



Leicester  
City Council

---

# ***Carer Support Update for Adult Social Care Scrutiny Commission***

Lead Member: Cllr Sarah Russell

Lead Director: Kate Galoppi – Director of Care  
Services and Commissioning – Social Care &  
Education

Date 7<sup>TH</sup> March 2024

---

## Useful information

- Ward(s) affected: All
- Report author: Nic Cawrey
- Author contact details: [Nicola.cawrey@leicester.gov.uk](mailto:Nicola.cawrey@leicester.gov.uk)
- Report version number 1.0

### 1. Purpose of report

- 1.1 To provide updates on the commissioning review of the carer support service, an overview of the current carer support service contract and an update on other carer projects as part of our routine bi-annual briefing on carers matters for Adult Social Care Scrutiny Commission.

### 2. Summary

- 2.1 The report sets out information on a number of carer related pieces of work.
- 2.2 The contract for the carer support service is due to come to an end on 30 June 2024. As the carer support service has been subject to a high level of scrutiny in the past and due to our knowledge of the need for further improvements within adult social care and to the wider system locally, a full commissioning review has been undertaken.
- 2.3 This report seeks to provide an update on the progress of the commissioning review, the performance of the current carer support contract and other developments in the work around the carer agenda.

### 3. Recommendations

- 3.1 Adult Social Care Scrutiny Commission are asked to note and comment on the contents of this report.
- 3.2 The Commission is asked to note that the report will also be presented at the Health and Wellbeing Board to encourage members to 'Think Carer'.

#### **4. Report/Supporting information including options considered:**

##### **Carer Support Service Commissioning Review**

4.1 The Care Act 2014 requires local authorities to provide information and advice for individuals who are not eligible for statutory support. A 2018 review of preventative services primarily in the voluntary sector, funded by adult social care concluded that the carer support service is required to ensure that carers can continue to undertake their caring role however, the financial envelope was reduced from £252,563p/a to £154,063 p/a, reducing the support from 5 contracts with three organisations down to 1 contract with one organisation. The new contract went live on 1<sup>st</sup> July 2019 and the incumbent provider is Age UK Leicestershire, Leicester and Rutland. The new service has gone out to tender with the same contract value.

4.2 The carer support service tender went live on 1<sup>st</sup> February 2024. The model of support within the specification is largely unchanged from the existing service because when we engaged, those that knew about the service were happy with it, however the model has been refined to reflect the results of engagement which identified that carers still didn't really know that the service existed and the challenges presented by the current financial climate. Details of the engagement undertaken and the themes that were highlighted as part of the commissioning review can be found at Appendix 1. The new model seeks to increase reach and improve partnership working with adult social care by:

- Providing an accessible place where carers can expect to visit and find out about a range of preventative type services which include but are not limited to signposting to other appropriate services, signposting to universal services that carers may be able to utilise, information advice and guidance including information on care technology, and the financial support available, short breaks in the form of peer support and facilitated groups that will help carers to plan, prepare and provide care, carer learning, emotional support, navigation of the health and social care system, and referral for more formal support from Adult Social Care when other options have been exhausted
- Providing an outreach offer which seeks to encourage the early identification of carers in other local health and social care organisations using co-produced THINK carer resources (developed by carers in Leicester) and promoting the various strands of support that is offered by the service and representing the voice of specific groups of carers at the various partnership boards that meet in Leicester
- Administering and developing the Leicester arm of the Leicester, Leicestershire and Rutland Carer Passport scheme.

4.3 The tender submission deadline is 4<sup>th</sup> March 2024. Following this, the tender evaluation panel which includes a group of approximately 4-6 carers

from the city, will work to evaluate the tenders with a view to being able to make a contract award recommendation by 18<sup>th</sup> April, with the new service going live on 1<sup>st</sup> July 2024.

#### **The current carer support service**

- 4.4 Since the current carer support service contract commenced in 2019, they have supported approximately 2600 carers. The provider, as part of the quarterly monitoring information submits a register which includes demographic information about the carers that are utilising the service.
- 4.5 Carers that are reviewed within the service report positive individual outcomes in areas such as feeling more able to manage their emotional health and wellbeing, having the ability to make decisions and choices about the support they receive, feeling more knowledgeable and confident in their role as a carer and having increased confidence and ability to tell the public and local policy making authorities about the issues that affect them as a carer. At the end of Q2 2023/2024, 100% of the carers surveyed reported a reduced need for more intensive support.
- 4.6 Carers from across all wards of the city are in contact with the service. The largest numbers of carers accessing the service come from Rushey Mead, Braunstone Park & Rowley Fields, Belgrave and Abbey wards.
- 4.7 In terms of age, carers from across all age groups are accessing the service but carers aged 18-29 years are the smallest age group. The provider has already started to do more work with colleges and universities to raise awareness of informal family caring and to enable them to speak to young adult carers about how they might best be supported. The provider has also been working alongside the young carer co-ordinator to speak to young carers in transition about what would benefit them as they approach adulthood. Data is also collated in relation to the age of the person being cared for. 25% of the carers accessing the carer support service are caring for someone between the ages of 75 and 84 years.
- 4.8 Information relating to the ethnicity of the carers that are accessing the service has been provided. The current contract has supported people from all ethnic groups that are defined within the standard monitoring categories, but there are smaller groups where more work needs to be undertaken to understand the cultural belief system in relation to caring for those particular communities such as Black or Black British: Somali, Black or Black British: Any other background, Chinese, Chinese: Any other background, Dual/Multiple Heritage: White Asian, Gypsy, Romany and Irish Traveller communities and people that identify as any other ethnic group. Carer identification remains the biggest barrier to carers accessing support, and it is hoped that the emphasis on outreach, and partnership working within the revised model of delivery will go some way to reducing this.

## Other carer projects

### Carer breaks

- 4.9 Through the Public Health England Prevention and Promotion Fund for Better Mental Health, Leicester City Council were able to secure funding to provide access to respite opportunities for family carers through an organisation called Carefree. This was as a result of evidence suggesting that the combination of poverty with responsibility for caring for others can have a significant impact on physical and mental health, particularly since the pandemic when the opportunity to access appropriate respite reduced significantly. Since June 2022 the carer support service provider has partnered with Carefree to refer eligible carers to the scheme and to subsidise the break admin fee.
- 4.10 Eligibility for the scheme is defined by Carefree and to qualify a carer must be resident in Leicester or caring for someone who is, aged 18 and over, a full-time unpaid carer (30hours+ each week), be able to arrange interim care and pay for extras such as transport and food etc. They are not able to take the person they care for with them. Carefree is an organisation which seeks to improve the wellbeing of carers by enabling them to take time away from caring responsibilities. Carefree invites the hospitality sector to donate under-utilised accommodation supply to them, which they in turn offer to unpaid carers for a break admin fee of £25.
- 4.11 Referrals to this scheme have been low. A focus group held with carers who had been referred to the scheme including those that had taken a break and those that hadn't been able to yet, was undertaken by De Montfort University. The following feedback was provided:
- a. There wasn't much choice on the platform for local breaks where carers didn't want to be too far away from home.
  - b. Transport costs and additional costs of being away from home were a barrier to booking a break, particularly at the moment with the cost-of-living crisis affecting them.
  - c. For some carers, they wanted to take a break with the person they cared for.
  - d. Carers didn't always necessarily want an overnight stay away from home and would have preferred a day trip or a simple change of scenery with family and/or friends who lives further afield. This information has been provided back to Carefree.
- 4.12 As such, in liaison with colleagues in public health, the offer has been widened to provide a variety of other options for carers to take a break. These options could include:
- a. Other local short breaks booked by the carer (not including the cared for person)

- b. Group day outings / breaks to things like (but not limited to) Antiques Roadshow, Chelsea Flower Show, Christmas markets, spas, the coast, theatres, other places of interest (based on eligible carer preferences)
- c. A programme of other outings that would be organised by the Leicester Carer Support Service as part of the existing contract which carers may not be able to attend due to external factors
- d. Support for carers to be able to attend family events or celebrations.
- e. Transport costs to see family members who live further afield.

4.13 Further work is also being undertaken within the department in relation to flexible short breaks for families of people with a learning disability and/or autism.

#### Hospital Discharge Grant for Carers

4.14 The hospital discharge grant scheme for carers was originally set up from January-March 2023, funded from Leicester City Council's Adult Social Care Discharge Grant. The aim was to support carers by providing a one-off direct payment of up to £500 in recognition of the support they are providing to the cared for person on discharge, helping to maintain the person at home and achieve a safe, sustained hospital discharge.

4.15 Funding has been identified by the LLR Integrated Care Board and Leicester City Council's Homefirst team to the sum of £25,000 to extend this scheme for a period of 6 months from October 2023 – end of March 2024 in line with the offer currently available in Leicestershire across Leicestershire.

4.16 Between the end of October 2023 and January 2024, there have been 18 referrals into the scheme, with a total allocation of £5,400 leaving a budget of £16,800 for the remaining 2.5 months of the scheme. The average grant allocation per carer has risen by £20 to approximately £320 per carer. Further detail on this scheme is due to be provided to officers in mid-February and a further report will be provided in due course.

#### Accelerating Reform Fund

4.17 The Department of Health and Social Care launched the Accelerating Reform Fund which provides a total of £42.6 million in grant funding over 2023 to 2025 to support innovation in adult social care. Local authorities were asked to form a consortium with other local authorities in their integrated carer system geography, to select two or more projects (with at least one focusing on unpaid carers) around the department's priorities for innovation and scaling covering a broad range of areas under the three objectives within the 10-year vision for adult social care reform.

4.18 An expression of interest was submitted by Leicestershire County Council on behalf of the three LLR authorities on 12<sup>th</sup> January 2024, with two proposed carer projects (and one other project focused on Shared Lives) which aim to improve ways to conduct effective carer's assessments with

a focus on measuring outcomes, collaboration and contingency planning and the further development of the hospital discharge scheme for carers.

- 4.19 Leicestershire County Council will receive confirmation of the final funding amounts on 9<sup>th</sup> February 2024, but initial local authority indicative allocations suggest that across LLR, this will be in the region of an initial floor amount of £300,000 plus a minimum of £515,464 which is based on the adult social care relative needs formula.
- 4.20 Initial meetings have taken place between carer leads to ensure that appropriate governance arrangements are in place which includes senior managers to oversee the proportionate use of funding. Further reports will be provided on this in due course.

## **5. Financial, legal and other implications**

### 5.1 Financial implications

The current contract value of £154,063 has been used as the ongoing funding envelope for the new tendered contract. However, the bidding documentation does make reference that if any financial constraints are placed on the authority, this could result in a reduction (via a 3-month notice).

The risk is the removal of the S256 funding from health which is around £24k per annum.

Secondly, the report also highlights new initiative/funding – 4.17 onwards, referred to as “Accelerating Reform Fund” which is currently been led by Leicestershire County Council on behalf of LLR authorities, which has an indicative value of £428,867 for 2023-24 and £393,567 for 2024-25. There are no additional financial implications highlighted for this initiative.

Yogesh Patel – Accountant (ext 4011)

## 5.2 Legal implications

There are no adverse legal implications of this report.

The current procurement is already underway and in due course legal input may be required in terms of clarification questions and/or on award. In terms of future support, the reference to the Accelerating Reform Fund is noted. Legal support may be helpful in terms of reviewing the grant terms of any successful application and possible Subsidy Control ramifications.

**Emma Young, Qualified Lawyer**  
**12 February 2024**

The report is giving an overview on the progress of the commissioning review and update on the current carer support contract as well as an update on other carer projects. There are no specific employment law implications arising from it. Specific legal advice relating to the Carer Support Service contract has been given in respect of potential TUPE implications. Further support from legal should be sought as the process concludes.

The report has referred to other carer projects and further legal advice should be sought as these proposals develop.

Suraiya Ziaullah, Solicitor (Employment & Education) 0116 4541487

## 5.3 Climate Change and Carbon Reduction implications

Following the council's declaration of a climate emergency and ambition to reach net zero carbon emissions for the council and the city, the council has a vital role to play in addressing carbon emissions relating to the delivery of its services, and those of its partners, including through its procurement and commissioning activities.

Carbon emissions from commissioning and delivery of services should be managed through use of the council's sustainable procurement guidelines within tendering exercises, by requiring and encouraging consideration of opportunities for reducing emissions. This could include areas such as the use of low carbon and energy efficient buildings to deliver services, enabling use of sustainable travel options for staff and service users and reduced consumption and waste of equipment and materials, as relevant and appropriate to the service.

Aidan Davis, Sustainability Officer, Ext 37 2284

## 5.4 Equalities Implications

When making decisions, the Council must comply with the public sector equality duty (PSED) (Equality Act 2010) by paying due regard, when carrying out their functions, to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a 'protected characteristic' and those who do not.

We need to be clear about any equalities implications of the course of action proposed. In doing so, we must consider the likely impact on those likely to be affected by the options in the report and, in particular, the proposed option; their protected characteristics; and (where negative impacts are anticipated) mitigating actions that can be taken to reduce or remove that negative impact.

Protected characteristics under the public sector equality duty are age, disability, gender re-assignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex and sexual orientation.

The report provides an update on the support available for carers, including progress of the commissioning review, performance of the current carer support contract and other developments around the carer agenda. These areas of work will impact on carers who will be from across a range of protected characteristics. Specific groups have been identified in the report, e.g. carers aged 18-29 years, ethnicity of carers relating to smaller groups, such as Chinese, where further work needs to be undertaken, through outreach and awareness raising.

An Equality Impact Assessment (EIA) is currently underway on the carer support service commissioning review and includes outcomes from the engagement across a number of relevant protected characteristics as cited in appendix 1. The engagement findings have been taken into account in the re-tendering of the service and included in the tender specification.

The report cites further work/developments currently underway and those being proposed for the future, all of which will impact on carers and the support available to them across the city.

Sukhi Biring, Equalities Officer

## Appendix 1 – Engagement findings and engagement log

Summary report of engagement – Recommissioning of the Leicester Carer Support Service 05/06/2023 – 25/06/2023

---

### *1. Acknowledgements*

We would like to take this opportunity to express our gratitude and sincere thanks to everyone who has taken the time to speak to us and provide their views and feedback as part of the engagement process on the recommissioning of the Leicester Carer Support Service.

### *2. Purpose of the report*

This document provides a summary of the findings from engagement with family carers that live or care for someone in the City of Leicester between 5<sup>th</sup> June and 25<sup>th</sup> June 2023, on the recommissioning of the Leicester Carer Support Service, along with the findings from an online survey aimed at partners/professionals that work in the health and social care sector. The contract for the carer support service is due to come to an end on 30 June 2024, with procurement required from January 2024. As the carer support service has been subject to a high level of scrutiny in the past and due to our knowledge of the need for further improvements within adult social care and to the wider system locally, a full commissioning review is necessary. The engagement period included National Carers Week which ran from 5<sup>th</sup> to 12<sup>th</sup> June 2023, which enabled us to maximise the opportunities for engagement that national awareness raising campaigns provide.

### *3. Approach*

The purpose of this engagement period was to make sure the carer voice continues to be at the heart of any decisions we make concerning delivery of carers' services, therefore it is critical that the future model of support for the carer support service is co-produced. As public bodies, Local Authorities have a duty and commitment to listen and engage to ensure that we understand the views of people drawing upon the support of health and social care services.

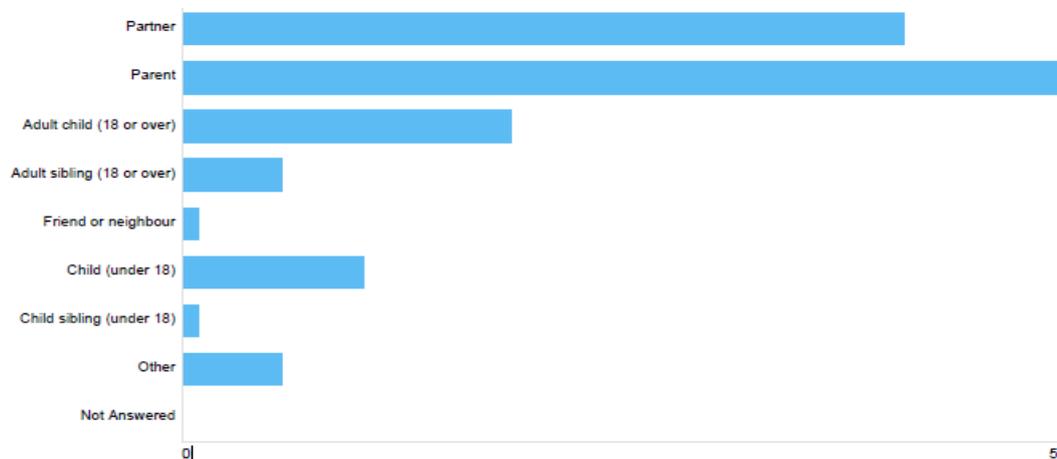
A full log of the engagement activity undertaken, and a summary of topics discussed, can be found at Appendix 1 but for ease some detail is provided here. Council officers attended sessions both virtual and face to face with staff working in carer support services, carers groups, sessions in University Hospitals of Leicester and Beaumont Leys Shopping Centre as well as online surveys, designed to help carers identify with the word carer and give their views about the type of support they might find useful as well as a survey targeted at partners and professionals across the Health & Social Care Sector. There were 119 responses from carers to the online survey and 19 responses to the partners/professional's survey – a much increased response when compared to the engagement undertaken in September 2021 in relation to the Leicester, Leicestershire & Rutland Carer Strategy.

This report outlines the findings from the above methods, combining findings from the survey and face to face sessions using both quantitative and qualitative data.

Participants of the online survey and those visited by officers were asked the following questions:

## Who do you care for?

There were 143 responses to this question, demonstrating that some people are caring for more than one person.

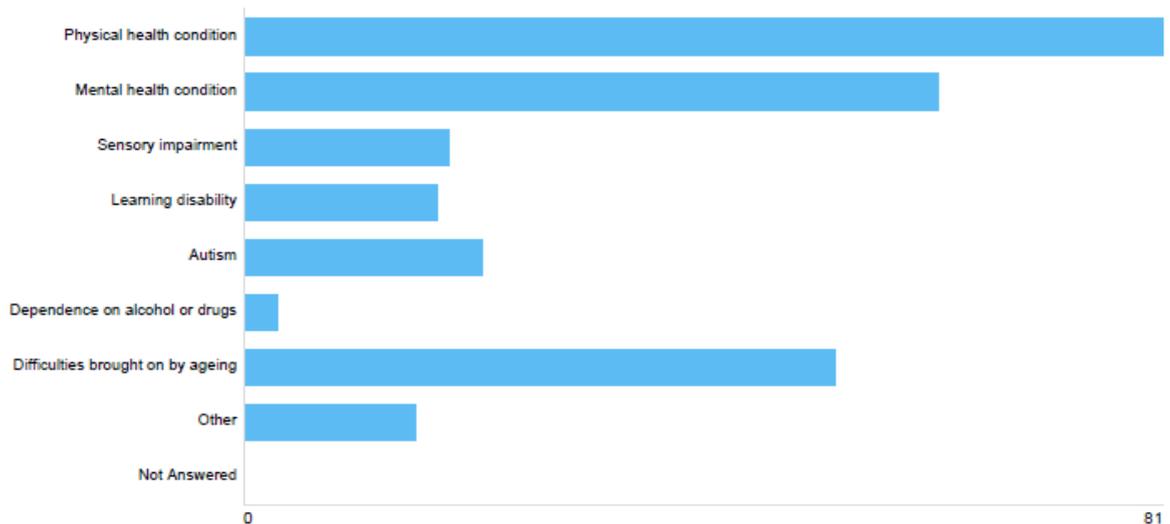


Option	Total	Percent
<b>Partner</b>	44	36.97
<b>Parent</b>	54	45.38
<b>Adult child (18 or over)</b>	20	16.81
<b>Adult sibling (18 or over)</b>	6	5.04
<b>Friend or neighbour</b>	1	0.84
<b>Child (under 18)</b>	11	9324
<b>Child sibling (under 18)</b>	1	0.84
<b>Other – not specified</b>	6	5.04

The largest proportion of people that completed the online survey were caring for their parent, shortly followed by their partner. This was also the case at the face-to-face sessions. The next largest cohorts were caring for an adult child or a child under the age of 18 and the findings from parent carers will be considered separately within this report, as feedback from recent engagement on the carer's strategy identified that this group feel underserved.

## Why does the person (or people) you care for need your support?

There were 268 responses to this question which demonstrates that the person the carer is looking after is likely to have more than one type of need or condition, leading to much more complex caring responsibilities



Option	Total	Percent
<b>Physical health condition</b>	81	68.07
<b>Mental health condition</b>	61	51.26
<b>Sensory impairment</b>	18	15.13
<b>Learning disability</b>	17	14.29
<b>Autism</b>	21	17.65
<b>Dependence on alcohol or drugs</b>	3	2.52
<b>Difficulties brought on by ageing</b>	52	43.70
<b>Other – not specified</b>	15	12.61

68% of people that completed the survey were caring for someone with a physical health condition, 51% for someone with a mental health condition and 43% for someone with difficulties brought on by ageing. 68% of respondents were caring for someone with more than one condition, demonstrating some of the complex needs that carers in the City are managing.

**Are you helping the person you care for to deal with agencies or organisations involved in their health and wellbeing (such as GP’s, hospital staff, social workers or any other?)**

There were 119 responses to this question.

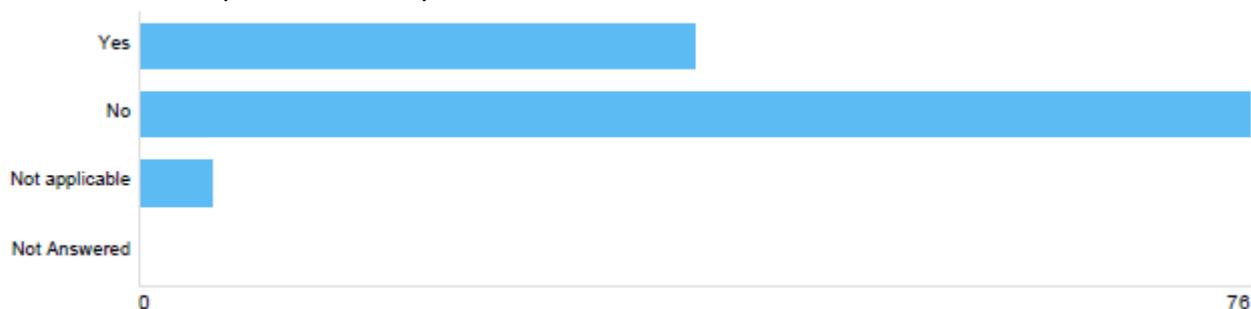


<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>Yes</b>	105	88.24
<b>No</b>	14	11.76
<b>Not answered</b>	0	0

88% of respondents are helping the person they care for to deal with agencies or organisations that are involved in supporting their health and wellbeing. This is significant for the health and social care sector in understanding their role in identifying carers.

### Has anyone such as a GP, staff working hospitals, paramedics or social worker, ever spoken to you about being a carer?

There were 119 responses to this question.

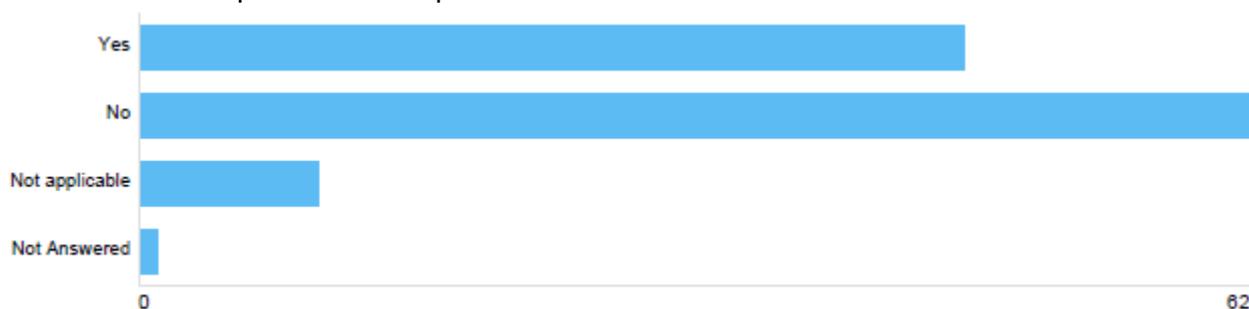


Option	Total	Percent
Yes	38	31.93
No	76	63.87
Not applicable	5	4.2

64% of people disclosed that no one involved in the care of the person they are looking after had spoken to them about their role as a carer in that person's life. 86% of those carers, were helping the person they care for to deal with the organisations and so were in regular contact with professionals across the health and social care sector.

### Have the agencies and organisations involved in the care and support of the person you look after ever advised or helped in your role as a carer?

There were 118 responses to this question.



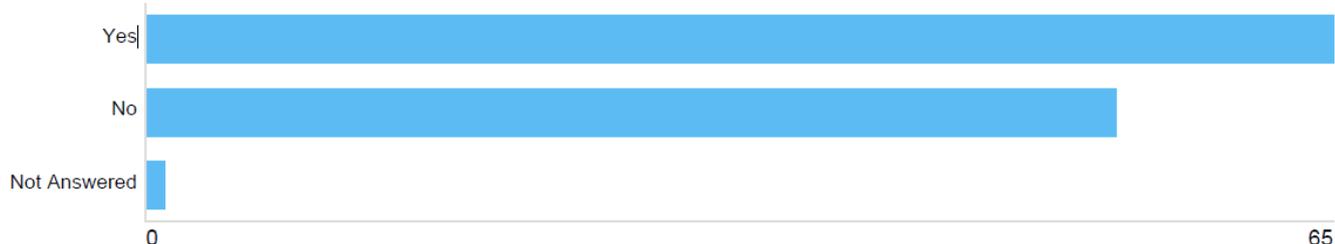
Option	Total	Percent
Yes	46	38.66
No	62	52.10
Not applicable	8.40	4.2
Not answered	1	0.84%

Respondents were asked to tell us more about this. Responses varied but the key themes from respondents seemed to focus on the need for there to be training for health and social care professionals in relation to identifying carers and what the varied role of a carer may entail, particularly for parent carers of children under the age of 18, and those caring for adults with long term or degenerative conditions. Respondents identified that there appeared to be a lack of support groups for people who were below retirement age, and in full time work and that often a need for information advice and guidance on many different aspects of their role appeared to be lacking. Of interest to note here, was that most of the people

that provided this feedback were not aware of what a carers assessment is and they had not used the commissioned carer support service, which suggests that feedback may have been different and experience improved, if the health and social care system had identified them and signposted them to the services that are available.

### Do you know what a carers assessment is?

There were 118 responses to this question.

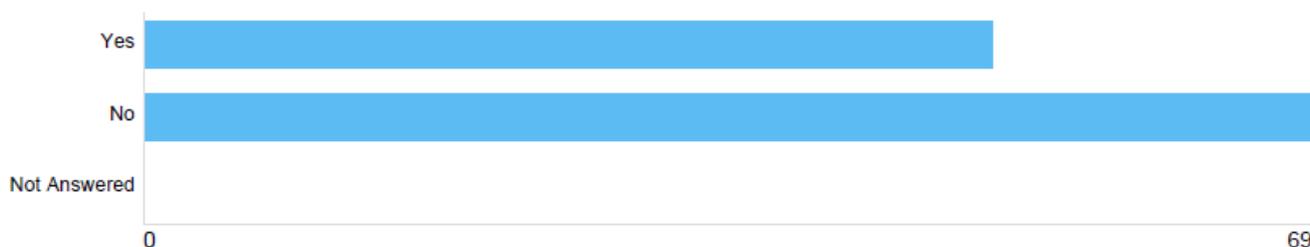


Option	Total	Percent
Yes	65	54.62
No	53	44.54
Not answered	1	0.84%

It is reassuring that over half of respondents are aware of what a carers assessment is, but as demonstrated by the findings from the previous question, there were respondents who felt unsupported who could be entitled to the support that may arise from a carers assessment. Of the 53 people that did not know what a carers assessment is, just under a quarter of them were also in contact with the commissioned service. It is unclear from the survey why this would be the case as the commissioned service is designed to ensure that carers are aware of their rights and should be a key feature of any future commissioned survey provision.

### Have you ever used the Leicester Carer Support Service provided by Age UK LeicesterShire and Rutland?

There were 119 responses to this question.



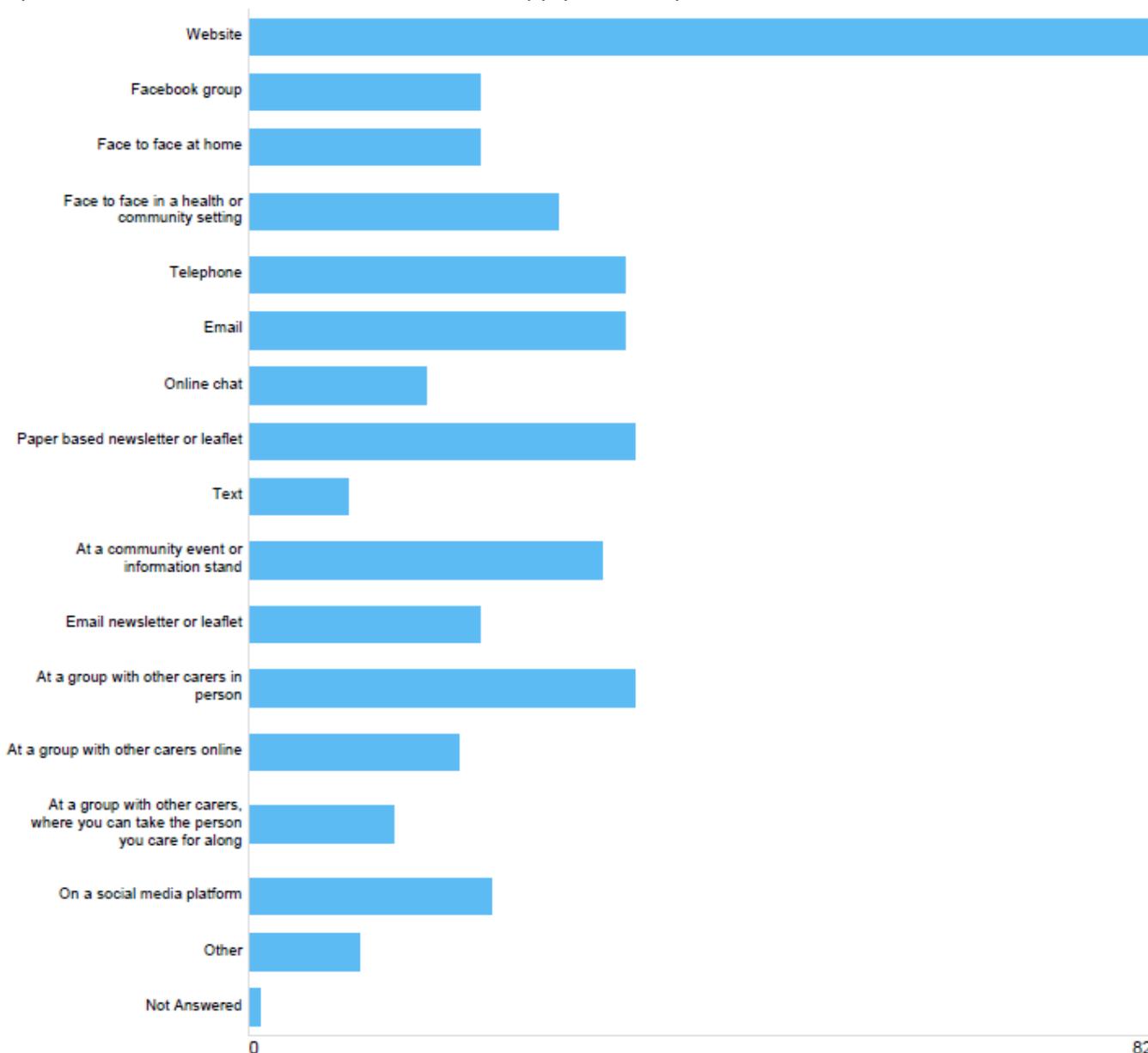
Option	Total	Percent
Yes	50	42.02%
No	69	57.9%

Although the majority of people that completed the online survey had not used the Carer Support Service, it reiterates what carers have told us through face-to-face conversations and wider engagement with the communities of Leicester. People have indicated that carers do not think of themselves as carers and are largely not going to look for support for themselves, as they are probably focusing on what the person, they are caring for needs. This stresses the importance of carers being supported to identify as such and to be signposted or given the information about the carer support service by others. It also highlights that the

next re-iteration of the service model ought to have a renewed emphasis on outreach and raising awareness of the carer support on offer in places where carers are likely to be such as hospitals, long term condition clinics and community places of interest. Continued work to support GP surgeries and primary care networks to identify, register and signpost carers will also need to continue. Previous models of carer support have sought to have carer support workers based in GP surgeries but with the introduction of social prescribers, care navigators and community wellbeing champions there are other ways of working with primary care. The service should also consider the demographic make up of the City's population when looking to promote the service.

### Where would you look to find out vital information about your caring role?

Respondents were able to select all that would apply for this question.

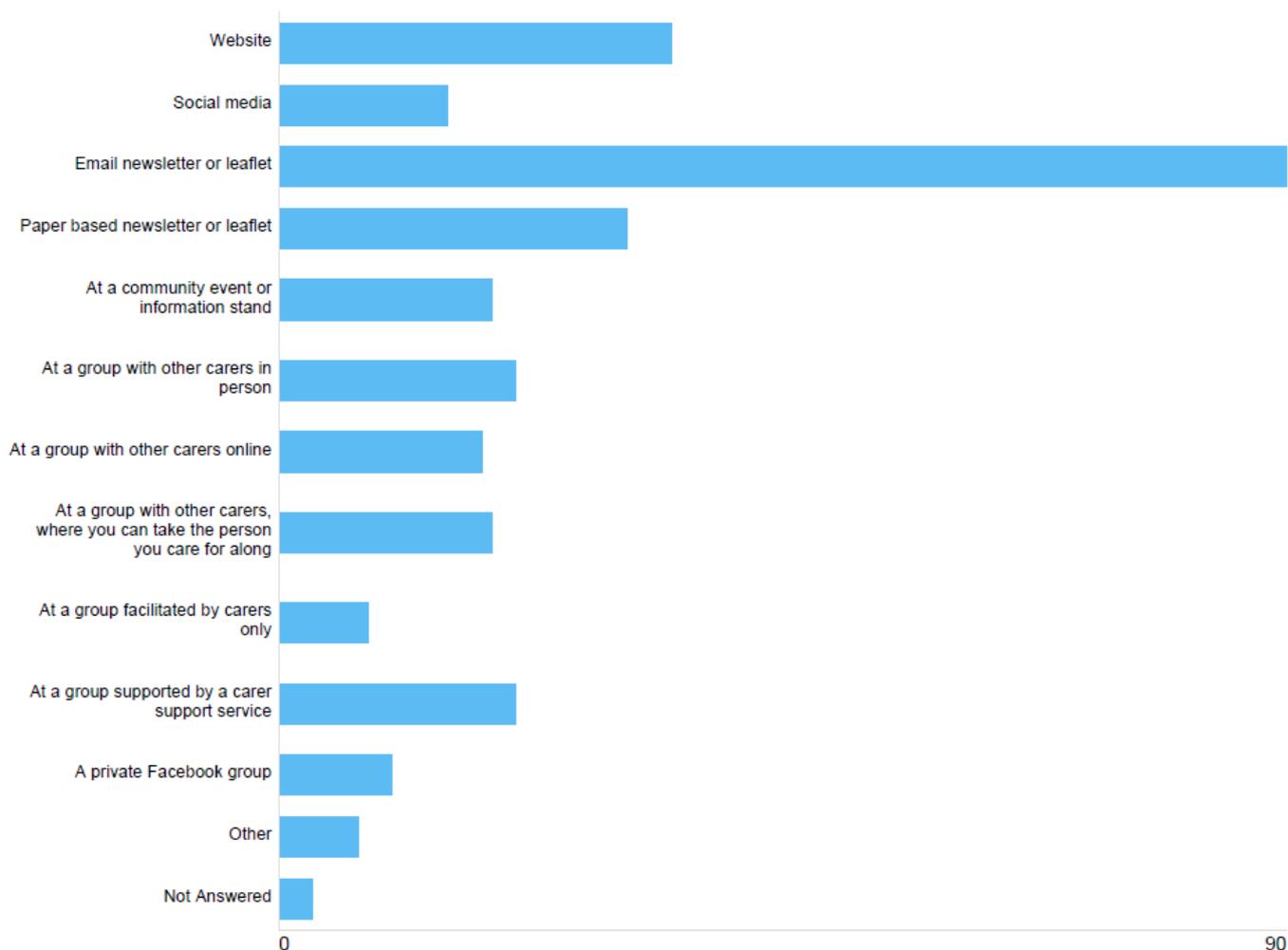


Option	Total	Percent
Website	82	68.91%
Paper based newsletter or leaflet	35	29.41%
At a group with other carers in person	35	29.41%
Telephone	34	28.57%
E-mail	34	28.57%
At a community event or information stand	32	26.89%
Face to face in a health or community setting	28	23.53%
On a social media platform	22	18.49%
Facebook group	21	17.65%
Face to face at home	21	17.65%
E-mail newsletter or leaflet	21	17.65%
At a group with other carers online	19	15.97%
Online chat	16	15.97%
At a group with other carers, where you can take the person you care for along with you	13	10.92%
Other: social care, friends/colleagues, other organisations/charities, internet, don't get the chance to look online, group where I volunteer,	10	8.4%
Text	9	7.56%
Not answered	1	0.84%

By far the most respondents said that they would first look online for vital information about their caring role, and it is therefore imperative that the online information and advice available to carers is adequate. It doesn't suggest however that this necessarily needs to be provided by the Carer Support Service, and as the local authority are currently working on improving its digital information, advice and guidance offer, including information available to carers. This feedback is timely and there are plans to set up a focus group of carers to help us improve the City Council's web offer. Fairly recently, there have also been amendments made to the website to ensure that links to the carer support service are available on every page, since carers in the past have told us that they are usually looking for information on behalf of the person they care for. It is also largely suggested that older people do not tend to access information online, however all age categories of respondents were represented in the group that suggested they would head to a website. By way of comparison, the age profile of people that suggested they would look for vital information at a group with other carers, was chosen by more people aged 56-65 years. Further information on the age profile of respondents to this survey will be provided on page 25.

## How would you prefer to receive the latest carer news and updates?

Respondents were able to select all that would apply for this question.



Option	Total	Percent
<b>Email newsletter or leaflet</b>	91	76.47%
<b>Website</b>	35	29.41%
<b>Paper based newsletter of leaflet</b>	31	26.05%
<b>At a group with other carers in person</b>	21	17.65%
<b>At a community event or information stand</b>	19	15.97%
<b>At a group with other carers, where you can take the person you care for along with you</b>	19	15.97%
<b>At a group with other carers online</b>	18	15.13%
<b>Social Media</b>	15	12.61%
<b>A private Facebook group</b>	10	8.4%
<b>At a group facilitated by carers only</b>	8	6.72%
<b>Other: I don't want any, great service but caring leaves no time for accessing things like those suggested here, groups need funding properly and staff knowledge, and need to be independent of cared for person, a group run by a charity that supports people under retirement age</b>	6	5.04%
<b>Not answered</b>	3	2.52%



- Breaks from caring.
- One off small grants.
- Information and advice including finance and benefit information that is easily accessible and available in other languages.
- Information that is specific to the condition of the person they're caring for.
- Information that is available over the phone and online.

### **Is there anything that you think the carer support service could do that might help you in the future?**

There were 82 responses to this question. The key themes from this question were as follows:

- Groups and peer support (from people who had not accessed the current service) that should be specifically for male carers and working carers.
- Support for parent carers of children with autism, and for parent carers when children are transitioning from children's services to adult services.
- Telephone support
- Financial support and support to continue working.
- Help with form filling, contingency planning and practical help.
- Online information and e-mails
- Outreach support
- Learning opportunities
- Preparation for life after caring

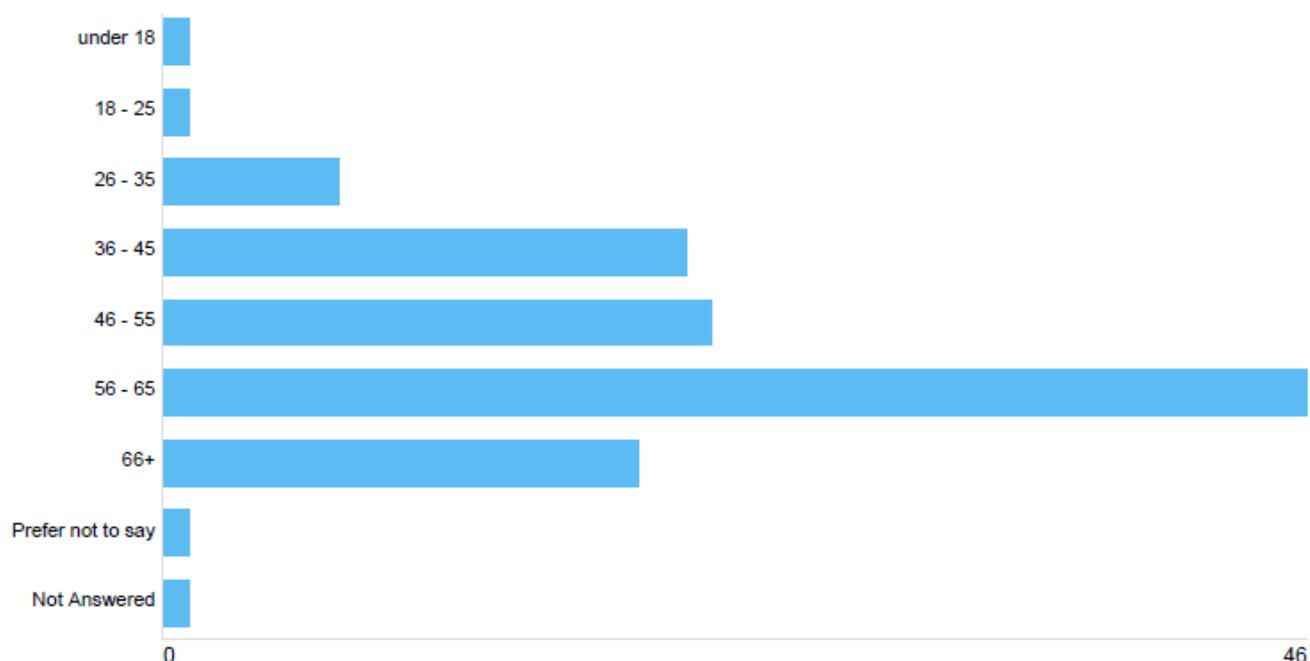
### **Some carer support services aren't attended by particular groups of carers, such as carers aged 18-25 years and male carers. How could we make this better?**

There were 69 responses to this question. The key themes from these responses are provided below:

- Advertise more widely including schools, community events, places of worship.
- Activity based groups as well as those that are set up for talking particularly for young people with caring responsibilities.
- Groups specifically for men that are caring and other underrepresented groups.
- Go to people where carers are such as supermarkets or garden centres.
- Marketing materials that demonstrated breadth of age groups supported
- More of an online presence
- Join up with other health promotional activities.
- Service must include parent carers of children.
- Support to liaise with social care services rather than group-based provision. Groups don't suit everyone.

#### 4. Demographics of carers that completed the online survey

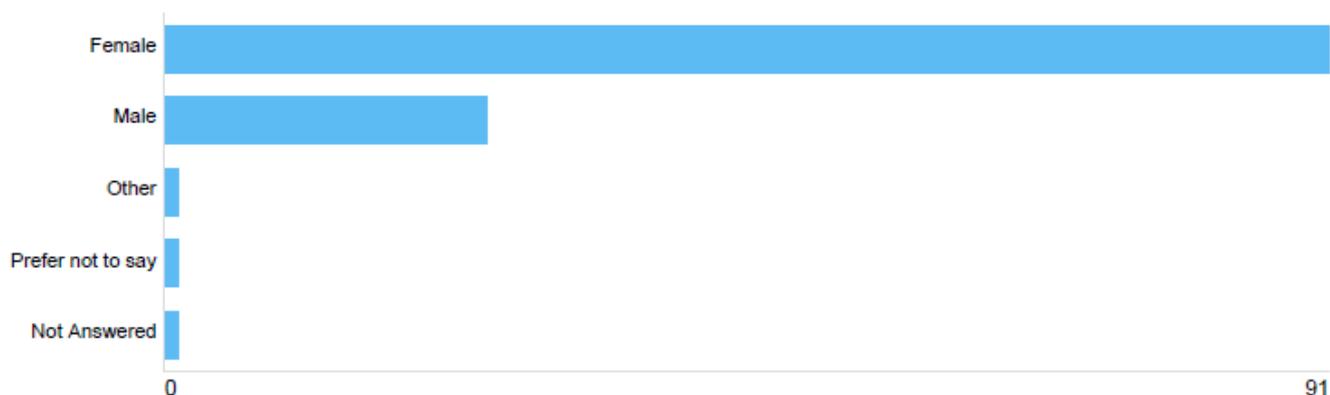
##### Age Profile



Option	Total	Percent	Census 21 % of caring population	Census comparable Category
<b>Under 18</b>	1	0.84%	1.7%	<b>Under 15</b>
<b>18-25</b>	1	0.84%	8.2%	<b>16-24</b>
<b>26-35</b>	7	5.88%	13.8%	<b>25-34</b>
<b>36-45</b>	21	17.65%	27.8%	<b>35-49</b>
<b>46-55</b>	22	18.49%	31.6%	<b>50-64</b>
<b>56-65</b>	46	38.66%		
<b>66+</b>	19	15.97%	16.8%	65+
<b>Prefer not to say</b>	1	0.84%		
<b>Not answered</b>	1	0.84%		

There were 119 responses to this question. The demographic categories relating to age in the survey are not directly comparable to those used in the census, however the largest population of respondents to the survey were carers who were aged between 36 and 65 years (74.8%). The largest age range of carers from the census information is 35-64 years at 59.4% of the caring population. Responses from the under 18 category are clearly very low but the survey was aimed at adult carers. Young adult carers were also underrepresented despite the levels of engagement undertaken. The current commissioned carer support service has already identified this as a gap in their service provision, and this is reflected in the recommendations made within the new service model.

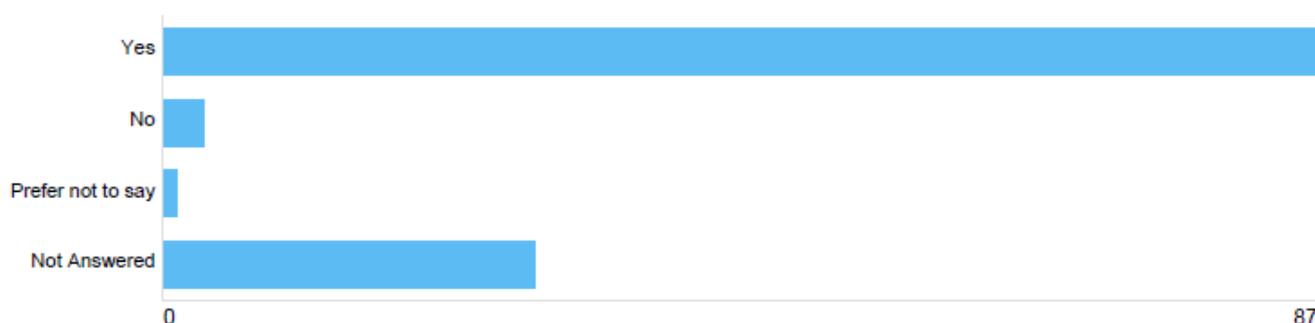
## Gender Profile



Option	Total	Percent	Census 21 % of caring population	Census comparable Category
Female	91	76.47%	57.4%	Female
Male	25	21.01%	42.6%	Male
Other – mostly male, sometimes female	1	0.84%	No comparable information	
Prefer not to say	1	0.84%		
Not answered	1	0.84%		

There were 119 responses to this question. Again, the census categories were not directly comparable, however responses from men in Leicester were far fewer when compared to the caring population represented in the census. We have identified from the existing carer support service, that there are fewer men accessing the service (approximately 31%) of all people that use it. Some of the comments that were made in response to other questions within the survey highlighted that men were unaware of the services on offer, with 17 of the 25 male respondents not having accessed the carer service, yet suggesting things that would be useful to them, that are already part of the service offer.

## Is your gender the same as the gender you were born with?



Option	Total	Percent
Yes	87	73.11%
No	3	2.52%
Prefer not to say	1	0.84%
Not answered	28	23.53%

Access to information is not available as a

we do not ask this question in the performance monitoring information for the carer support service. This issue will be picked up as part of the equality impact assessment undertaken for the commissioning review.

relation to this question variable to report on and

**Sexual Orientation: Do you consider yourself to be:**



Option	Total	Percent
<b>Bisexual</b>	7	5.88%
<b>Gay/lesbian</b>	1	0.84%
<b>Heterosexual / straight</b>	87	73.11%
<b>Prefer not to say</b>	13	10.92%
<b>Other:</b>	1	0.84%
<b>Not answered</b>	10	8.4%

There were 109 responses to this question. Access to information in relation to this question is not available as a variable to report on from the census data in relation to unpaid care, but the overarching population of Leicester reports; 86% as Heterosexual / straight, 1.1% as gay/lesbian and 1.8% as bi-sexual with 10.5% preferring not to disclose their sexuality.

**Ethnic background:**

Option	Total	Percent	Census 21 % of caring population	Census comparable Category
Asian or Asian British: Bangladeshi	3	2.52%	1.19%	Bangladeshi
Asian or Asian British: Indian	25	21.01%	36.4%%	Indian
Asian or Asian British: Pakistani	2	1.68%	3.2%%	Pakistani
Asian or Asian British: Any other Asian background	1	0.84%	2.01%	Other Asian
Black or Black British: African	5	4.2%	3.76%	African
Black or Black British: Caribbean	1	0.84%	1.4%	Caribbean
Black or Black British: Somali	0	0	0.50%	Other black
Black or Black British: Any other background	0	0		
Chinese	0	0	0.33%	Chinese
Chinese: Any other Chinese background	0	0		No direct comparable
Dual/Multiple Heritage: White & Asian	0	0	0.66%	White & Asian
Dual/Multiple Heritage: White & Black African	1	0.84%	0.19%	White & Black African
Dual/Multiple Heritage: White & Black Caribbean	1	0.84%	1.26%	White & Black Caribbean
Dual/Multiple Heritage: Any other heritage background	3	2.52%	0.63%	Other mixed or multiple ethnicity
White: British	58	48.74%	41.0%	White: English, Welsh, Scottish, Northern Irish or British
White: European	5	4.20%		No direct comparable
White: Irish	3	2.52%	0.81%	White: Irish
White: Any other white background	3	2.52%	3.17%	Other white
Other ethnic group: Gypsy/Romany/Irish Traveller	0	0	0.2%	White: gypsy or Irish traveller & white Roma
Other ethnic group: Any other ethnic group	0	0	2.7%	Any other ethnic group

<b>Prefer not to say</b>	7	7	<b>No direct comparable</b>
<b>Not answered</b>	1	1	

(N.B Census data also uses the category: Other ethnic group: Arab 0.49%)

There were 111 responses to this question. There are some people from specific communities within Leicester who aren't represented in the engagement findings namely; Black or Black British: Somali, Black or Black British: Any other background, Chinese, Chinese: Any other background, Dual/Multiple Heritage: White Asian, Gypsy, Romany and Irish Traveller communities and people that identify as any other ethnic group. This is a much more diverse response rate than the engagement undertaken for the Leicester, Leicestershire & Rutland Carers Strategy but it is fair to say that there is still more to do in order to identify carers from some of the smaller communities within Leicester.

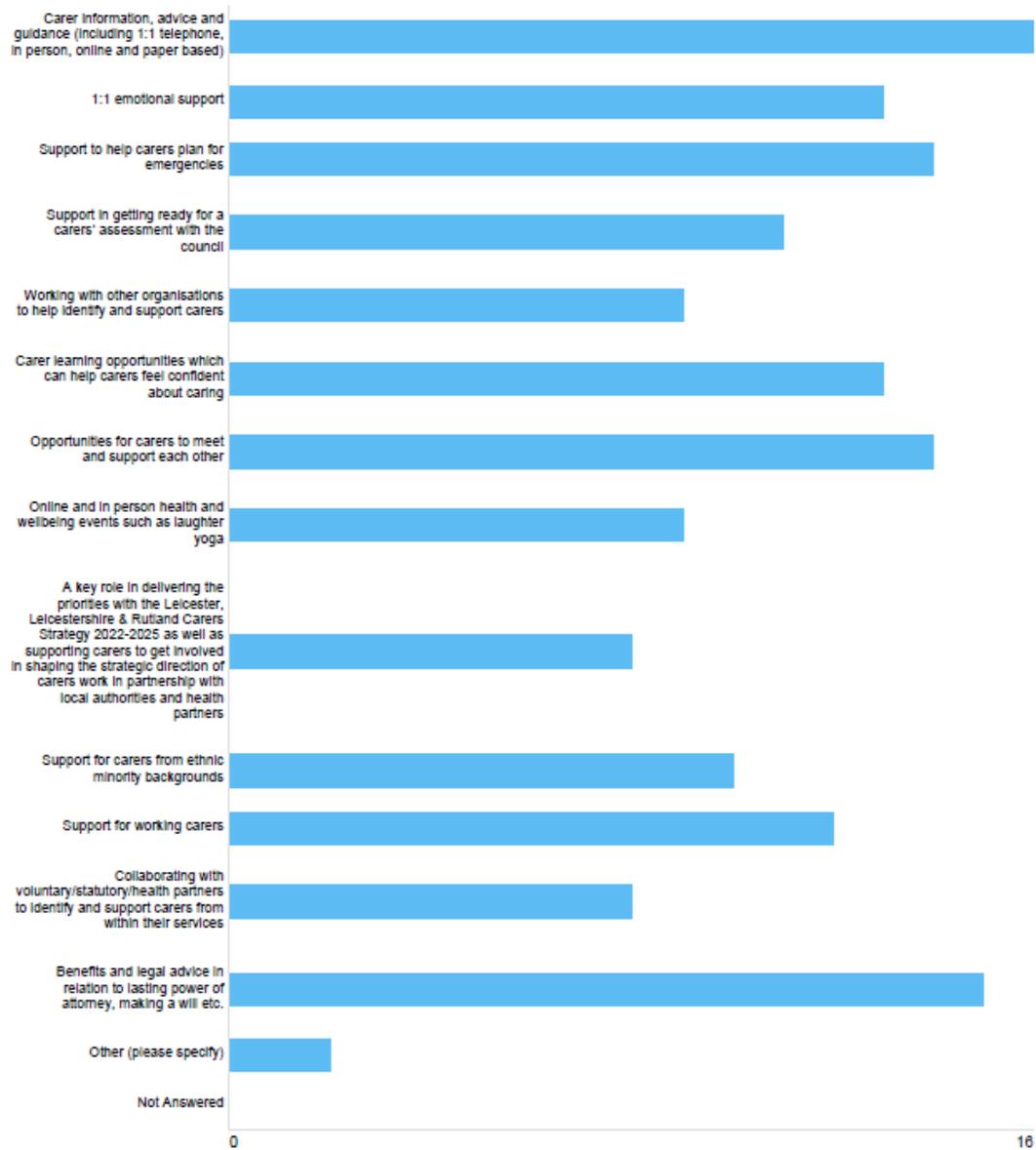
### *5. Findings from engagement with professionals working across Leicester*

There were 19 responses to the online survey specifically designed for professionals working with carers in Leicester. Just under half of the responses were from people working in adult social care (47.3%), with 31.5% working in health settings, and 16% the voluntary sector. 78% of respondents saw helping people identify as carers as part of their role. Of the people that felt that helping people to identify as a carer wasn't part of their role 50% were working in adult social care.

Those that did work to identify carers, appeared to refer directly to Social Care in the first instance with a smaller number sharing their knowledge of carer support services or dementia support services.

Respondents were asked if they had any experience of the current commissioned carer support service. Of those that said no (36.84%), just under 50% were from social care.

Professionals that were aware of the existing service felt that the following elements were of the most benefit to carers:



### Engagement Log & Summary of Discussions – Carer Support Service

Date	Who	Where	Face to face or virtual	Record of discussion if appropriate
25/04/2023 – 12/05/2023	Soft market testing	Providers	Virtual	9 SMT responses received  Carers%20Support%20Service%20Soft9
23/05/2023	Managers of carer support organisations	Online	Virtual	Offer for officers to attend group
05/06/2023	Carers	UHL	Face to face	 UHL%205th%20June%20.docx
w/c 05/06/2023	Elected members		Letter from Cllr Russell	 Letter%20for%20Cllr%20Russell%20May
w/c 05/06/2023	General public	Social media	Online	Various tweets in relation to carers week activity and promoting surveys
06/06/2023	GP's	Training session	Online	  GP%20Carer%20Training%20GP%20Training%20ning_6th%20June%20;6th%20June%202022.
07/06/2023	LLR Autism Partnership Board		Online	Explanation of commissioning review and surveys online. Generated request for engagement surveys to be put onto Autism Space.
08/06/2023	Members of the CGT circulation list	E-mail	Online	Promoting engagement surveys

08/06/2023	Carers / social prescriber	Beaumont Leys Shopping Centre	Face to face	 Beaumont%20Leys %208th%20June%20
12/06/2023	Mental Health Partnership Board		Online	Explanation of commissioning review and surveys online shared. Generated request for engagement surveys to be put onto Mind LLR's website.
12/06/2023	Call from general public		Call	Linked to social prescriber who has developed 'Tips for Carer' document
13/06/2023	Carer Support Service	Eyres Monsell	E-mail	Request from carer support worker to send paper copies via post.
13/06/2023	Asian Carers Group	Clarence House, Leicester	Face to face	 CSS%2013th%20Jun e%20.docx
14/06/2023	Working Carers Group	Age Uk Leicestershire	Online	1 carer attended who had already completed the survey
16/06/2023	Carers Centre		Virtual	 CC%2016062023.do cx
21/06/2023	Staff	Age Uk Leicestershire	Online	 CSS%20Staff%2021 062023.docx
22/06/2023	Aylestone Medical Centre		Online	Confirmation received that survey links had been sent to all registered carers
22/06/2023	Call from the public		Call	F carer called as caring for 19-year-old daughter with autism. Needs age-

				appropriate respite for her and her daughter. Got telephone number from information sent via WhatsApp – gave carer support service telephone number and encouraged to fill in survey online.
20/07/2023	Learning Disability Partnership Board		Online	
03/08/2023	Introduction to coproduction and a commissioning review session with carers (1)	City Hall Room G.03	Face to face	Explaining the departments approach to co-production and what is involved in a commissioning review for those carers who expressed an interest in being involved after online survey completion
08/08/2023	Introduction to coproduction and a commissioning review session with carers (2)	Zoom	Online	Explaining the departments approach to co-production and what is involved in a commissioning review for those carers who expressed an interest in being involved after online survey completion for those who couldn't get to face to face session
09/08/2023	Introduction to coproduction and a commissioning review session with carers (3)	Teams	Online	Explaining the departments approach to co-production and what is involved in a commissioning review for those carers who expressed an interest in being involved after online survey completion for those who couldn't get to face to face session

17/08/2023	Looking at the current carer support service offer	City Hall Room G.03	Face to face	A drop in session looking at the current carer support service specification and discussions relating to Making it Real
------------	--	---------------------	--------------	---