Leicestershire County Council

Carers Strategy 2026-2030

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







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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's commitment to carers

On 3 December 2025 the Council resolved to:

- 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.
- Assess future decisions, services and policies made and adopted by the Council to determine the impact of changes on carers.
- 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: S's 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.

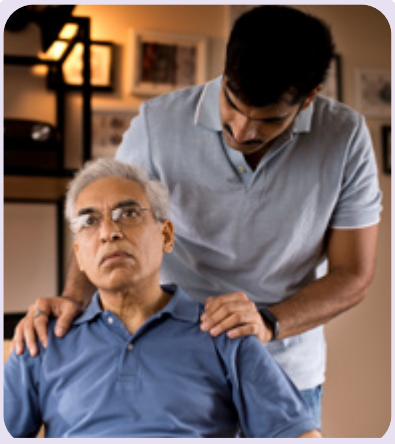
S is registered with Voluntary Action South Leicestershire (VASL): Support for Carers and Alzheimer's Society, where they have provided support, information and advice. S has built up a good relationship with both organisations and know they are only a phone call away if she ever needs their support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

Working carer: N's story



N is a working carer, who moved back to live with his mother and father to care for both of them. N took time off work to look after and care for his mother and father, who both have different needs and require a lot of support. N has returned back to work, after 10 years away, as he struggled financially to look after his parents and make ends meet. N has a sister but does not live locally. So, caring responsibilities relies heavily on N.

N's father has complex needs. He had a stroke 20 years ago, struggles to eat and swallow and has limited vision in one eye. More recently N's father has had a fall and fractured his back and is homebound. N's mother has also had a stroke, which has resulted in limited strength on one side. She broke her ankle following a fall. Paid carers come and support N's mother and father when he is at work. N's employers are supportive of N to work flexibly at home to allow him to continuing his caring role. N supports mother and father with medication day and night, feeding, washing, shopping and cooking.

At times N can be very stressful and can be exhausting, when balancing caring for his has caring responsibilities and also working. N receives support from Voluntary Action South Leicestershire (VASL): Support for Carers, who are Leicestershire's commissioned provider, who issued him with a carer's passport and has received information and advice to better know what support is out there. N has attended carers groups, which has been good for him to connect with other carers and know that he is not alone in his caring journey.

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: K's 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.

Sandwich carer: A's story

A is the primary carer for his wife who lives with multiple health challenges which includes multiple sclerosis, asthma, mobility difficulties, and visual impairment. A is also a carer for their three children whom all have complex needs and attend schools with SENCO support. A spends most of his day caring for his family and this does not leave him enough time to visit his father who has been diagnosed with cancer.

A has recently given up his job to be a full-time carer for his family, which has had significant financial implications.

On a daily basis, A has to provide round-the-clock care supporting his wife with personal care and managing her medication. Daily challenges of childcare, shopping, cooking and keeping up with general household chores.

It has been difficult for A to leave the house to visit his father or to pop out for a short period. A does have to rely on the support from family and neighbours when they have stepped in to help in short notice to look after their children, school pickup or help with collecting medication. His support network also checks on A's wellbeing to make sure his is okay and support him to prevent him from being overwhelmed.

A is registered with the commissioned support for carers provider and knows he can call to speak to a wellbeing officer when he has a question or feeling overwhelmed and need to talk to someone to provide him with some comfort and relief.



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.



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 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.

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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

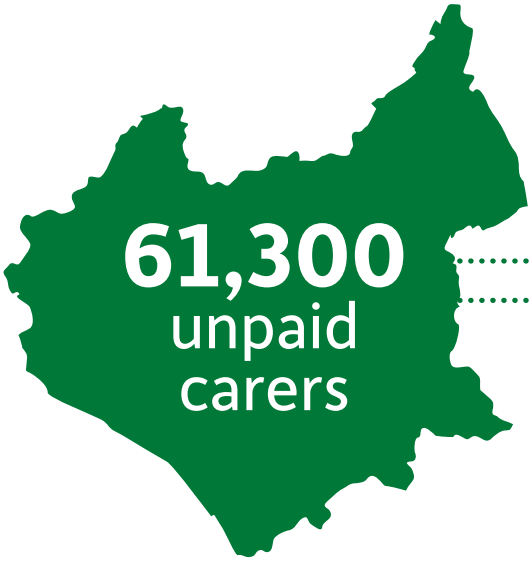


Local Policy Context

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).

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.



15% aged 45-64

11% aged 65-84

9.8% in Oadby and Wigston

8.3% in Market Harborough

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%.

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.

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 2025/2026, 1923 carers assessments were completed in Leicestershire. There are currently 1,482 carers in receipt of a service from the Council of whom, 1,328 people have a weekly direct payment. A weekly direct payment is a regular amount transferred to the persons payment account to pay for ongoing services, a one-off payment can be up to £250 per year to pay for a larger item such as a washing machine or to put towards several things that will enable the carer to continue caring. The Council does not require a financial contribution toward carer services, and they are not means tested.

In addition to this, the commissioned carers service 'Support for Carers' operated by 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.

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

Parent Carer

Parent carers help children and young people reach their potential, supporting independence and preventing or delaying the need for formal statutory services.

Parent Carer Assessment

Parent carers have a legal right to an assessment focused on:

- The impact of caring on health and wellbeing
- Their ability to continue caring
- Support needed to manage caring safely and sustainably

Parent carers may request an assessment if they care for a child under 18 with a physical disability or mental disorder who lives with them.

You need to ask adult social care for a carers assessment if the young person you look after is over 18 years old.

You can get a young carers assessment if you're under 18 years old and you look after someone else.

Assessment Process

You may be able to get help with your caring responsibilities if you're a parent or carer of a disabled child. We'll need to talk to you to find out what help you need.

When we receive your request for an assessment we will decide which is the most appropriate service to do the assessment. This will depend on the needs and worries you are telling us about. We will decide either for a social worker or an alternatively qualified worker to do the assessment depending on your level of need.

The worker will contact you and they will ask you a series of questions. They will talk to you about a range of areas of family life and this will include looking at your wellbeing and health as well as barriers to education, employment, etc that you might be experiencing because of your caring role.

This will include:

- Difficulties arising from the caring role
- Health and wellbeing
- Support required
- Impact on wider family life

If you agree, they'll ask the views of other organisations who help you, like your child's school.

After the assessment is completed we will tell you:

- what help we think you need
- if this support is something we can provide, or signpost you to appropriate services
- If we agree you need help we will agree a support plan with you.

This could include:

- support to access services in your local community such as play schemes, leisure activities
- family support including support around routines, behaviour, etc.
- short breaks for your child to give you a break from caring or help with packages of care

Support could range from a family support worker through to a Social Worker, depending on level of assessed need

We have easily accessible information for parents and carers to help guide you through available services and resources.

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.

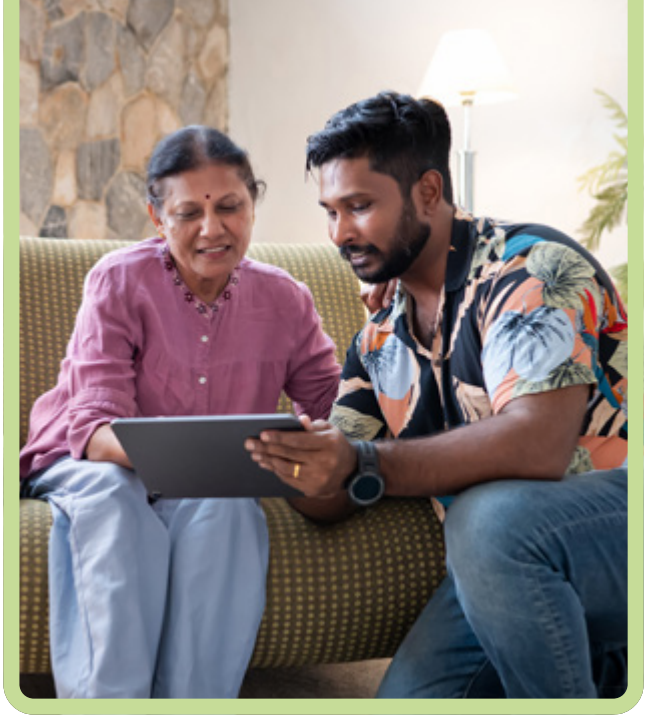


Building on our achievements

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 f or her outstanding contribution to volunteering within the county.





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 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 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.

Public Health Communities, Law and Governance - 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 305 4286 (for those who are unable to refer online) or alternatively email firstcontact@leics.gov.uk

Public Health Communities, Law and Governance - Local Area Co-ordinators

Our Local Area Co-ordinators aim to improve the health and wellbeing of individuals and communities, preventing people from reaching crisis and putting people in control of their lives and choices. It's about working together to find practical solutions to life's challenges, build on people's strengths, and help people to achieve their goals.

Local Area Coordination supports those who might:

- feel isolated or disconnected from their community
- need help navigating local services and resources
- want support with a specific challenge or life change
- have ideas for improving their community and need support to make them happen.

Local Area Coordinators are based in particular neighbourhoods across Leicestershire. They will take the time to get to know you, listen to what's important to you in your life, and help you create a plan to move forward.

How can Local Area Coordination help?

A Local Area Coordinator can:

- help you find information about services, groups, or activities in your area
- support you to stay independent and connected
- introduce you to others who can share advice, experience, or friendship
- work with you to tackle challenges and plan for the future.

Local Area Coordinators will be alongside you while you work towards any goals you want to achieve in your life, whether you need a little support or are looking to make a big change.

Please see below to find out if Local Area Coordination is available in your area. https://www.leicestershire.gov.uk/health-and-wellbeing/local-area-co-ordinators

Alternatively, please contact Kerry Smith, Local Area Coordination Operations Manager on 07526 928565 or email Kerry.Smith2@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

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

General information and advice

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 Guide booklet

Carers UK

Carers Trust

Leicestershire Partnership Trust Carers Pack

Young carers pack


Leicestershire
County Council