

APPENDIX A**DRAFT Leicestershire County Council Carers Strategy 2026-2030**

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

Contents

Introduction	2
Leicestershire County Council commitment to carers	3
Who is a carer?	4
Types of carers: <i>please note this list is not exhaustive</i>	4
Adult carer.....	4
<i>Adult carer story.....</i>	<i>4</i>
Working carer	5
Parent carer	5
<i>Parent carer story.....</i>	<i>5</i>
Sandwich carer.....	6
Young carer.....	6
<i>Young Carer story.....</i>	<i>6</i>
What might a carer do?	9
Isolated Carers	10
National Policy Context.....	11
Local Policy Context.....	11
Carers in Leicestershire.....	11
Building on our achievements	12
Vision for the Leicestershire Carers Strategy 2026 -2030	13
Scope.....	13
Engagement and Consultation.....	13
Priority one:	14
Priority two:	16
Priority three:.....	17
Who will deliver these 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.

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.

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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 can 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 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 and/or grandchildren.

Young carer

A young carer is someone aged under 18 who cares for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Older young carers are also known as young adult carers and they may have different support needs to younger carers.

Young Carer 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 sister's 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

Leicestershire County Council want to ensure that being a carer doesn't mean that you have to give up work (if you do not want to). It is an individual choice whether to tell an employer about a caring role but there may be extra support available for carers in your workplace if a person does identify themselves as a carer.

As a working carer, there are statutory rights people are entitled to such as applying for flexible working from their employer, time off in emergencies and to accompany

the person being cared for to appointments (paid or unpaid), protection from discrimination, parental leave.

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.

Young Carers Passports, issued by the Young Carers Service, support children and young people to share information about their caring responsibilities with professionals in schools, health settings, and the wider community, helping them access understanding and support.

Isolated 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) gives unpaid adult carers in England the legal right to an assessment where it is identified they may have needs for care and support, placing them on an equal footing with the people they care for. If the assessment identifies unmet eligible needs, local authorities have a duty to meet them, such as through replacement care or direct payments, information and advice. 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 Act 1989 prioritises the child's welfare above all else. It mandates that local authorities support families to keep children with their parents or kinship carers, duties that extend to assessing the specific support needs of parent carers and young carers.

The Children and Families Act 2014 gives young carers and parent carers in England clear legal rights to a needs assessment from their local council.

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.

The Carers Leave Act 2023 supports carers in England, Scotland and Wales 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 flexibly in full or half days or up to a block of whole week.

Local Policy Context

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%.

Building on our achievements

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

- Over 4,400 carers passports were issued and over 5,000 carers' passports were renewed
- Successful early intervention of care technology for people living with dementia
- Launched the hospital discharge grant for carers in January 2023 and successfully supported carers following the cared-for person being discharged from hospital.
- Worked with carers to review and update the LLLR carers information and advice
- Supported working carers with the implementation of the Carers Leave Act 2023
- Issued over 410 young carers passports
- Ibstock school and Kibworth Mead Academy have been awarded a young carers award -the first two schools in Leicestershire to receive this award
- Digitalisation of the carers passport – to enable carers to download and print their own copies
- Development of a standardised emergency plan for carers across Leicester, Leicestershire and Rutland
- A Young Carer, who is now a Young Adult Carer, was awarded a Lord-Lieutenant's Award in 2026 in recognition of her work supporting the identification of young carers across the county. She also received a separate award for her outstanding contribution to volunteering within the county.

Vision for the Leicestershire Carers Strategy 2026 -2030

Scope

This strategy applies to adults (over 18 years of age) who care, informally for a person who is living 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.

Through engagement and co-production with carers we have developed 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 continue working alongside caring (if they want 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

Engagement and Consultation

During the period of October to December 2025, several key engagement activities were undertaken across the County. Carers have been offered a variety of ways to get involved and have their say and help shape the new Leicestershire Carers Strategy.

The engagement methods have included face to face group-based engagement and online sessions and surveys.

Over 300 adult carers were involved in the development of the draft strategy.

The Leicestershire County Council young carers team have also engaged with young carers via the online survey. A total of 19 young carers provided feedback on what is important to them and how they would like to be supported.

Formal public consultation commenced in April 2026 and concluded June 2026. Consultation activities included online surveys, online meetings and face to face sessions, engagement with Parent Carers and health partners.

The engagement activities helped to establish the following priorities

Priority	Description
Priority one	Carers are recognised, valued, listened to, and supported to continue caring
Priority two	Carers are provided with accurate, timely and relevant information and advice
Priority three	Carers are supported with their wellbeing and access services when needed

Priority one:

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

To achieve this we will:

- Identify and recognise carers at all points in their caring journey (including as young people prepare for adulthood and at significant life events)
- Increase the number of completed carers assessments and reviews ensuring they are personalised, proportionate, and timely
- Further develop replacement care 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 new and established groups and communities to support adult carers to be part of their local communities
- Enable carers groups to access support with running their group, to enable them to continue their group and increase membership (for example advice on promoting the group, small grants to support venue hire)
- Establish a partnership with adult learning services to look at how carers can be supported with their wellbeing
- Ensure that there is a range of cost-effective 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
 - Housing advice
- Ensure people are informed about technology aids to support the Carer and cared for person, for example talking clocks, video conferencing, smart pill dispensers and GPS wearables
- Provide training for staff across health and social care regarding carers, with a focus on: -
 - Carer awareness
 - Carers assessments
 - Recognising and valuing carers
- Add carers to health records where appropriate
- Develop mechanisms to support health colleagues signposting carers to support services for example social care, Voluntary Action South Leicestershire, Age UK
- Ensure isolated carers are aware of support and are supported to participate
- Engage with communities across the county to expand awareness of carer support services

Priority two:

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

To achieve this 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, for example videos
 - support digital inclusion
- Minimise jargon and acronyms and fully explain those that are used
- 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 person with accurate information about financial contributions for services
 - supporting 'people who fund their own care to understand what support is available to them
- Ensure young carers and families understand what to expect from a transition to adult services in social care and health and what support is available to them.
- Developing a 'no wrong door' approach for young carers
- Ensuring information is available in all health settings
- Ensure carers information is relevant to the circumstances of the carer

Priority three:

Carers are supported with their health and wellbeing to access services when needed

To achieve this we will

- Work with health, social care sector organisations and voluntary organisations in Leicestershire to improve access to support services
- Promote contingency and emergency planning
- Support people to access appropriate carers support groups and networks
- Promote the different channels to contact social care, as we recognise that people have different communication preferences
- Ensure support is in place to enable carers to attend appointments about their own health and wellbeing
- Support working carers at times that suit them outside of traditional business working hours
- Support young carers outside of school hours
- Support young carers with signposting, self-help and online services

Who will deliver these priorities?

The commitment of Leicestershire County Council is to co-produce as much of the carers support as possible. This will involve the creation of carers engagement groups that will be facilitated by the County Council.

Carers assessments and reviews are conducted by highly trained and skilled staff in the County Council and by commissioned service partners such as VASL.

Commissioning staff in the Adults and Cultural Services department will remain responsible for the delivery of actions in this strategy.

Anyone with an interest in co-producing these developments or with feedback on the strategy can email ascengage@leics.gov.uk who will respond to answer any queries.

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 carer reviews,
- increased number of carers identified and registered,
- increased number of carers passport issued,
- improved levels of satisfaction with 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 in accordance with the outlined priorities.

Appendix

Signposting to organisations

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

First Contact Plus helps adults in Leicestershire find information about a range of services all in one place.

The initiative allows residents who require help with one or a number of issues to access information, advice, help and support. For more information please call: 0116 3054286 (for those who are unable to refer online) or alternatively email firstcontact@leics.gov.uk

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
- calling carers to check their wellbeing
- issuing and renewing carers passports
- support with completing and thinking about contingency/ emergency planning

VASL: Support for Carers can be contacted on:

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

www.supportforcarers.org

Young carers team: Email: youngcarers.leics.gov.uk

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](#)

[Leicestershire Partnership Trust Carers Pack](#)

[Young carers pack \(A4\) - FINALV](#)

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