

<b><u>Action Area (LLR Priority Areas)</u></b>		<b><u>Description</u></b>		<b><u>Key Strategic Lead</u></b>	<b><u>Timescales</u></b>
CS1	Continue to develop Leicestershire County Council staff's understanding of carers (1,2,4,6,7,8)	CS1.1	Training for Adults and Communities staff regarding carers to be embedded in new starter induction with a focus on: <ul style="list-style-type: none"> <li>• Carer Awareness;</li> <li>• Carers Assessments;</li> <li>• Recognition and Valuing Carers.</li> </ul>	HR/OD Business Partner/LCC Learning and Development/ Commissioning Officer (Carers Lead)	Apr 23
		CS1.2	Ensure all teams across the Council (including maintained schools/academies staff) have access to knowledgeable staff members for support around working with carers/carers rights within the workplace.	Commissioning Officer (Carers Lead)/ Service Managers/ Targeted Early Help and Children's Social Care/Education, SEND and Commissioning	Apr 23
		CS1.3	Reinvigorating the Carers Champions roles across the Adults and Communities Department.	Commissioning Officer (Carers Lead)	Dec 22
		CS1.4	Staff training extended to Local Area Coordinators and Housing Support Officers in 'Lightbulb' project.	LCC Learning and Development	Apr 24
		CS1.5	Training to be shared with all District Councils for cascade to staff.	Chief Exec/Communities	Apr 24
		CS1.6	Further develop the Council's internet and intranet pages for carers support and promote as part of the Council's commitment to carers. Review the pages annually.	Communications and Digital/ Commissioning Officer (Carers Lead)	Apr 23 and annual
		CS1.7	Developing safeguarding processes and structures to ensure carers needs are fully reflected: <ul style="list-style-type: none"> <li>• To ensure safeguarding training includes highlighting the importance of recognising carers and building support into safety plans;</li> <li>• Update LCC Safeguarding and Safeguarding Board websites to include Carers information;</li> <li>• Promote emotional and psychological support for carers during Safeguarding Awareness week;</li> <li>• Look at including carers into the Safeguarding Board strategy with links to Safeguarding governance;</li> <li>• Updating of key definitions to aid self-identification of carers. This will include use of consistent language across literature/web pages and through</li> </ul>	LCC Learning and Development  Commissioning Officer (Carers Lead)	Jul 2023

			commissioned activity.		
CS2	Information activity (1,2,3,5,6,7,8)	CS2.1	Updating of key definitions to aid self-identification of carers. This will include use of consistent language across literature/web pages and through commissioned activity.	Communications and Digital/ Commissioning Officer (Carers Lead)	Apr 23
		CS2.2	Ensure carers have clear pathway expectations across a range of potential scenarios/settings including: <ul style="list-style-type: none"> <li>Information on the care and support assessment journey for both the carer and cared for;</li> <li>Hospital discharge information / pathways back home including support entitlement to benefit both the cared for and wider family environment (including home environment);</li> <li>Where they can find support relating to care co-ordination.</li> </ul>	Lead Commissioners/ Hospital Teams/ Commissioning Officer (Carers Lead)/Carers Delivery Group	Apr 24
		CS2.3	The development of a single County wide Business Continuity Plan for carers will be produced across system partners in the County and wider, based on learning from the COVID-19 pandemic.	Commissioning Officer (Carers Lead)	Dec 23
		CS2.4	Development of flowchart to illustrate the carers pathway. This information will be available to access on LCC and provider website.	Commissioning Officer (Carers Lead)/Lead Commissioners/Care Pathway/Targeted Early Help and Children's Social Care	Jul 23
		CS2.4	Promote the range of services and support available to carers (including Young Carers) including but not limited to: <ul style="list-style-type: none"> <li>Advocacy and getting carers voices heard;</li> <li>Financial advice or support;</li> <li>Usable technology/gadgets to support carers both readily available universally and/or from the Council's care tech strategy/programme;</li> <li>Ensure all carers know how to access the current Mental Health services and support;</li> <li>Those services and support available through the Council's commissioned carers resources.</li> </ul>	Targeted Early Help and Children's Social Care/Commissioning Officer (Carers Lead)/Carers Delivery Group	Jul 23
		CS2.5	Develop effective ways to share information with carers about services that are	Commissioning	Jul 23

			available to them including adult social care services in the county and how this can be accessed.	Officer (Carers Lead)	
		CS2.6	Pro-actively commission the Carers Support Resource contract with the Voluntary Sector to support all carers in the County with information/advice and support	Commissioning Officer (Carers Lead)	Nov 22
CS3	Innovative approaches with carers (1,2,3,5,6,7,8)	CS3.1	Targeted promotion and active growth of the Carers Passport scheme in the County (including the roll out of the Young Carers Passport) and monitoring the number of passports issued.	Targeted Early Help and Children's Social Care/Commissioning Officer (Carers Lead)/ Carers Delivery Group/Commissioned Carers Support Service Manager	Mar 23
		CS3.2	Promotion of Employers for Carers and Digital Resource for Carers.	HR/OD Business Partner/ Commissioning Officer (Carers Lead)/ Communications and Digital Commissioning	Feb 23
		CS3.3	Explore further tools around self-identification including: <ul style="list-style-type: none"> <li>• Whole family identification;</li> <li>• Working with educational settings (including early years providers);</li> <li>• Active work with religious settings through targeted interventions and promotions (e.g. Carers Week/Carers Rights Day/Mental Health Week etc).</li> </ul>	Targeted Early Help and Children's Social Care/Commissioning Officer (Carers Lead)/ Carers Delivery Group	Apr 23
		CS3.4	Continued promotion of the Care Free programme to support more carers to access carers breaks/short breaks to support them in their caring role. This includes ensuring both Council staff and people in the community working with carers are fully aware of the initiative and benefits for carers.	Commissioning Officer (Carers Lead)/ Communications and Digital/Lead Commissioners/Care Pathway	Apr 23
		CS3.5	Enable more carers to be able to use technology to support them in their lives. This will include, but is not limited to: <ul style="list-style-type: none"> <li>• Promotion of online training and courses for carers to promote confident use of technology;</li> <li>• Working with the Leicestershire Adult Learning Service to explore the development of carers specific courses;</li> <li>• Encourage use of technology solutions to promote different</li> </ul>	Commissioning Officer (Carers Lead)/Carers Delivery Group/Communities/ Adult Learning	Dec 23

			<p>solutions/opportunities to traditional carers;</p> <ul style="list-style-type: none"> <li>Promotion of carers initiatives through the Council's Shire Grants scheme to support development of carers skills training (targeting hard-to-reach carers and communities).</li> </ul>		
		CS3.6	<p>Maximise the available opportunities within existing work programmes. These will include:</p> <ul style="list-style-type: none"> <li>Targeting carers (especially those in hard-to-reach communities) in accessing the new Multiply project to upskill maths skills/numeracy skills;</li> <li>Promotion of local library services and benefits of community hubs to support carers social interaction/community cohesion and friendship ties;</li> <li>Developing carers support/promoting carers resources and support as part of the Adult and Communities Directorate's Three Conversations model.</li> </ul>	Adult Learning/ Communities/Lead Practitioners/ Commissioning Officer (Carers Lead)	Apr 23 and ongoing
CS4	Improving communication (1,2,3,8)	CS4.1	Increase the use of social media to raise carer awareness across the County including the sharing of Every Voice Counts carer stories.	Commissioning and Quality/ Communications and Digital	Apr 23
		CS4.2	Voice Project work around the label of Young carers focusing on their wants and aspirations including wellbeing, connecting with personal networks and their support and identification in their educational or employment.	Targeted Early Help and Children's Social Care/Commissioning Officer (Carers Lead)	Jun 23
		CS4.3	Development of Young Carers/carers videos on YouTube to detail the lived experiences of Leicestershire's carers.	Targeted Early Help and Children's Social Care/ Communications and Digital/ Commissioning Officer (Carers Lead)/Carers Delivery Group	Apr 24
		CS4.4	As part of the commissioned Carers Support Resource contract, work towards the development of a central register of carers to enable easier communication of information.	Commissioning Officer (Carers Lead)/Commissioned Carers Support Service Manager/ Commissioning and Quality	Nov 23
		CS4.5	Pro-active communication and information for parents/carers of children with a disability as their child transitions into adult services.	Service Manager/ Lead Practitioners/	Aug 23

				Commissioning Officer (Carers Lead)	
		CS4.6	Targeted work with the County's Special schools/post 16 provision/resource bases/Pupil Referral Units to promote carers support and opportunities. This will also include work with mainstream schools.	Targeted Early Help and Children's Social Care/Education, SEND and Commissioning	Dec 23
		CS4.7	Ongoing use of the LLR Carers Delivery Group to ensure partnership approach to actions are in place/delivered and progress is tangible to carers in the County	Lead Commissioner Communities/ Commissioning Officer (Carers Lead)	Ongoing
CS5	Involving Leicestershire's carers (2,7,8)	CS5.1	Active engagement of carers in both service reviews and relevant new service design. Use of co-production principles will be key to ensuring that this is true joint working.	Commissioning and Quality/Engagement and Consultation Manager	Jul 23
		CS5.2	Development of either an LLR or localised Carers festival recognising achievements and contributions to the County and/or region.	Lead Commissioner /Commissioning Officer (Carers Lead)/Carers Delivery Group	Apr 24
		CS5.3	Pro-actively seek the views of families and carers in the quality/delivery of care services to the person cared for. The Council will seek to enhance resources to capture these views to improve services.	Commissioning and Quality/Care pathway	Apr 23
		CS5.4	Development of localised 'you said we did' – showing that voice is influencing and shaping the offer now and building towards a model of co-production with a half-way point update. Information to be cascaded through newsletters i.e. Voluntary Action South Leicestershire	Lead Commissioner /Commissioning Officer (Carers Lead)/	Nov 23
		CS5.5	Engagement of the County's Parent/Carer Forum as part of the development of SEND/Children's and Adults services.	Targeted Early Help and Children's Social Care/Education, SEND and Communities/ Commissioning Officer (Carers Lead)/	Nov 23
CS6	Working with communities (4,8)	CS6.1	Working with local community organisations/District Councils/Parish Councils to promote carers support/identification of carers.	Communities/ Commissioning Officer (Carers Lead)/Carers Delivery	Apr 24

				Group/	
		CS6.2	Active use of the County's Shire Grants programme to develop local carers community resources where there is a need.	Communities/ Commissioning Officer (Carers Lead)	Nov 23
		CS6.3	Engagement with local businesses across the County to identify potential carers support including carers concessions/carers passport.	Commissioning Officer (Carers Lead)/ Commissioning Service Manager/ Communities	Apr 24
		CS6.4	Targeted work with hard-to-reach communities/rural communities where carers access to information and support may be limited.	Commissioning Officer (Carers Lead) Leads from district councils	Apr 23
CS7	Young Carers (8)	CS7.1	Development of a new Young carers champions in the County Council with clear definition of the role.	Targeted Early Help and Children's Social Care	Nov 23
		CS7.2	Strengthening Work with the Council's Young Carers Service to develop involvement within the LLR Carers Strategy deliverables and priorities/County Council's Action Plan.	Commissioning Officer (Carers Lead)/ Team and Partnership Manager Targeted Early Help and Children's Social Care	Jul 23

1. Carers are identified early and recognised - Building awareness of caring and its diversity
2. Carers are valued and involved - Caring today and in the future
3. Carers Are Informed - Carers receive easily accessible, appropriate information, advice and signposting
4. Carer Friendly Communities
5. Carers have a life alongside caring – Health, employment and financial wellbeing
6. Care with Confidence – Technology and skills supporting you to care efficiently
7. Carers can access the right support at the right time - Services and Systems that work for carers
8. Supporting Young Carers