

Under the Local Alerts Procedure, questions received from Mr. Paul Harrison CC and response from Officers on the Leicestershire Carers Strategy 2026-2030, scheduled for discussion at Adults and Cultural Services Meeting, 7 September 2026

Q) First, I would welcome greater clarity on what carers will actually experience differently as a result of the new Strategy. In particular, what additional respite capacity, crisis support or other services will be available, what resources will support those improvements, and over what timescale?

A) As the strategy is now Leicestershire only it will mean that the focus will be on Leicestershire carers. There is an action plan which is an ongoing development document that has tangible areas of delivery. One of the areas is around developing our Carers Offer in Leicestershire which will look at the additional services, support or provision carers will need across the County. Carers support features across the Better Leicestershire programme for Adult Social Care and these projects are due to start shortly.

Q) The consultation identifies a clear demand for additional respite provision. I would therefore welcome assurance that there is sufficient geographical coverage across the County, including the Coalville and North West Leicestershire area, and that carers are not disadvantaged because of where they live or difficulties with transport.

A) In regards to respite, there is the provision of residential respite at most of our care homes across Leicestershire including Coalville and NW Leicestershire. If someone is assessed as requiring residential respite then the Council will seek to source this from the available care homes. The Council also has a wide spread home care market which can and does provide home care to all areas of the County including the rural areas (we pay differing rates to ensure this is available). We are also introducing a new rural / hard to reach community grant scheme – which will be referenced in the CQC improvement report – that targets those areas and carers support is one of the key areas. This will be going to Cabinet in October for approval to launch.

Q) I also note the consultation feedback that the carers budget has not increased in line with inflation. I would welcome information on the real-terms change in the value of carers' support and whether the Strategy is expected to address this.

A) I can go through this question on Monday which will link to the uplift work we do yearly on care contracts and voluntary sector contracts to ensure that rates paid through Council managed services are reflective of the support costs and thus accessible to carers and their cared for.

Q) The Strategy also raises an important issue around identifying carers who are not currently known to the Council or commissioned services. Given the much larger number of people identified as providing unpaid care in Census data, I would welcome further information on how the Council intends to

identify and engage with "hidden" carers, particularly working carers and young carers.

A) As you have noted the large disparity between the census data account of carers in Leicestershire and the number we currently support is large. To target this the Strategy proposes as one of its priorities to identify more carers. This will be achieved in a number of ways: -

- Developing our commissioned carers service to reach out to more carers in hard to reach communities, areas of Leicestershire
- By working in partnership with health in GP surgeries to alert people to the benefits of identifying themselves as a carer and a similar approach will be taken in schools to identify young carers
- Further work will be actioned through the Communications team to promote the role and raise awareness of carers in Leicestershire
- Development of online information
- Working with local business to support carer identification and promote work carer benefits

Q) The request for better out-of-hours and crisis support also deserves particular attention. It would be helpful to understand what practical service will be available to a carer who reaches crisis point during an evening or weekend, and how this will differ from the current arrangements.

A) Better out-of-hours and crisis support will be achieved through improving the information and advice on the internet and potentially commissioning a service or additional services to the current Crisis Support offer. There has been work on carers emergency support / crisis services through our LLR programme but it is something that we will seek to develop further – again potentially through our commissioned carers support service.

Carers can also, and do access, our Social Care out of hours duty teams when at crisis.

Q) Finally, paragraph 41 appears to state that the Support at Home service commenced in October 2026, although the report is being considered in September 2026, while also stating that the service has already proved popular. I would be grateful if this could be clarified.

A) My apologies, the date of the Support at Home commencement as stated in paragraph 41 is an error, this date should be October 2025. The service commenced in October 2025.