Action Area (LLR Priority Area(s))			Description	Key Strategic Lead	Timescales
CS1	Develop Leicestershire County Council Staff's understanding of carers (1, 2,4,6,7,8)	CS1.1	Training for staff regarding carers to be embedded in new starter induction with a focus on: - - Carer Awareness - Carers Assessments - Recognition and Valuing Carers	HR / OD Business Partner / LCC Learning and Development / Commissioning Officer (Carers Lead)	Apr 23
		CS1.2	Ensure all teams across the Council (including maintained schools / academies staff) have access to knowledgeable staff members for support around working with carers / carers rights within the workplace	Commissioning Officer (Carers Lead)/ Service Managers/ Targeted Early Help and Children's Social Care/ Education, SEND and Commissioning	To be determined post consultation
		CS1.3	Reinvigorating the Carers Champions roles across the Adults and Communities Directorate	Commissioning Officer (Carers Lead)	Dec 22
		CS1.4	Staff training extended to Local Area Coordinators and Housing Support Officers in lightbulb project.	LCC Learning and Development	To be determined post consultation
		CS1.5	Training to be shared with all District Councils for cascade to staff.	Chief Exec/Communities	To be determined post consultation
		CS1.6	Further develop the Council's intranet pages for carers support and promote as part of the Council's commitment to carers	Communications & Digital/	Apr 23

				Commissioning Officer (Carers Lead)	
CS2	Information activity (1,2,3,5,6,7,8)	CS2.1	Updating of key definitions to aide self-identification of carers. This will include use of consistent language across literature / web pages and through commissioned activity	Communications & Digital/ Commissioning Officer (Carers Lead)	Dec 22
		CS2.2	Ensure carers have clear pathway expectations across a range of potential scenarios / settings including – - Information on the care and support assessment journey for both the carer and cared for - Hospital discharge information / pathways back home including support entitlement to benefit both the cared for and wider family environment (including home environment) - Where can they find support re: care co-ordination?	Lead Commissioners/Hospital Teams/ Commissioning Officer (Carers Lead)/Carers Delivery Group	To be determined post consultation
		CS2.3	Learning from the COVID-19 pandemic the development of a single County wide Business Continuity Plan (BCP) for carers will be produced across system partners in the County and wider	Commissioning Officer (Carers Lead)	Dec 22
		CS2.4	Development of pathway diagrams for both Council and partner / provider websites. These will include downloadable information for carers to print or access remotely on the web (including Young Carers)	Commissioning Officer (Carers Lead)/Lead Commissioners/Care Pathway/Targeted Early Help and Children's Social Care	To be determined post consultation
		CS2.4	Promote the range of services and support available to carers (including Young Carers) including but not limited to: - - Advocacy and getting carers voices heard	Targeted Early Help and Children's Social Care/ Commissioning Officer (Carers Lead)/	To be determined post consultation

			- Financial advice or support - Usable technology/gadgets to support carers both readily available universally and / or from the Council's care tech strategy / programme - Ensure all carers know how to access the current Mental Health services and support - Those services and support available through the Council's commissioned carers resources	Carers Delivery Group	
		CS2.5	Pro-active dissemination of materials that share roles & responsibilities of Adult services in the County and how these can be accessed		To be determined post consultation
		CS2.6	Pro-actively commission the Carers Support Resource contract with the Voluntary Sector to support all carers in the County with information / advice and support	Commissioning Officer (Carers Lead)	Nov 22
CS3	Innovative approaches with carers (1,2,3,5,6,7,8)	CS3.1	Targeted promotion and active growth of the Carers Passport scheme in the County (including the roll out of the Young Carers Passport)	Targeted Early Help and Children's Social Care /Commissioning Officer (Carers Lead)/ Carers Delivery Group/ Commissioned Carers Support Service Manager	Ongoing
		CS3.2	Promotion of Employers for Carers & Digital Resource for Carers	HR / OD Business Partner /Commissioning Officer (Carers Lead)/Communications & Digital Commissioning	To be determined post consultation
		CS3.3	Explore further tools around self-identification including: -	Targeted Early Help	To be

			- Whole family identification - Working with educational settings (including early years providers) - Active work with religious settings through targeted interventions and promotions (e.g. Carers Week / Carers Rights Day / Mental Health Week etc)	and Children's Social Care /Commissioning Officer (Carers Lead)/ Carers Delivery Group	determined post consultation
		CS3.4	Promotion of the Care Free programme to support more carers to access carers breaks / short breaks to support them in their caring role. This includes ensuring both Council staff and people in the community working with carers are fully aware of the initiative and benefits for carers	Commissioning Officer (Carers Lead)/ Communications & Digital/Lead Commissioners/Care Pathway	Apr 23
		CS3.5	Enable more carers to be able to use technology to support them in their lives. This will include, but not limited to: - - Promotion of online training and courses for carers to promote confident use of technology - Working with Leicestershire Adult Learning Services to explore the development of carers specific courses - Encourage use of technology solutions to promote different solutions / opportunities to traditional carers - Promotion of carers initiatives through the Council's Shire Grants scheme to support development of carers skills training (targeting hard-to-reach carers and communities)	Commissioning Officer (Carers Lead)/Carers Delivery Group/ Communities/ Adult Learning	To be determined post consultation
		CS3.6	Maximise the available opportunities within existing work programmes. These will include: - - Targeting carers (especially those in hard-to-reach communities) in accessing the new Multiply project to upskill maths skills / numeracy skills - Promotion of local library services and benefits of community HUBS to support	Adult Learning/ Communities/Lead Practitioners/ Commissioning Officer (Carers Lead)	Apr 23 (to be confirmed)

			carers social interaction / community cohesion and friendship ties - Developing carers support / promoting carers resources and support as part of the Adult & Communities Directorate's Three (3) Conversations model		
CS4	Improving communication (1,2,3,8)	CS4.1	Increase the use of social media to raise carer awareness across the County including the sharing of Every Voice Counts carer stories	Commissioning & Quality/ Communications & Digital	To be determined post consultation
		CS4.2	Voice Project work around the Label of Young carers	Targeted Early Help and Children's Social Care/ Commissioning Officer (Carers Lead)	To be determined post consultation
		CS4.3	Development of Young Carers / carers videos on YouTube to detail the lived experiences of Leicestershire's carers	Targeted Early Help and Children's Social Care/ Communications & Digital/ Commissioning Officer (Carers Lead)/Carers Delivery Group	To be determined post consultation
		CS4.4	As part of the commissioned Carers Support Resource contract, work towards the development of a Central Register of carers to enable easier communication of information	Commissioning Officer (Carers Lead)/Commissioned Carers Support Service Manager/Commissioning & Quality	Nov 22
		CS4.5	Pro-active communication and information for parents / carers of children with a disability as their child transitions into adult services	Service Manager/ Lead Practitioners/ Commissioning	To be determined post

				Officer (Carers Lead)	consultation
		CS4.6	Targeted work with the County's Special schools / post 16 provision / resource bases / Pupil Referral Units to promote carers support and opportunities. This will also include work with mainstream schools	Targeted Early Help and Children's Social Care/ Education, SEND and Commissioning	To be determined post consultation
		CS4.7	Ongoing use of the Carers Delivery Group (CDG) to ensure partnership approach to actions are in place / delivered and progress is tangible to carers in the County	Lead Commissioner Communities/Commissioning Officer (Carers Lead)	Ongoing
CS5	Involving Leicestershire's carers (2,7,8)	CS5.1	Active engagement of carers in both service reviews and new service designs. Use of co-production principles will be key to ensuring that this is true joint working.	Commissioning & Quality/ Engagement and Consultation Manager	To be determined post consultation
		CS5.2	Development of either an LLR or localised Carers festival recognising achievements and contributions to the County and / or region	Lead Commissioner Communities/Commissioning Officer (Carers Lead)/Carers Delivery Group	To be determined post consultation
		CS5.3	Pro-actively seek the views of families and carers in the quality / delivery of care services to the person cared for. The Council will seek to enhance resources to capture these views to improve services		To be determined post consultation
		CS5.4	Development of Localised You said we did – showing that voice is influencing & shaping the offer now & building towards a model of co-production		To be determined post consultation
		CS5.5	Engagement of the County's Parent / Carer Forum (PCF) as part of the development of SEND / Children's and Adults services	Targeted Early Help and Children's Social Care/ Education,	To be determined post

				SEND and Commissioning/ Commissioning Officer (Carers Lead)/	consultation
CS6	Working with communities (4,8)	CS6.1	Working with local community organisations / District Council's / Parish Council's to promote carers support / identification of carers.	Communities/ Commissioning Officer (Carers Lead)/Carers Delivery Group/	Apr 24
		CS6.2	Active use of the County's Shire Grants programme to develop local carers community resources where there is a need	Communities/ Commissioning Officer (Carers Lead)	To be determined post consultation
		CS6.3	Engagement with local businesses across the County to identify potential carers support including carers concessions	Commissioning Officer (Carers Lead)/ Commissioned Service Manager/ Communities	Apr 24
		CS6.4	Ensure that Equality and Diversity is a consideration in all parts of service design / carers initiatives	Commissioning Officer (Carers Lead)/ Commissioning & Quality	Ongoing
		CS6.5	Targeted work with hard-to-reach communities / rural communities where carers access to information and support may be limited	Commissioning Officer (Carers Lead)	Apr 23
CS7	Young Carers (8)	CS7.1	Development of a new Young carers champions in the County Council with clear definition of the role	Targeted Early Help and Children's Social Care	To be determined post consultation
		CS7.2	Work with the Council's Young Carers Service to develop involvement within the LLR Carers Strategy deliverables and priorities / County Council's Action Plan.	Commissioning Officer (Carers Lead)/	Ongoing

				Team and Partnership Manager Targeted Early Help and Children's Social Care	

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

DRAFT