	4
Emotional mental health support is not offered/widely available	3
Better support from employer/buy in from management	3
Support within appointments (i.e. note taking to help carer remember)	2
Housing support	1

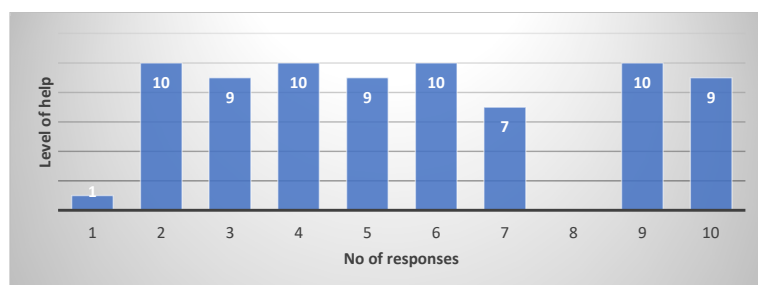
### c) Young carer survey responses

Do you feel your school staff are able to identify and support Young Carers?



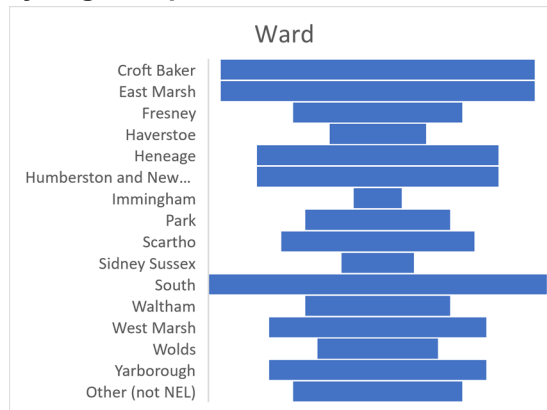
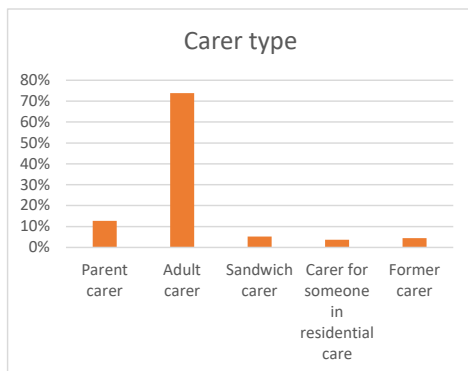
1 being not supported at all and 10 feeling fully supported - average rating 7.20.

Did the Young Carers team help you and your family focus on the issues that are important to you?



1 being not at all and 10 being they focussed on what was important to me and my family - average rating 8.33.

### e) Social media- New Year's Day targeted question



What gaps are there in NEL carer provision for carers?	
Advocacy for carers finances (lower age/pensioners, more allowance, paid like a formal carer, discounts, etc)	20
Visibility/awareness of the support on offer is lacking	16
Improve access to support - better identification, simpler system (i.e. clearer where to go, how to get info), appropriate signposting	12
Respite - remain free, yearly, specialist i.e. LD	8
Make the services and information more joined up	6
Telephone/face to face advice/support more available	6
More free activities/courses for unpaid carers i.e. free access to leisure centres, keep fit classes. MH classes, etc	5
Further relaxation options for carers	5
Information/ help/ training/ advice on specialist situations, i.e. school leavers with additional needs, respite for LD, self-funders, etc	4
Housing support (social landlords, reduced council tax, adaptations, etc)	4
More acknowledgement of being a carer from government	3
Better access to GPs/medical professionals	3
More support through transitions, i.e. classes	3
Better pay/treatment/ recruitment of care workers by their employers	3
Support in evenings and weekends to help promote family life and manage loneliness	3
Drop-in sessions across a range of locations - safe, can chat, share, nap	3
Difficult to get through to focus/ mental health services	2
Support with non-carer jobs, i.e. repairing the house (low cost), garden	2
More online training availability/options needed	2
Better/cheaper public transport, taxi, and dial a ride option	2
Increased capability to get physiotherapy for carers and their charges.	2
Recognition as a carer by medical professionals	2
Support (befriending/ peer) for carers with children and adults with autism ADHD	2
Support options that are speedier in time limited situations	1
More day centres and clubs which help all carers	1
Someone to take the person I am caring for out	1
Support to return to work/ advance career while being a carer	1
Support at home should be free to carers	1
A dementia cafe in the Bennett suite monthly, with dementia friendly options	1
Wait times to access some welfare services i.e. reiki/ massage can be long	1
Better pavements and dropped kerbs to make wheelchair travel easier	1