

Appendix A: Updated LLR Carers Strategy Action Plan: May 2023

Priorities:

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

<u>Action Area (LLR Priority Areas)</u>		<u>Description</u>		<u>Timescales</u>	<u>Update</u>
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"> • Carer Awareness; • Carers Assessments; • Recognition and Valuing Carers. 	Apr 23	Lead practitioners (LP) going to DMT in May to present mandatory care pathway training - including carers training. Plans for tableau report to show mandatory training completed/ outstanding. LP to follow up with care pathway of any training outstanding.
		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.	Apr 23	To be progressed
		CS1.3	Reinvigorating the Carers Champions roles across the Adults and Communities Department.	Dec 22	Advert for new carers champions in care pathway newsletter and yammer in November. To continue to review membership every 6mths. Plans to set up meeting look at a strategic group to have oversight of

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					the LLR Carers Strategy and progress priorities forward.
		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.	Apr 23 and annual	LLR Carers Strategy (accessibility compliant) uploaded. Improved search facility to make it easier when searching for the strategy. Plans to develop carers webpage to provide regular updates on progressing with LLR Carers Strategy You said we did...
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.	Apr 23	Working progress to review the definitions in May 2023 and to cascade to care pathway staff via newsletter.
		CS2.5	Promote the range of services and support available to carers (including Young Carers) including but not limited to: <ul style="list-style-type: none"> • Advocacy and getting carers voices heard; • Financial advice or support; • Usable technology/gadgets to support carers both readily available universally and/or from the Council's care tech strategy/programme; • Ensure all carers know how to access the current Mental Health services and support; • Those services and support available through the Council's commissioned carers resources. 	Jul 23	Carers and Young carers were involved with the LLR Carers Strategy consultation. Young Carers event in March obtain their voices using creative methods - paper bags. Carers voices/ feedback also obtained from the recent hospital discharge grant for carers short term scheme

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		CS2.7	Pro-actively commission the Carers Support Resource contract with the Voluntary Sector to support all carers in the County with information/advice and support	Nov 22	VASL successfully awarded the new Carers Service Provider in October 2022. A 3year contract until 2026.
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.	Mar 23	Structured approach with the passport roll out. YP attend carers group and assessments are carried out. A letter is sent to college/ school to inform them the YP is a carer. Promoting the school/ college awareness of young carers. Synergy - system to upload the child's passport. To date 70 young carers passport issued.
		CS3.2	Promotion of Employers for Carers and Digital Resource for Carers.	Feb 23	License is in the process of being renewed. Plans to invite Carers UK to attend A&C Staff briefing to promote and update LCC website to reflect the new code to access the resources. Comms to support promoting resources.

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		CS3.3	Explore further tools around self-identification including: <ul style="list-style-type: none"> • Whole family identification; • Working with educational settings (including early years providers); • Active work with religious settings through targeted interventions and promotions (e.g. Carers Week/Carers Rights Day/Mental Health Week etc). 	Apr 23	Carers event planned for 05.06.23 - where the carers passport is promoted to recognise and identify carers. Support for Carers have identified: 1097 and 1058 carers passport issued (between April 22 to March 2023). Young carers issued 70 carer passport between Sep 2022 to April 2023.
		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.	Apr 23	Carefree is currently a free service. They have advised they are looking to start charging for the service. The take up from LCC is low. Plans to obtain feedback from carers who have used carefree
		CS3.6	Maximise the available opportunities within existing work programmes. These will include: <ul style="list-style-type: none"> • Targeting carers (especially those in hard-to-reach communities) in accessing the new Multiply project to upskill maths skills/numeracy skills; • Promotion of local library services and benefits of community hubs to support carers social interaction/community cohesion and friendship ties; • Developing carers support/promoting carers resources and support as part of the Adult and Communities Directorate's Three Conversations model. 	Apr 23 and ongoing	In the process of liaising with Adult learning service to identify what support can be provided. Plans to work with Multiply to support and develop carer's numeracy skills.
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.	Apr 23	Ongoing piece of work. Continue to promote the carers voice. Social media platforms used to promote carers voice including the hospital discharge grant

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	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.	Jun 23	Young carers event at King Power stadium March 2023 Approx 50-60 young carers attended and used creative methods to capture young carers voice - who didn't want picture of their faces to be taken and paper bags were used to express their voices and how they felt.
	CS4.3	Development of Young Carers/carers videos on YouTube to detail the lived experiences of Leicestershire's carers.	Apr 24	Currently no technology available to support this. Would like to use Instagram, twitter, Facebook, TikTok or other ways to promote?
	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	Ongoing	Carers Delivery Group meet on a bi-monthly basis to discuss the LLR action Plan. Plans for strategic group at County to meet on a regular basis to identify leads to progress LLR Carers Strategy action plan forward.
	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.	Apr 23	From the hospital discharge grant for carers, a number of carers voice was captured to provide feedback on the short term scheme. It was a positive feedback and how they benefited from the scheme and help with supporting the cared for.

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		CS6.4	Targeted work with hard-to-reach communities/rural communities where carers access to information and support may be limited.	Apr 23	Plans to work closely with Parish Council and Shepshed and other local newsletters to engage with hard to reach communities to help identify and recognise carers.
		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.	Jul 23	New young carers team in place. LLR young carers leads work closely together for over 11yrs young carers. Currently little evidence of the demand for under 11yrs. Adult and young carers leads meet and update on regular basis