

DRAFT Leicestershire County Council Carers Strategy 2026-2030

Recognising, valuing and supporting Leicestershire carers to make a positive difference

Contents

Introduction	2
Scope.....	2
Leicestershire County Council commitment to carers	3
Who is a carer?	3
Types of carers: <i>please note this list is not exhaustive</i>	3
Adult carer.....	3
<i>Adult carer story</i>	3
Working carer	4
Parent carer	4
<i>Parent carer story</i>	5
Sandwich carer.....	5
Young carer.....	5
<i>Becoming a Young Carer: R's story</i>	5
What might a carer do?	8
Carers in Leicestershire	9
Rural carers	10
National Policy Context.....	10
Leicestershire County Council Adults and Communities Strategy 2025-2029.....	11
Building on our achievements	12
Leicester, Leicestershire and Rutland Carers Information Webpage Development..	13
Digitalisation of the Carers Passport	13
Development of a Consistent Carers Emergency Plan	13
Hospital-Discharge Support	13
Carer Identification and Professional Training.....	14
Vision for the Leicestershire Carers Strategy	14
Priority one:	14
Priority two:	15
Priority three:.....	16
Achieving the priorities	17
Measuring success	18

Future engagement and co-production	18
Appendix.....	19
Signposting to organisations	19

Introduction

This Leicestershire Carers Strategy 2026-2030 has been informed by carers who have engaged extensively with us through surveys, online meetings and face to face carers groups and community groups across the County. Over 300 carers have participated and provided an insight to how they would like to be supported to continue caring.

Thank you to all our carers who took the time to talk to us and completed the survey. Many thanks and gratitude to our key partners and professionals who participated and engaged. All input has been valuable to us in developing the Leicestershire Carers Strategy: 2026-2030.

Carers across Leicestershire play a vital role in caring for and supporting people. Every carer and caring situation is unique and different. Some carers might care for one person, whereas others might care for more than one person, such as a sandwich carer, who might care for their child and also a parent.

This strategy is a framework for developing support for carers. It recognises the increasingly important role that carers play in Leicestershire, alongside the wide variety of caring roles and the diversity of people within these roles.

Scope

This strategy applies to adults (over 18 years of age) who care, informally for a person who is living in Leicestershire or is registered to a GP in Leicestershire. This may mean that the carer lives outside of Leicestershire but would still be entitled to an assessment from Leicestershire County Council. The strategy also applies to young carers under 18 years and the support they receive will be determined by the Council's Children and Families Service, such as offering an assessment, young carers group and passport ID card.

Leicestershire County Council commitment to carers

On 3 December 2025 the Council resolved to:

- a. Formally recognise carers as a group requiring particular consideration and support, specifically:
 - To ensure carers are consulted and involved in shaping services;
 - To review service delivery to remove barriers for carers.
- b. Assess future decisions, services and policies made and adopted by the Council to determine the impact of changes on carers.
- c. Ensure that these commitments are incorporated into the Carers Strategy and any other relevant policies and strategies.

Who is a carer?

For the purposes of this strategy, a carer is defined as a person who provides unpaid physical, practical and/or emotional support to a family member or friend who needs help due to physical or mental ill health, a learning disability, neurodivergent needs, age-related frailty, or problems related to drug and alcohol use. Without this support, the person being cared for would find it difficult to manage their day-to-day life or to cope. Carers can be of any age, including children, young people and adults.

Types of carers: *please note this list is not exhaustive*

Adult carer

An adult who provides care for another adult (e.g. partner, family member, friend or neighbour).

You may be working or in education and caring for an adult. You do not have to be living with the person and the help you give doesn't have to be physical care. You may be providing emotional support or practical help.

Adult carer story

'S' used to work as a receptionist at the Leicester Royal Infirmary hospital on the premature baby unit - Neo Natal Unit and is now retired. S now cares for her husband and mother who both have dementia.

S's husband was diagnosed with dementia seven years ago. The dementia is maintained by medication and he is able to do most things by himself. S is there to

support him if he needs her support. Both like to keep active, by going on regular walks and swims. S believes regular exercise helps keeps her husband active and occupied, which helps with his dementia.

S's mother recently had a CT scan which revealed, her having mixed dementia following a couple of falls. Prior to the diagnosis, S's mother was calling her on a regular basis during the day and at night and making complaints against her. This impacted on S's mental health. S's mother's mixed dementia is maintained by medication and S visits frequently to make sure she is okay and attends to her needs. S does have a sister who helps with online food shopping and telephone calls on a regular basis but does not live locally. S has put measures in place for her mother including a Lifeline key safe, where emergency services can use a pin to retrieve the key to gain access to the house.

S is registered with Voluntary Action South Leicestershire (VASL): Support for Carers and Alzheimer's Society, where they have provided support, information and advice. S has built up a good relationship with both organisations and know they are only a phone call away if she ever needs their support or need someone to talk to.

S has her own health conditions but has a positive outlook in life. S makes the most of her caring responsibilities and is an advocate for people living with dementia. S is a very active member of the community and attends many dementia local charity events, talking about her caring journey and providing information and advice to other carers in a similar situation. S is very passionate about helping others and feels her experience can help carers who are looking after someone living with dementia.

Working carer

A working carer balances their paid employment along with unpaid care for someone (e.g. partner, family member, friend or neighbour).

Parent carer

A parent or guardian who supports an ill or disabled child (under 18 years) including a child or young person who is misusing or abusing substances and/or alcohol, to a degree greater than would be expected in a parenting role.

Parent carer story

'K' is a parent carer who cares for her 21 year old son, 'P'. P was diagnosed with autism when he was two years old. K gave up her work to care for P.

During P's first year in college, he had autism burnout and sensory issues. K found caring for P stressful at night because he was having a sensory issue every few hours which resulted in him feeling low, annoyed, frustrated and upset. A Doctor prescribed medication however this was not working. The situation gradually worsened and his sensory issues were not initially addressed and sometimes their voices were not always heard. P lost weight and was not able to stand. K persisted with professionals and it revealed that he was suffering from side effects from the medication. Support was put into place with regular visits by the crisis team, a specialist consultant was assigned and new medications were prescribed.

P's autism is now managed well. He has the support from their social worker, occupational therapist and physio. K supports her son with keeping him calm, encouraging, reassuring and supporting him when he is frustrated and also with personal care, medication and appointments.

K gets support and meets with other carers once a month which helps with supporting one another, talking through problems and giving some advice. K is also involved with the adult social care engagement panel where she can connect with like-minded people and can work together with them to make a difference.

Sandwich carer

A sandwich carer provides care for another adult (e.g. partner, family member, friend or neighbour) as well as their own children.

Young carer

A child or young person, aged 18 years or under, who provides regular and ongoing care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances.

Becoming a Young Carer: R's story

My dad has been ill since I was three years old, with multiple cancers and strokes. And my sister has special needs meaning she experiences the world differently and

requires a lot of attention. Growing up in this environment meant that, even from a young age, I took on responsibilities that shaped my childhood in ways most children don't experience.

I began to properly understand my role when I was about 11 years old, after my sisters support worker reached out to places to ensure that I had support in place. This is when I learned what a young carer was and how much my life was related to this.

Honestly, my first reaction was confusion. I knew my life was different from other people, but I wasn't sure if it was something to feel proud about or sad and frustrated.

What changed for me

Once I understood what a young carer was, my responsibilities stood out to me much more and I started wondering why I had to take on adult roles whilst my friends were out playing and having fun.

My routine would change when my dad had hospital appointments, and I would constantly have to be at my grandparents. I always had the best time with them, but I could never fully relax and enjoy myself as the hardest part was not knowing what was happening to my dad.

I have always been sporty and loved playing football. This helped me escape from my caring responsibilities at home and gave me somewhere to be a kid again. My friendships did not change, mainly because I never told my friends that I was a young carer. Perhaps if I did, they would have been supportive, but I was constantly worried that if they found out then they wouldn't understand, and I wasn't used to putting my needs first and allowing myself to express my emotions.

How it made me feel

I felt worried, anxious, and overwhelmed, and I struggled to trust people as I wasn't able to predict their responses or reactions. What if they got more people involved? In the end I would tell them I'm fine as it was easier to keep myself to myself. Because I was so used to putting others before me, being vulnerable was not an option as it felt too uncomfortable and risky.

The hardest part was hiding my emotions at school whilst still being expected to achieve good grades. None of my friends had ever saw me cry, and it just felt safer that way. I didn't want to have to explain myself. But what I found out was that crying isn't a weakness, its possibly one of the strongest emotions to exist. I physically felt like I couldn't talk to anyone, and crying became a way to release everything I couldn't put into words.

What I learned

Being a young carer has helped me develop patience and empathy, which have supported me in my everyday life. I have also become more mature as I have had to grow up much quicker than most people my age.

Being a young carer has shaped the way I look at situations and people making me more understanding and resilient. Although it is challenging, I wouldn't be half the person that I am today.

Who or what helped me

When I think about it, I have been incredibly lucky as everyone has supported me in their own little ways. Even when I said I didn't need it, even without them realising I was a young carer, everyone has helped. My friends supported me the most (and still do!), by getting me out of the house when I'm at my lowest. I have also joined a young carers group which has helped me realise that I'm not alone.

Sports has helped me massively! It has made sure I did something for myself and helped clear my mind of any worries. Music has also become a huge coping strategy, helping me to relax and manage my feelings.

Looking back

Looking back to when I was 11, I feel immensely proud of how far I have come. If I would've known what the next 7 years would look like, I probably would have given up. I do still sometimes wonder why I got given this life, but I also strongly believe that everything happens for a reason and that I was chosen to be a young carer to support those who need it most.

Being a young carer now means being gifted the ability to understand other people on a whole new level, and to carry strength and determination into whatever life throws at you.

I hope for a future where young carers are not recognised for what they are forced to go through, but for all the strength, love and responsibilities that they hold quietly every day. It will be a future where support reaches them before they have to ask, because asking is the hardest and scariest part, especially when you've spent your life being the strong one.

I hope for a future where young carers are supported and reminded that their lives are allowed to be just as full of endless possibilities as anyone else's.

What might a carer do?

Carers often do not recognise themselves as carers, especially when they are caring for someone close to them, like a family member; including a husband, wife, partner, mother, father, sister and brother or a child, or extended family members. If you look after or support someone who would not be able to manage everyday life without your help, it is important that you identify yourself as a carer so you may receive the help and support you are entitled to. Carers may also care for their friends or neighbours.

Here are some examples of what a carer might be supporting the cared-for person with:

- to wash and dress
- help with personal care and housework
- food shopping
- food preparation and cooking
- picking up and administering medication
- taking someone to hospital and GP appointments
- providing company and emotional support
- help with financial paperwork
- Helping with communication and caring for siblings

Carers in Leicestershire

The Census 2021 data indicates a total of 61,300 of Leicestershire respondents, aged five years and above, declared that they provide unpaid care (9% of population). The highest rate of caring population was among those aged 45 to 64 (15%), followed by those 65 to 84 (11.3%), with women predominating in all but the eldest group of carers (aged 85 years and above). There is some geographical variation amongst carers in Leicestershire with the highest rate being in Oadby and Wigston (9.8%) and lowest in Harborough (8.3%), unadjusted for age. The rate of employment among carers is slightly higher in Leicestershire at 3% compared to the national average of 2%.

These carers provide essential support to family members and friends who could not manage without their help, forming a vital part of the county's early-intervention and prevention system. As Leicestershire has a larger and faster-growing older population than the national average, the demand for unpaid care is expected to continue rising, driving increasing pressure on both carers and local services.

In 2024/25, 1,455 carers assessments were completed in Leicestershire.

In January 2026 there were over 2,300 carers in receipt of a service from the local authority in Leicestershire: including 1,581 who have a weekly carers direct payment and 716 who have a one-off carers direct payment, 632 reviews have taken place in 2025/26 for carers, with 292 (46%) being joint reviews.

In addition to this, the commissioned carers service Voluntary Action South Leicestershire known as VASL provide support to approximately 2,500 carers a year. The VASL service aims to support carers with information and advice activities such as contingency planning, finances, benefits, as well as provide help to complete carers assessments.

VASL also promote social inclusion and prevent carers from being isolated by running support groups across the County, offer one to one support and telephone befriending services. A carers' passport identifies and supports carers in workplaces,

hospitals, communities and schools. The passport can also minimise repeating the carers' journey and help carers access benefits such as discounts. VASL issue and renew these passports.

Rural carers

Carers living in rural areas are at a particular disadvantage, more likely to experience social isolation, transport issues and housing challenges. They may experience limited access to respite, fewer peer support opportunities, higher financial strain (especially from transport and fuel costs), and digital exclusion where connectivity is poor. Smaller local networks intensify emotional strain, isolation, and the feeling of carrying sole responsibility. Cultural expectations to “manage independently” can further discourage carers from seeking support.

This strategy will help to ensure isolated carers have an equitable opportunity to receive support.

“In rural settings, where distances are greater and access to services is often more constrained, the issues faced by unpaid carers can be even more pronounced. It is imperative that we recognise and address these unique challenges to ensure that all carers, regardless of their geographic location, receive the support they need.” *Kerry Booth, Chief Executive, Rural Services Network*

National Policy Context

The Care Act (2014) The Care Act 2014 gives unpaid adult carers in England the legal right to a support assessment, placing them on an equal footing with the people they care for. If the assessment identifies eligible needs, local authorities have a duty to meet them, such as through respite care or direct payments. Local authorities must focus on the carer's wellbeing, including their physical, mental, and emotional health, as well as their ability to work and have a life outside of caring.

The **Children and Families Act (2014)** set out what support local authorities must provide for carers, as well as the cared for person for young people and families.

The Carers Leave Act 2023 came into effect in April 2024 and support carers to balance their work with their unpaid caring responsibilities. This Act gives full time

employees the right to take one week (of up to five days) of unpaid leave per year to allow carers to provide or arrange care for a dependent. Employees can take the unpaid leave as either full days, half days or in a block.

The **Young Carers Needs Assessment Regulation 2015** enforces the Children and Families Act 2014, for local authorities in England to assess any young carer under 18 upon request or if it appears they have support needs.

Leicestershire County Council Adults and Communities Strategy 2025-2029

This Adults and Communities Strategy 'Delivering Wellbeing and Opportunity in Leicestershire' details the ambitions, aims and goals of the department over the next four years (2025–2029). It reflects the ambitions of the Council's overall Strategic Plan.

To deliver our aims and goals, we have developed a layered model that is designed to maximise a person's independence whilst promoting their wellbeing. This strategic approach has four key areas which are surrounded by a person's wellbeing. These key areas are designed to offer the right support, at the right time and will vary in the amount of intervention needed by services to promote wellbeing and independence.



Further details about the departmental strategy is available on the local authority website - <https://resources.leicestershire.gov.uk/adult-social-care-and-health/our-approach/policies-and-strategies>

The Council currently spends around £3.5 million per year directly on supporting carers. The majority of this is through a weekly direct payment which carers can use

to purchase support directly with providers. The Council also commissions support for carers across the County with information and advice, carers passports and support groups.

A new service called 'Support at Home' commenced in October 2025 to act as a council-managed service for carers who do not want to use a direct payment. The service offers a cost-effective alternative to traditional home care by focusing on practical, non-personal care tasks such as shopping, social inclusion, and household support.

Building on our achievements

The following are some of the achievements from the Leicester, Leicestershire and Rutland (LLR) Joint Carers Strategy Refresh 2022-2025:

- Between January 2022 and November 2025 over 4,400 carers passports were issued and over 5,000 carers' passports were renewed
- Celebrated the fifth year anniversary of the carers passport
- Successful early intervention care technology for people living with dementia
- Recommissioned the Carers' Support Service to support unpaid carers across Leicestershire with information and advice
- Launched the hospital discharge grant for carers in January 2023 and successfully supported carers following the cared-for person being discharged from hospital. To date we have provided over £198 thousand in discharge grants.
- Worked with carers to review and updated the LLLR carers information and advice
- Supported working carers with the new Carers Leave Act 2023
- Issued over 330 young carers passports
- Ibstock school and Kibworth Mead Academy have been awarded a young carers award, these are the first two schools in Leicestershire to receive this award

Leicester, Leicestershire and Rutland Carers Information Webpage Development

The county and partners, alongside carers and local carers-support organisations, are co-producing an enhanced digital carers webpage. The purpose of this platform is to ensure carers can more easily navigate the health and social care system and access clear, reliable information. This approach aligns with local authority commitments to signposting carers to advice, assessments, emergency planning and community support. Carers who do not have access to digital platforms will still be able to access the same information and advice through leaflets and booklets.

Digitalisation of the Carers Passport

The Carers Passport—which is a recognised identification resource across LLR - is being digitalised so carers can download and print their own copies. Carers can still access a non-digital version of their carers passport by contacting their local support for carers service. Carers Passports help carers be more easily recognised and unlock access to a range of local support, as highlighted by both Rutland County Council and Support for Carers Leicestershire.

Development of a Consistent Carers Emergency Plan

A shared Carers Emergency Plan has been co-designed with carers, operational practitioners and carers-support services across the LLR footprint. This work ensures a consistent emergency-planning approach for carers and those they support, aligning with existing emergency-contingency tools available through local authorities. Implementation of the finalised LLR-wide form is planned for 2026, strengthening the safety and continuity of care when carers are unable to provide support.

Hospital-Discharge Support

Funding has been used to expand support for carers during hospital discharge, delivered through the carers-support provider Voluntary Action South Leicestershire (VASL), which already plays a significant local role in supporting carers in Leicestershire. This initiative has successfully improved the experience of carers and those they care for during transitions home.

Carer Identification and Professional Training

Recognising the need to improve carer identification across health, social care and provider services, LLR partners have commissioned a dedicated training course for professionals and providers across the County, City and Rutland. This training will strengthen workforce capability to identify and support carers earlier and more consistently.,

Vision for the Leicestershire Carers Strategy

We have worked together to determine a clear vision for the future. Carers, people who have a carer, staff and other stakeholders want the following for each carer in Leicestershire:

- To recognise they are performing a caring role
- To know where to go to ask for support
- To receive help and support to remain physically and mentally well
- To be able to carry on in the caring role if they choose to
- To have access to timely, good quality information and advice
- To receive training in the condition for the person they care for, if they want it
- To be able to work, take part in education and activities alongside their caring role
- To take a break from caring when they need it

From October 2025 to January 2026, over 300 carers took part in engagement activities across the County. This inclusive engagement used a range of communication mechanisms to support carers' participation including face to face carers' and community groups, individual based engagement, online meetings and surveys. The results were analysed and have helped to shape our priorities.

Priority one:

Carers are recognised, valued and listened to and supported to continue caring.

We will:

- Identify and recognise carers at all points in their caring journey.

- Increase the number of carers assessments and reviews ensuring they are personalised, proportionate, and timely
- Further develop respite services in partnership with carers
- Promote the use of a direct payment to ensure carers have choice and control over their support. This includes young carers who are not in education, employment or training (known as NEET)
- Work with small groups and communities to support adult carers to be part of their local communities. Develop support for carers groups to access to enable them to continue their group and increase membership
- Commission support groups for specific conditions or areas of interest e.g. sport
- Improve our approach to respite and support in a crisis
- Partner with adult learning to look at how carers can be supported with their wellbeing
- Ensure that there is a range of training available for carers such as:
 - understanding Carers Rights and Carers Assessments
 - manual handling techniques
 - first aid and emergency planning for young carers
 - Lasting Power of Attorney, Wills, and Trusts
- Ensure people are informed about technology to support the Carer and cared for person
- Provide training for staff regarding carers to be embedded in new starter induction with a focus on: -
 - Carer Awareness
 - Carers Assessments
 - Recognition and Valuing Carers

Priority two:

Carers are provided with accurate, timely and relevant information and advice

We will

- Co-produce information and advice with carers and agency partners, to include:
 - digital and non-digital formats
 - easy to read information
 - use of alternatives to written word e.g. videos
 - support digital inclusion
- Ensure information and advice we provide carers is in plain English, easy to read and understand and minimise jargon and acronyms
- Ensure that systems exist to improve access to information in relation to finance and benefits, including:
 - identifying what information and organisations are available to advise on benefit claims and other financial advice
 - supporting carers to break out of the 'benefits trap' where Carers are looking for employment or training
 - providing carers and the cared for with accurate information about charging for services
 - supporting 'self-funders' to understand what support is available to them
- Ensure young carers and families understand what to expect from a transition to adult services and what is available to them. This includes working closely with adult commissioned services.
- Developing a 'no wrong door' approach for young carers

Priority three:

Carers are supported with their wellbeing and access services when needed

We will

- Work with wellbeing and social care sector organisations in Leicestershire to improve access to support
- Promote contingency and emergency planning
- Support people to access Carers Support groups and networks for specific health conditions
- Promote the different channels to contact adult social care

- Ensure equitable support is in place to enable carers to attend appointments about their own wellbeing
- Support working carers at times that suit them outside of business working hours
- Supporting young carers outside of school hours. This includes support with signposting, self-help and online services

Achieving the priorities

To achieve these priorities, Leicestershire County Council aim to:

- a. Identify and recognise more carers
- b. Increase the number and quality of carers assessments and assessment reviews completed, ensuring they are personalised, proportionate, and timely
- c. Offer information and advice about things that matter to carers e.g. benefits, contingency planning, respite
- d. Signpost and support carers to access specialist support
- e. Develop a reliable and equitable respite service in partnership with carers
- f. Promote the use of a direct payment to ensure carers have choice and control over their support
- g. Develop support for carers groups to access to enable them to continue their group and increase membership
- h. Commission the establishment of support groups for specific conditions or areas of interest e.g. sport
- f. Co-produce information and advice with carers and agency partners, to include
 - digital and non-digital formats
 - easy to read information
 - translation and interpretation approaches
 - use of alternatives to written word e.g. videos
- g. Support carers via digital inclusion
- h. Ensure families understand what to expect from a transition to adult services and what is available to them.
- k. Improve our approach to respite ensuring an equitable offer and support in a crisis
- l. Partner with adult learning to look at how carers can be supported with their wellbeing

- m. Ensure that there is a range of training available for carers such as:
 - understanding Carers Rights and Carers Assessments
 - manual handling techniques
 - health and safety
 - Lasting Power of Attorney, Wills, and Trusts
- n. Ensure people are informed about technology to support the Carer and cared for person
- o. Work with wellbeing and social care sector organisations in Leicestershire to improve access to support
- p. Promote contingency and emergency planning
- q. Support people to access Carers Support groups and networks for specific health conditions for example carers of people with learning disabilities

Measuring success

This strategy will be measured on the impact the outcomes of the priorities identified have. This will include increased numbers of carers assessments, increased number of timely reviews, increased number of carers identified and registered) including increased number of carers passport issued, improved levels of satisfaction in services, increased completion of school census data return, improved education, health and wellbeing outcomes.

Future engagement and co-production

Following the publication of the strategy it will be essential to continue to work with carers and organisations to co-produce information and advice and to develop services.

Appendix

Signposting to organisations

Leicestershire County Council: Adult Social Care Customer Service Centre can be contactable on 0116 305 0004.

Voluntary Action South Leicestershire (VASL) Support for Carers is

Leicestershire County Council commissioned providers to support unpaid carers.

This is a service for adult carers caring for someone who is aged 18+ and lives within Leicestershire County boundaries. Support for Carers provide a range of services including: information or advice to carers including monthly newsletter. Supporting carers with their finances, benefits, completing carers assessments, providing on-going one to one support and calling carers to check their wellbeing, issuing carers passport and support with completing and thinking about contingency/ emergency planning. VASL: Support for Carers can be contacted on: VASL: Support for Carers can be contacted on:

Tel: **01858 468543**, Email: maureen@supportforcarers.org, or

www.supportforcarers.org

Young carers team: for more information, click [here](#)

Carers can access general information and advice on caring responsibilities, carer's assessment, planning for emergencies, support on carer's health and wellbeing, carer's breaks, financial, useful helplines and also ways to connect with other carers. Below provides a useful list:

- [Leicestershire County Council](#)
- [Carers UK](#)
- [Carers Trust](#)

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