

Have your say on the Leicester, Leicestershire and Rutland draft Joint Carers Strategy 2018-2021

Recognising, Valuing and Supporting carers
in Leicester, Leicestershire and Rutland.

.

Tell us how this might affect you

Online: (insert link)

For general enquiries or comments about this consultation phone **0116 305 0232** or email ascengage@leics.gov.uk

Public consultation: The consultation runs from <insert date>. Submit your views by <insert date>

Introduction

Over six and a half million people in the UK are carers.

Looking after a person that you care about is something that many of us want to do. Caring can be very rewarding, helping a person develop or re-learn skills, or simply helping to make sure your loved one is as well supported as they can be.

The draft Joint Carers Strategy 2018-2021 sets out a shared vision and priorities for recognising, valuing and supporting carers by Leicester City Council, Leicestershire County Council, Rutland County Council and the Clinical Commissioning Groups (CCGs) for Leicester, Leicestershire and Rutland. Partner organisations that have been involved in the development of the strategy include Healthwatch (Leicester, Leicestershire and Rutland), Alzheimer's Society, The Carers Centre, Voluntary Action South Leicestershire (VASL) Barnardo's and Age UK Leicestershire.

The strategy has been developed using analysis of survey and performance data, and updates from the National Carers Policy Network, but with a clear focus on local carer views and experiences collected through significant engagement undertaken during the summer of 2017.

Key priorities have been identified to support carers across LLR to continue in their caring role and to maintain their own health and wellbeing.

We have described our planned actions for each priority and we want to know your views on these: this feedback will be used to develop our detailed action plans which will support the Joint Carers Strategy.

Further information on the proposals can be found in the draft Joint Carers Strategy 2018-2021 [<add link>](#).

Why do we need a new strategy?

The previous carers strategy has expired (the previous strategy was valid until 2016). Legislation and national guidance with regards to the role and duties of Local Authorities and NHS bodies towards carers has changed and therefore our carers offer and support needs to be adapted to incorporate these changes.

The strategy also seeks to respond to the issues related to caring that have been highlighted locally and set out how the partners signed up to this strategy will work together to address these.

Who is a carer?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, substance misuse or a mental health need cannot cope without their support.

Not all carers relate to the term 'carer' and see the caring responsibilities they carry out as part of another role, i.e. as a wife, husband, daughter, friend etc. However, for the purpose of this strategy we consider anyone providing unpaid support to individuals who could not cope without their support, as carers.

There are many different types of carers, including

- Working Carers – a carer who juggles paid work with unpaid caring responsibilities
- Older Carers – an unpaid carer aged 60 or over
- Parent/Family Carers- A person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility
- Young Carers- a child or young person, aged 18 years or under, who provides regular and on-going care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances
- Multiple Carers/Sandwich Carers – those with caring responsibilities for different generations, such as children and parents

Who is it for?

This strategy is for all unpaid carers who are caring for someone that lives in Leicester, Leicestershire or Rutland and seeks to improve services for them through the work we carry out with our partners.

The strategy will be used by stakeholders (anybody who can affect or is affected by this strategy, including organisations and people) to alert them to the needs identified by our local carers, and the way we propose to support them.

The strategy will highlight to a broad range of organisations, local communities and individuals the prevalence of caring, and the significant impact it can have on carers lives.

What are we consulting on?

We are consulting and seeking feedback on the draft Joint Carers Strategy 2018-2021.

We are seeking feedback about our priorities and our commitments in relation to those priorities.

Our priorities

We have engaged with those who use our carers' services and partners from across LLR and 8 key priorities have been identified:

1. Carer Identification

- We will raise staff awareness across partner organisations
- Proactive communication to the wider public

2. Ensuring carers are valued and involved

- Recognition of carers at all parts of the pathway
- Involvement of carers in service changes and new initiatives

3. Carers are informed

- Awareness raising and targeted training for frontline staff.
- Improving access to Information and Advice

4. Carer Friendly communities

- Embedding carer awareness
- Support the development of local initiatives

5. Carers have a life alongside caring

- Promoting carers within our organisations and other employers
- Support carers through flexible policies
- Benefits advice
- Flexible and responsive carer respite

6. Carers and the impact of technology products and the living space

- Involving carers in housing related assessments, understanding carers perspectives
- Simplifying processes and ensuring information is consistent

7. Carers can access the right support at the right time

- More effective partnership working
- Supporting carers to develop skills
- Support offer that is flexible and appropriate to needs

8. Supporting young carers

- Whole family working
- Awareness raising and early identification
- Transitioning to adult services

Each partner will support these key priorities through their own individual action plans, based around their carers offer.

Further information about the priorities and our commitments in relation to these priorities can be found in the draft Carers Strategy [<add link>](#).

How will the consultation work?

The consultation begins on <insert date> and will end at midnight on <insert date>.

During this period, we will be holding engagement events as part of the consultation process.

To submit your views please fill out the consultation questionnaire and make sure it reaches us by midnight on <insert date> at the latest. The survey is available online at (insert link)

Paper copies of the questionnaire can be requested by calling **0116 305 0232**

If you are able to, please complete the questionnaire online as it will save us money.

You can send your completed questionnaire to the following freepost address:

LLR Carers Strategy
Leicestershire County Council
Have Your Say
FREEPOST NAT 18685
Leicester
LE3 8XR

If you need help to complete the questionnaire or have any questions about the consultation, please call **0116 305 0232** or email ascengage@leics.gov.uk

You can telephone **0116 305 0232** to ask for information in alternative formats.

What happens next?

When the consultation closes in <insert month>, we will update the strategy taking into account views that have been expressed.

You can keep up to date with progress

Visit us online: <insert link>

Our web pages will be kept up-to-date with the latest information and developments. You'll also be able to access the survey here.

Have your say on the Leicester, Leicestershire and Rutland draft Joint Carers Strategy 2018-2021

Recognising, Valuing and Supporting carers in Leicester, Leicestershire and Rutland.

Thank you for participating. Your responses to the main part of the survey (Q1 to Q11, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Q1 In what role are you responding to this consultation? (please tick more than one box if applicable)

- Young Carer (aged under 18)
- Young Adult Carer (aged 18-24)
- Person who uses social care
- Family member/carer of an adult or child who uses social care
- Family member/carer of an adult or child who does not use social care
- Interested member of the public
- Member of council staff
- Employee of a social care provider
- Representative of a voluntary sector organisation or charity
- GP/pharmacist or other healthcare professional
- Other professional/stakeholder, e.g. elected member, council representative, business etc.
- Other (please specify below)

Other (please specify)

Q2 If you are a representative of a service provider, voluntary organisation/charity, GP/pharmacist or other professional/stakeholder, please provide your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Q3 Are you commenting on services in (tick as many as applicable)

- Leicester
- Rutland
- Leicestershire*
- Blaby
- Charnwood
- Harborough
- Hinckley and
Bosworth
- Melton
- North West
- Leicestershire
- Oadby & Wigston

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The way we will work

The draft carers strategy has eight “key priorities”, and for each priority high level partnership actions have been determined.

More detailed action plans incorporating individual organisational actions will be developed during the consultation phase.

Carers are Identified early and recognised

- We will raise staff awareness across partner organisations
- Proactive communication to the wider public

Carers are Informed

- Awareness raising and targeted training for frontline staff
- Improving access to Information and Advice

Carers have a life alongside caring

- Promoting carers’ within our organisations and other employers
- Support carers through flexible policies
- Benefits advice
- Flexible and responsive carer respite

Carers can access the right support at the right time

- More effective partnership working
- Supporting carers to develop skills
- Support offer that is flexible and appropriate to needs

Carers Are Valued and Involved

- Recognition of carers at all parts of the pathway
- Involvement of carers in service changes and new initiatives

Carer Friendly Communities

- Embedding carer awareness
- Support the development of local initiatives

Carers and the impact of Technology Products and the living space

- Involving carers in housing related assessments, understanding carers perspectives
- Simplifying processes and ensuring information is consistent

Supporting young carers

- Whole family working
- Awareness raising and early identification
- Transitioning to adult services

Q4 To what extent do you agree or disagree these should be our key priorities?

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Why do you say this? Is there anything else you think we should consider?

Q5 Please rank in order of importance the priorities for us to focus on?
(1 highest priority – 8 lowest priority)

- | | | | |
|---|--------------------------|---|--------------------------|
| Carer Identification | <input type="checkbox"/> | Carers Are Valued and Involved | <input type="checkbox"/> |
| Carers are Informed | <input type="checkbox"/> | Carer Friendly Communities | <input type="checkbox"/> |
| Carers have a life alongside caring | <input type="checkbox"/> | Carers and the impact of Technology Products and the living space | <input type="checkbox"/> |
| Carers can access the right support at the right time | <input type="checkbox"/> | Supporting young carers | <input type="checkbox"/> |

Q6 Are there any other priorities you think should be included in the strategy?"

The proposed strategy

Q7 How well, if at all, does the draft carers strategy accurately reflect carers issues?

- | | | |
|--------------------------|--------------------------|--------------------------|
| Very Well | Fairly Well | Not Very Well |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Not at all Well | Don't know | |
| <input type="checkbox"/> | <input type="checkbox"/> | |

Q8 Do you have any other comments about the strategy?

Current Support

Q9 Do you currently access services for carers

- | | |
|--------------------------|--------------------------|
| Yes | No |
| <input type="checkbox"/> | <input type="checkbox"/> |

If YES what is the primary support service you access?

How satisfied or dissatisfied are you with the support you receive?

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Do you have any other comments about current carers services

Q11 What would make a difference to your life as a Carer?

Q12 If you are happy to be contacted about future reviews of the services you receive please add your contact details here. (These details will not be shared with 3rd parties)

Name
Address
Email
Telephone

About you

We are committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q13 What is your gender identity?

- Male
 Female
 Other (e.g. pangender, non-binary etc.)

Q14 Is your gender identity the same as the gender you were assigned at birth?

- Yes
 No

Q15 What was your age on your last birthday? (Please enter your age in numbers not words)

Q16 What is your full postcode? This will help us understand where there is demand for our services

Q17 Do you have a long-standing illness, disability or infirmity?

- Yes
- No

Q18 What is your ethnic group? Please tick one box only.

- | | |
|---|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Black or Black British |
| <input type="checkbox"/> Mixed | <input type="checkbox"/> Other ethnic group |
| <input type="checkbox"/> Asian or Asian British | |

Q19 What is your religion?

- | | |
|--|---|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Christian (all denominations) | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Any other religion |

Q20 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- | | |
|--|----------------------------------|
| <input type="checkbox"/> Bi-sexual | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Gay | <input type="checkbox"/> Other |
| <input type="checkbox"/> Heterosexual / straight | |

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. The information will be held in accordance with the council's records management and retention policy.

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