



Report of: Leeds Carers Partnership
Report to: Leeds Health and Wellbeing Board
Date: 30th September 2020
Subject: Leeds Carers Partnership Strategy

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| Are specific geographical areas affected? If relevant, name(s) of area(s): | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Are there implications for equality and diversity and cohesion and integration? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Is the decision eligible for call-In? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number: | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

Summary of main issues

The Health and Wellbeing Board supported the development of a new strategy to guide how we promote the health and wellbeing of the 75,000 carers in Leeds and reduce the health and financial inequalities that carers experience as a direct consequence of caring.

A new Leeds Carers Partnership Strategy has been developed which identifies six priorities that the Leeds Carers Partnership propose are the areas that we need to focus on to achieve the aims and vision of the strategy

Recommendations

The Health and Wellbeing Board is asked to:

- Agree the Leeds Carers Partnership Strategy and its six priorities which are based on what carers themselves have said is important to them through various local, regional and national surveys and engagement
- Support the strategy framework which will enable all partners to contribute to, and hold each other to account for, commitments, actions and performance
- Note the progress made by the Leeds Anchors Healthy Workplace around working carers (see Appendix 2), the next steps outlined and agree to receive an update on this work in Quarter 3 2021.

1 Purpose of this report

- 1.1 The purpose of this report is to present the new Leeds Carers Partnership Strategy, '**Putting carers at the heart of everything we do**'. The strategy sets out 6 priorities that the Leeds Carers Partnership propose are the key areas that we need to focus on in order to promote the health and well-being of carers in Leeds, and to reduce the health and financial inequalities that carers experience due to caring.
- 1.2 This report also provides an overview of the engagement processes undertaken in developing the strategy and outlines governance arrangements and the next steps required to deliver this ambitious citywide partnership strategy.

2 Background information

- 2.1 Carers are people who look after someone who otherwise couldn't manage without their help. This may be because of illness, frailty, disability, a mental health need or an addiction. Carers come from all walks of life, all cultures and can be of any age. The care they provide is unpaid and as such this definition does not extend to care-workers who are paid professionals who work in a variety of settings, from home care agencies and residential care facilities to nursing homes.
- 2.2 Carers come from all walks of life, all cultures and can be of any age. Each caring situation is different and is influenced by a range of factors relating to both the carer and the person they care-for. Carers play a significant role in preventing, reducing or delaying the point at which the people they care for become dependent on formal care and support, which is why it is important to promote carer wellbeing and prevent carers from developing needs for care and support themselves.
- 2.3 Increasing numbers of carers are taking on responsibility for more intensive levels of care. However, carers often feel isolated, that they are not respected or valued, and that the huge contribution that they make to individuals and the national economy cannot be underestimated but is often taken for granted and overlooked. This combination is known to impact upon their physical, mental and economic health and wellbeing.
- 2.4 The Leeds Carers Partnership is the lead group in Leeds focussed on the development and improvement of services that support carers. Membership of the Leeds Carers Partnership is open and includes carers as well as staff from the public, private and voluntary sector. The Partnership is co-chaired by the Head of Commissioning (Integration), Leeds City Council, Adults and Health Directorate and the Head of Primary Care (Proactive Care), NHS Leeds Clinical Commissioning Group
- 2.5 The Leeds Carers Partnership support the Carers UK call for the coronavirus crisis to be a turning point in how we as a society treat family carers. Carers UK say "It has never been more important that both national and local government, as well as employers and policy makers, take action to support carers and the people they care for".

- 2.6 In September 2019, the Leeds Carers Partnership submitted a report to Leeds Health and Wellbeing Board that presented their draft strategy, along with a proposal to undertake a period of public engagement.
- 2.7 The Leeds Health and Wellbeing Board noted the progress made by the Leeds Carers Partnership in developing the draft strategy, and supported for the interactive format as an accessible form of engagement with communities.
- 2.8 Leeds Health and Wellbeing Board commented on the further development of the strategy, including the public engagement proposal. Comments included:
- The need for the strategy to be aligned to the Young Carers Strategy to ensure that all carers are supported consistently throughout their lives.
 - The importance of putting carers' voices and experiences at the heart of the strategy and in how the strategy measures progress;
 - The opportunity for the strategy to challenge the health and care system to address longstanding issues and holding each other to account for actions, pledges and performance. In particular, working with our wider workforce to create a cultural change in health and care in Leeds around carers;
 - The opportunity for the strategy to be linked to the Inclusive Growth Strategy, recognising the importance of supporting carers in the workplace and economic health and wellbeing;

3 Main issues

- 3.1 The strategic aims of 'Putting carers at the heart of everything we do' are:
- To support the vision of Leeds being a Compassionate City and set out the priorities that, when taken together, will promote the health and well-being of carers and young carers in Leeds, and reduce the health and financial inequalities that they experience due to caring
 - To provide a framework by which all partners to the strategy can contribute and hold each other to account for commitments, actions and performance
- 3.2 Engagement on the draft strategy was undertaken between November 2019 and March 2020. The engagement occurred at two levels: citizen engagement and stakeholder engagement.
- 3.3 Citizen engagement included talking to carer groups, an online survey and gathering views via social media. Carers Leeds were central to citizen engagement acting as both a channel of communication and a voice for the 12,500 carers they support each year.
- 3.4 Stakeholder engagement is critical to ensure that there is system-wide ownership of the strategy and the role that organisations will play in contributing to the delivery of the priorities. A stakeholder event was held at St Chads on 4th March 2020 and was attended by 54 people representing 24 organisations.

- 3.5 Engagement with the Young Carers Strategy Steering Group has also been undertaken to align both strategies to ensure that all carers are supported consistently throughout their lives. A young carers specific priority has been included in 'Putting carers at the heart of everything we do' and the Leeds Carers Partnership support objectives which have been identified by the Young Carers Strategy Steering Group. Representatives from the Young Carers Strategy Steering Group are members of the Leeds Carers Partnership.
- 3.6 'Putting carers at the heart of everything we do' will be made available online as well as in the printable version of the strategy and the summary 'plan-on-a-page' appended to this report (see Appendix 1).
- 3.7 'Putting carers at the heart of everything we do' recognises the importance of the carer voice in the development and evaluation of health and care support. Wherever possible, carers will be actively involved in service reviews, while commissioning activities and service developments will be co-designed with carers. Where this is not realistically feasible, this will be undertaken with relevant third sector organisations.
- 3.8 'Putting carers at the heart of everything we do' will support the Leeds Health and Care Plan system-wide focus on prevention and early intervention through a 'Leeds Left Shift'. This essentially means moving resources (e.g. time, money, activities) towards support that promotes carer health and wellbeing and prevents carers from experiencing ill-health and financial disadvantage.
- 3.9 'Putting carers at the heart of everything we do' recognises that in order to promote carer health and wellbeing and to reduce the health inequalities that carers experience due to their caring role, it is important that we have shared aims and values across all partners, and that we take a strong system-wide approach to partnership working to ensure that carers in Leeds stay mentally and physically healthy for longer.
- 3.10 Each partner organisation will be responsible for identifying and implementing the actions they will take to support progress against the strategy priorities and objectives. This will be collated into an overarching delivery plan.
- 3.11 Each partner organisation will also be responsible for reporting progress to the Leeds Carers Partnership. This will provide opportunities for the partnership to provide constructive peer challenge and to hold each other to account in a supportive way.
- 3.12 In line with the Inclusive Growth Strategy, 'Putting carers at the heart of everything we do' has a focus on ensuring that carers and young carers are supported to access and remain in education and employment in order to promote their economic health and wellbeing and to avoid financial disadvantage.
- 3.13 The Leeds Anchors Healthy Workplace work-stream has conducted a working carers policy review supported by Carers Leeds. The review aims to create consistency between working carer policies and procedures and will create a good practice guide to influence and improve standards of supporting working carers in Leeds. A summary of this work is appended as Appendix 2.

- 3.14 The strategy vision is presented as a series of 11 'I-statements' which together set out what Leeds could look like from a carer's point of view. The 'I-statements' are based on what carers themselves have said is important to them through various local, regional and national surveys and engagement.
- 3.15 The strategy identifies six priorities which the Leeds Carers Partnership propose are the areas that we need to focus on to achieve the aims and vision of the strategy. The priorities are:
- Improving identification of carers
 - Supporting carers to care
 - The right support at the right time for young carers
 - The carer voice and involvement
 - Influencing change and innovation
 - Making Leeds a carer-friendly city
- 3.16 Progress against the priorities will be achieved by action in a number of different organisations and as such successful implementation of the strategy will entail partnership working across a range of work across different organisations
- 3.17 Some of the work is already underway while full implementation of the strategy will also see the development of new activities and areas of work. Given the scope and breadth of the strategy it is recognised that implementation of some of this work may sit outside of the health and social care system, such as access to and support in employment.

4 Health and Wellbeing Board governance

4.1 Consultation, engagement and hearing citizen voice

- 4.1.1 As outlined above, citizen and stakeholder engagement has been undertaken by members of the Leeds Carers Partnership between November 2019 and March 2020. Carers Leeds were central to this engagement acting as both a channel of communication and a voice for the 12,500 carers they support each year
- 4.1.2 There have been numerous engagement exercises in recent years which have provided carers in Leeds with an opportunity to shape local and national policy, commissioning and service delivery. The things that carers tell us has not changed significantly over the last ten years and there tend to be common priorities when we compare the various surveys and consultation exercises.
- 4.1.3 The Leeds Carers Partnership approved 'Putting carers at the heart of everything we do' in April 2020.
- 4.1.4 Progress on the strategy will ultimately be reported, on a regular basis, to the Health and Wellbeing Board.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 'Putting carers at the heart of everything we do' will seek to address the diverse needs of carers in Leeds and the health and financial inequalities that they experience due to their caring roles.

4.2.2 An equality and cohesion screening tool has been completed and is appended to this report.

4.3 Resources and value for money

4.3.1 Carers provide the bulk of care in Leeds. It is estimated that over 1.5 million hours of unpaid care are provided across Leeds every week while research published by the University of Leeds and Carers UK estimates the financial contribution of carers in Leeds to be around £1.4billion per year.

4.3.2 'Putting carers at the heart of everything we do' sets out actions that are and will take place through current funding streams. However, it is hoped that agreeing shared priorities across a range of partners will enable new and innovative ways of working which will have both social and wider economic benefits.

4.3.3 The overall approach is consistent with the Leeds Plan shift towards early intervention and prevention, whilst recognising that investment in quality care and support for older and disabled people is required to ensure that carers are not pushed to breaking point by a lack of support.

4.3.4 Where key decisions are required about resource allocation including future investment, these will be progressed through the Integrated Commissioning Executive (ICE) subject to ratification by the Council's and CCG's decision making policies

4.4 Legal Implications, access to information and call In

4.4.1 There are no legal implications, access to information or call in implications to this report.

4.5 Risk management

4.5.1 'Putting carers at the heart of everything we do' sets out the ambition of Leeds to be the best city for carers, whilst being practical about opportunities and challenges. Financial and reputational risks will be managed by the governance of Leeds City Council and NHS Leeds Clinical Commissioning Group in the development of the strategy.

4.5.2 It is important that the Leeds Carers Partnership has a way of knowing that the actions and commitments being undertaken are making a difference for carers. Some of the ways that the partnership will do this will include:

- Asking partner organisations to report progress against their own action plans
- Analysing the results of national surveys e.g. GP Patient Survey & Survey of Adult Carers in England
- Asking Leeds City Council and the NHS to share the information they submit on statutory returns
- Checking whether the number of carers registered with GP practices has increased

- Asking commissioned services to share a summary of their performance reports
- Inviting carers to share their experiences at partnership meetings

5 Conclusions

- 5.1 The Leeds Carers Partnership Strategy recognises both the crucial role that carers play in supporting families and strong communities, and that carers often experience health and financial inequalities as a direct consequence of their caring role.
- 5.2 The strategy also recognises that it is important to have shared aims and values across all partners, and that successful implementation of the strategy is best achieved through a strong partnership approach to ensure that carers in Leeds stay mentally and physically healthy, and economically active, for longer

6 Recommendations

- 6.1 The Health and Wellbeing Board is asked to:
- Agree the Leeds Carers Partnership Strategy and its six priorities which are based on what carers themselves have said is important to them through various local, regional and national surveys and engagement
 - Support the strategy framework which will enable all partners to contribute to, and hold each other to account for, commitments, actions and performance
 - Note the progress made by the Leeds Anchors Healthy Workplace around working carers (see Appendix 2), the next steps outlined and agree to receive an update on this work in Quarter 3 2021.

7 Background documents

- 7.1 None

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How does this help reduce health inequalities in Leeds?

Carers experience health inequalities as a direct consequence of their caring role. The strategy aims to raise awareness of carers and caring and to develop a partnership approach, involving public, private and voluntary sector, to improving identification, recognition and support for carers.

How does this help create a high quality health and care system?

It is widely recognised that good support for carers benefits not only carers by maintaining and promoting their health and well-being, but also the health and well-being of the person they care for. Carers also play a significant role in preventing, reducing or delaying the needs for care and support for the people they care for, which is why it is important that we consider preventing carers from developing needs for care and support themselves.

How does this help to have a financially sustainable health and care system?

Promoting carers’ wellbeing and supporting carers to continue caring is an argument that in recent years has moved beyond simply one of morality or even duty. It is now widely recognised that supporting carers delivers economic benefits as well as contributing to managing demand. Research undertaken by the University of Leeds estimate the financial contribution of unpaid care in Leeds to be around £1.4billion per year. Supporting carers to continue caring is therefore fundamental to supporting the sustainability of the NHS and Social Care.

Future challenges or opportunities

The Leeds Carers Partnership Strategy provides the opportunity for a partnership approach to tackling and reducing health inequalities. The 6 priorities proposed by the Leeds Carers Partnership are:

- Improving identification of carers
- Supporting carers to care
- The right support at the right time for young carers
- The carer voice and involvement
- Influencing change and innovation
- Making Leeds a carer-friendly city

Priorities of the Leeds Health and Wellbeing Strategy 2016-21

| | |
|--|---|
| A Child Friendly City and the best start in life | X |
| An Age Friendly City where people age well | X |
| Strong, engaged and well-connected communities | X |
| Housing and the environment enable all people of Leeds to be healthy | X |
| A strong economy with quality, local jobs | X |
| Get more people, more physically active, more often | X |
| Maximise the benefits of information and technology | X |
| A stronger focus on prevention | X |
| Support self-care, with more people managing their own conditions | X |
| Promote mental and physical health equally | X |
| A valued, well trained and supported workforce | X |
| The best care, in the right place, at the right time | X |

The Leeds Carers Partnership Strategy: 2020 to 2025

Our Vision

We want Leeds to be a city where carers can say:

| |
|--|
| I have good quality information and advice which is relevant to me |
| I am listened to and feel part of the team planning care for the person I care-for |
| I am satisfied with the support that the person I care for receives |
| I feel that what I do as a carer is recognised, understood and valued |
| I feel that I am supported to look after my own health and wellbeing |
| I have support that means I am protected from inappropriate caring |
| I get to have a break and some time for myself or with other family and friends |
| I am able to balance caring with my education and/or paid work |
| I know where to get help from when I need it including when things go wrong |
| I am able to keep in touch with friends and family |
| I feel supported when my caring role ends |

Our Approach

All partners to this strategy agree to:

- Acknowledge the contribution that carers and young carers make as well as the impact that caring has on carers health and wellbeing
- Promote good practice in the identification of carers and young carers
- Commit to a range of actions which will contribute to the priorities and objectives in “Putting carers at the heart of everything we do”
- Work in partnership with others to improve support for carers and young carers
- Ensure that carers and young carers are acknowledged as expert partners in care and their skills and knowledge are both valued and utilised
- Work towards being a ‘carer-friendly’ employer



Putting carers at the heart of everything we do



Our Priorities and Objectives

| Improving identification of carers | Supporting carers to care | The carer voice and carer involvement |
|---|--|--|
| <ol style="list-style-type: none"> 1. Raise public awareness of carers and caring to increase the number of people who identify themselves as carers 2. Increase the number of carers who are identified in primary care and the number of patients who are registered with their GP practice as a carer 3. Increase the number of carers who are identified through social care needs assessments of the people they care for 4. Expand and modernise the Yellow Card Scheme to include community health services, pharmacies and other NHS organisations 5. Increase the number of organisations proactively identifying people in their workforce who balance their paid employment with caring | <ol style="list-style-type: none"> 1. Increase the number of carers who receive information and advice from the NHS and Social Care as well as from specialist carer and young carer services 2. Increase the range of short break options available and the number of carers having a short break which meets their own needs 3. Increase the number of carers and young carers assessments completed and recorded by Leeds City Council 4. Introduce new arrangements which will support more carers to develop contingency and/or emergency plans 5. Increase the number of working carers who are receiving support from their employer, e.g. working carers passport | <ol style="list-style-type: none"> 1. Establish a Leeds Carers Forum, run by carers and for carers, to provide a 'carer voice' 2. Ensure that carers are acknowledged as partners in care, and their skills and knowledge are valued and used when planning care for the person they care-for 3. Provide more opportunities for carers to be involved in strategic planning and commissioning decisions 4. Carry out research to better understand the needs of carers from our diverse communities (including BAME, LGBT+ and migrant communities) 5. Introduce an annual Leeds Carers Survey and progress actions to address areas of concern highlighted in the survey |
| Influencing change and innovation | Young Carers | Making Leeds a carer-friendly city |
| <ol style="list-style-type: none"> 1. Increase the number of opportunities for carers to use technology and social media to support them in their caring role 2. Work with Carers UK to enhance the digital offer for carers available through the Digital Resource for Carers 3. Work collaboratively with the West Yorkshire and Harrogate Health and Care Partnership and regional ADASS carers lead officer network 4. Work with Digital Leeds and Leeds Telecare to identify new ways to support carers with technology 5. Increase the educational and training opportunities for carers so they understand their rights and are able to care safely and effectively | <ol style="list-style-type: none"> 1. Ensuring an 'Early-Help' offer is available for all young carers and their families using whole family approaches 2. Ensuring enhanced support is available for young carers where the impact of caring on their lives is significant 3. Ensuring that young carers are supported at key transition points (e.g. to adulthood) 4. Developing a Young Carers in Schools programme 5. Safeguarding the most vulnerable young carers | <ol style="list-style-type: none"> 1. Establish Carer Champion and Young Carers Ambassadors roles 2. Coordinate publicity, events and activities in Carers Week and on Carers Rights Day 3. Provide support for organisations and businesses to develop more carer-aware workplaces in Leeds 4. Promote the Leeds Commitment to Carers to non-health and non-care organisations and businesses 5. Promote and support issues that are raised by carers (e.g. work, banking, public transport, parking, housing, leisure etc) |

**“Putting carers at the heart
of everything we do”**

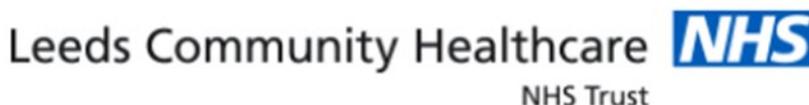


**The Leeds Carers Partnership Strategy
2020 - 2025**

The Leeds Carers Partnership champions the needs of carers and young carers and aims to influence the way that services are planned and delivered in response to their needs and aspirations. Membership of the Leeds Carers Partnership is open and includes carers as well as staff from the public, private and voluntary sector.

The Leeds Carers Partnership support the Carers UK call for the coronavirus crisis to be a turning point in how we as a society treat family carers. Carers UK say *"It has never been more important that both national and local government, as well as employers and policy makers, take action to support carers and the people they care for"*.

This new strategy sets out 6 priorities that the Leeds Carers Partnership agree are the key areas that we need to focus on in order to promote the health and well-being of carers and in Leeds, and to reduce the health and financial inequalities that carers experience due to caring.



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Foreword

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Section 1: Information about carers and caring

1. Who are carers?

Carers are people who look after someone who otherwise couldn't manage without their help. This may be because of illness, frailty, disability, a mental health need or an addiction.

Carers come from all walks of life, all cultures and can be of any age. The care they provide is unpaid and as such this definition does not extend to *care-workers* who are paid professionals who work in a variety of settings, from home care agencies and residential care facilities to nursing homes.

- **Young Carers** are carers aged under 18 who may be caring for an adult or a disabled child.
- **Parent Carers** are carers aged 18 or over and who are caring for a disabled child.
- **Adult Carers** are carers aged 18 or over who are caring for another adult aged 18 or over
- **Working Carers** are carers who balance caring with paid employment.

Increasing numbers of carers are taking on responsibility for more intensive levels of care. However, carers often feel isolated, that they are not respected or valued, and that the huge contribution that they make to individuals and the national economy cannot be underestimated but is often taken for granted and overlooked. This combination is known to impact upon the physical, mental and economic health and wellbeing of carers.

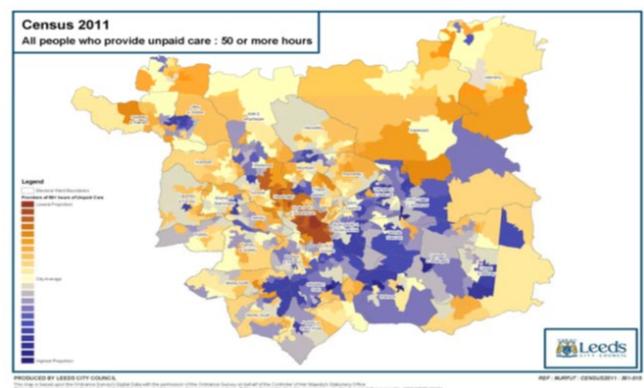
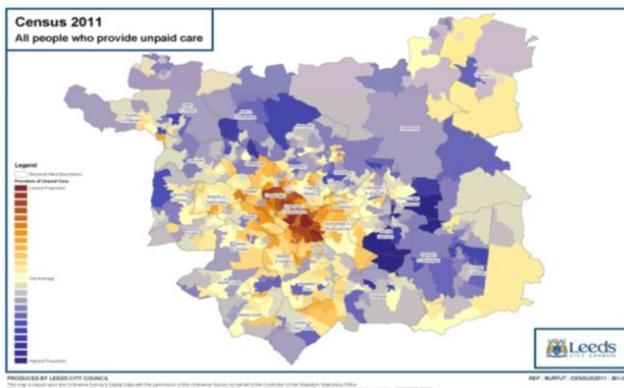
2. What do carers do?

Each caring situation is different and is influenced by factors relating to both the carer and the person they care for, for example carers are likely to:

- Perform personal care and nursing tasks such as giving medication, changing dressings, helping with mobility, dressing and toileting
- Provide emotional support, especially if the person they care for has mental health needs or dementia
- Perform domestic tasks such as shopping, cooking, cleaning, washing, ironing
- Coordinate appointments, manage finances, provide transport
- Deal with emergencies which rarely happen at convenient times
- Keep the person they care for safe
- Care for more than one person
- Have to balance caring with their employment or education

3. Where do carers live?

The map on the left shows the distribution of carers in Leeds while the map on the right shows the distribution of carers who provide more than 50 hours of care per week. The maps suggest that greater numbers of carers tend to live in the outlying areas of Leeds with a distinct pattern to the North of the City. However, the distribution changes with carers providing the greatest number of hours more likely living to the south and south east of the City. Please note that the maps are based on information from the 2011 Census and will be updated after the 2021 Census.



4. Some key facts and figures about carers and caring

| | | |
|--|--|---|
| <p>75,000 Carers in Leeds That's around 1 in 10 of the population</p> <p>😊 😊 😊 😊 😊 😊 😊 😊 😊 😊</p> | | |
| <p>Carers aged 65 and over are more than TWICE as likely to be caring for more than 50 hours per week than other carers</p> | <p>Carers provide 1.5 million hours of unpaid care per week in Leeds every week. It would cost £1.4 BILLION a YEAR to replace that care</p> | <p>The percentage of carers providing 20 or more hours of care per week increased between 2001 and 2015 from: 31% to 37%</p> |
| <p>Carers are less likely to be in full time employment (38% compared to 47% of non-carers)</p> | <p>65 people start caring in Leeds EVERY DAY</p> | <p>Carers are more likely to have a long term physical or mental health condition than non-carers</p> |
| <p>Being a young carer can affect school attendance, educational achievement and future life chances</p> | | |

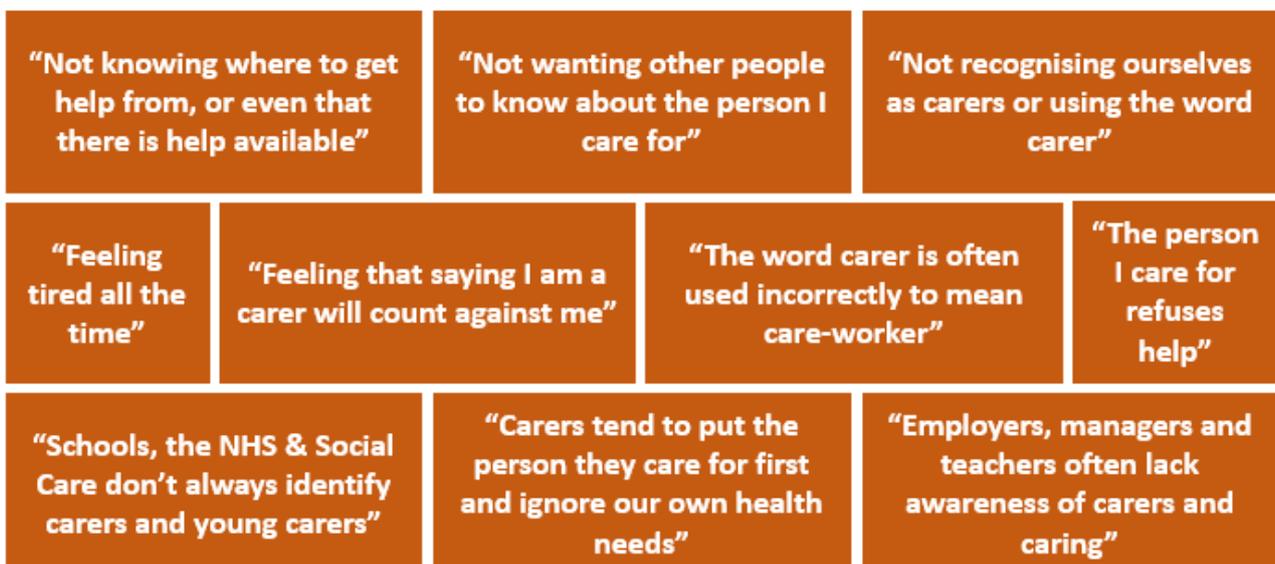
5. Some things that carers say would help them

There have been several engagement exercises in recent years which have provided carers in Leeds with an opportunity to shape local and national policy, commissioning and service delivery. The things that carers tell us has not changed significantly over the last few years and there tend to be common issues that carers say would help them:



6. Some things that carers say get in the way

Carers also tell us about the things that don't help or get in the way:



7. Relevant legislation

The Care Act 2014

The Care Act recognises that supporting adult carers is just as important as supporting the people they care for. The Care Act gives adult carers the right to support from their local authority which can include information and advice, preventative services, carers' assessment and support to meet a carers needs based on national eligibility criteria.

The Care Act also places a duty on local authorities to identify young carers and provide support for parent carers and young carers when a young person in transition to adulthood.

The Children and Families Act

The rights of young carers and parent carers are covered in the Children and Families Act. The local authority has to provide information and support to prevent young carers from inappropriate caring, as well as providing an assessment for a young carer or a parent carer if it appears that they have needs or if they request an assessment.

The NHS Long Term Plan

The NHS Long Term Plan says that the NHS need to improve identification and support for carers and young carers. The plan says that the NHS will introduce 'carer quality markers' in primary care, provide better support for carers in emergencies, publish top-tips for supporting young carers, and make sure that carers benefit from wider use of social prescribing.

The Employment Rights Act and the Equality Act 2010

The Employment Rights Act gives carers rights at work that can help them to manage work and caring responsibilities and the Equality Act 2010 protects carers against discrimination or harassment because of their caring responsibilities.

8. Investment in support for carers

'Putting carers at the heart of everything we do' sets out actions that are and will take place through current funding streams. However, it is hoped that agreeing shared priorities across a range of partners will enable new and innovative ways of working which will have both social and wider economic benefits.

The table below shows the annual investment from April 2020 in support for carers from Leeds City Council (Adults & Health & Children & Family directorates) and NHS Leeds Clinical Commissioning Group.

It does not include support that is provided directly to people with health and care needs which may benefit carers (e.g. Respite in a Care Home, Shared Lives, Home Care, Day Care, Continuing Healthcare etc). Nor does it include support for carers and the people they care for provided by the NHS, for example through Primary Care, Community Healthcare and Acute Care.

| Description | Investment |
|---|-------------------|
| Information, advice and support service for adult and parent carers | £1,326,000 |
| Information, advice and support service for young carers | £305,000 |
| Community Based Short Breaks (Adults) | £1,200,000 |
| Targeted Short Breaks for Disabled Children | £560,000 |
| Asset Based Community Development Project: Short Breaks for BAME carers | £30,000 |
| Carers Emergency Scheme | £96,000 |
| Time for Carers grant | £150,000 |
| Employers for Carers & Digital Resource (Carers UK) | £5,000 |
| Total | £3,672,000 |

Section 2: Putting carers at the heart of everything we do

1. What Leeds will look like from a carers point of view

The vision for this strategy is presented as eleven carer 'I-statements' which together set out what Leeds could look like from a carer's point of view.

The 'I-statements' are based on what carers themselves have said is important to them through various local, regional and national surveys and engagement.

The Eleven Carer 'I' Statements

I have good quality information and advice which is relevant to me

I am listened to and feel part of the team planning care for the person I care-for

I am satisfied with the support that the person I care for receives

I feel that what I do as a carer is recognised, understood and valued

I feel that I am supported to look after my own health and wellbeing

I have support that means I am protected from inappropriate caring

I get to have a break and some time for myself or with other family and friends

I am able to balance caring with my education and/or paid work

I know where to get help from when I need it including when things go wrong

I am able to keep in touch with friends and family

I feel supported when my caring role ends

2. The 6 priorities we agree we need to focus on

The strategy identifies six priorities which the Leeds Carers Partnership agree are the areas that we need to focus on to achieve the aims and vision of the strategy. The priorities are:



Based on feedback from citizen and stakeholder engagement undertaken during the development of this strategy, The Leeds Carers Partnership has agreed 5 objectives which will contribute towards each priority:

Improving identification of carers

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

1. Raise public awareness of carers and caring to increase the number of people who identify themselves as carers
2. Increase the number of carers who are identified in primary care and the number of patients who are registered with their GP practice as a carer
3. Increase the number of carers who are identified through social care needs assessments of the people they care for
4. Expand and modernise the Yellow Card Scheme to include community health services, pharmacies and other NHS organisations
5. Increase the number of organisations proactively identifying people in their workforce who balance their paid employment with caring

Supporting carers to care

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

1. Increase the number of carers who receive information and advice from the NHS and Social Care as well as from specialist carer and young carer services
2. Increase the range of short break options available and the number of carers having a short break which meets their own needs
3. Increase the number of carers and young carers assessments completed and recorded by Leeds City Council
4. Introduce new arrangements which will support more carers to develop contingency and/or emergency plans
5. Increase the number of working carers who are receiving support from their employer, e.g. working carers passport

The right support at the right time for young carers

The Leeds Carers Partnership support the following objectives which have been identified by the Young Carers Steering Group:

1. Ensure an 'Early-Help' offer is available for all young carers and their families using whole family approaches
2. Ensure enhanced support is available for young carers where the impact of caring on their lives is significant
3. Ensure that young carers are supported at key transition points (e.g. to adulthood)
4. Develop a Young Carers in Schools programme
5. Safeguard the most vulnerable young carers

The carer voice and carer involvement

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

1. Establish a Leeds Carers Forum, run by carers and for carers, to provide a 'carer voice'
2. Ensure that carers are acknowledged as partners in care, and their skills and knowledge are valued and used when planning care for the person they care-for
3. Provide more opportunities for carers to be involved in strategic planning and commissioning decisions
4. Carry out research to better understand the needs of carers from our diverse communities (including BAME, LGBT+ and migrant communities)
5. Introduce an annual Leeds Carers Survey and progress actions to address areas of concern highlighted in the survey

Influencing change and innovation

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

1. Increase the number of opportunities for carers to use technology and social media to support them in their caring role
2. Work with Carers UK to enhance the digital offer for carers available through the Digital Resource for Carers
3. Work collaboratively with the West Yorkshire and Harrogate Health and Care Partnership and regional ADASS carers lead officer network
4. Work with Digital Leeds and Leeds Telecare to identify new ways to support carers with technology
5. Increase the educational and training opportunities for carers so they understand their rights and are able to care safely and effectively

Making Leeds a carer-friendly city

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

1. Establish Carer Champions and Young Carers Ambassadors roles
2. Coordinate publicity, events and activities in Carers Week and on Carers Rights Day
3. Provide support for organisations and businesses to develop more carer-aware workplaces in Leeds
4. Promote the Leeds Commitment to Carers to non-health and non-care organisations and businesses
5. Promote and support issues that are raised by carers (e.g. work, banking, public transport, parking, housing, leisure etc)

3. How partners will work together

'Putting carers at the heart of everything we do' recognises that in order to promote carer health and wellbeing and to reduce the health inequalities that carers experience due to their caring role, it is important that we have shared aims and values across all partners, and that we take a strong partnership approach to ensure that carers in Leeds stay mentally and physically healthy for longer. All organisations who are partners to this strategy have agreed to:

- Acknowledge the contribution that carers and young carers make as well as the impact that caring has on carers health and wellbeing
- Promote good practice in the identification of carers and young carers
- Commit to a range of actions which will contribute to the priorities and objectives in "Putting carers at the heart of everything we do"
- Work in partnership with others to improve support for carers and young carers
- Ensure that carers and young carers are acknowledged as expert partners in care and their skills and knowledge are both valued and utilised
- Work towards being a 'carer-friendly' employer

4. How we will know we are making a difference

Each partner organisation will be responsible for identifying and implementing the actions they will take to support progress against the strategy priorities and objectives. This will be collated into an overarching delivery plan.

It is important that the Carers Partnership has a way of knowing that the actions and commitments being undertaken are making a difference for carers. Some of the ways that we will do this include:

Partner organisations will report progress against the actions they are taking

We will look at the results of national surveys e.g. GP Patient Survey & Survey of Adult Carers in England

We will ask Leeds City Council and the NHS to share the information they submit on statutory returns

We will check whether the number of carers registered with GP practices has increased

We will ask commissioned services to share a summary of their performance reports

We will invite carers to share their experiences at partnership meetings

Section 3: Useful resources and links to other strategies

1. A to Z of resources for carers and young carers

ADULT SOCIAL CARE

Adult Social Care can help people who may need extra care and support to live independently and have a fulfilling life. This might include connecting people with support in their own local community as well as personal care, attending activities (e.g. day centres), equipment and home adaptations, extra care housing and residential or nursing care.

Phone: 0113 222 4401

Leeds City Council Adult Social Care website:

<https://www.leeds.gov.uk/residents/health-and-social-care/adult-social-care>

BEREAVEMENT SUPPORT

Bereavement brings a number of extra issues for carers, for example the loss of purpose and identity that caring provided, and the loss of, or disconnection from, some the things carers may have lost or given up to care, such as contact with friends or work.

The West Yorkshire and Harrogate Grief and Loss Support Service offers support and advice 7 days a week between 8.00am and 8.00pm. The service can support anyone experiencing any form of grief and loss, or those worried about losing someone, whether this relates to a family member, friend or member of their community. Where appropriate, people will be signposted to further support from Leeds based specialist bereavement support services.

Free helpline number: 0808 196 3833

Online chat: griefandlosswyh.co.uk

The Bereaved Carer Project at Carers Leeds provides support on a one-to-one and group basis for carers who have been bereaved. In addition the 'Support After Loss' group can offer bereaved carers the opportunity to socialise and build their confidence in getting out and about and enjoying the activities and events in the community.

Carers Leeds Advice Line Phone Number: 0113 380 4300

Email: info@carersleeds.org.uk

CARERS ASSESSMENT

Carers are entitled to an assessment of their own needs, even if the person they care for doesn't want or need services themselves. This is called a Carers Assessment and it is simply the way professional workers from Health or Social Care organisations find out what the caring situation is, and what would help carers to continue caring. It is not a 'test' of how well carers are providing care!

Carers who don't already have a social worker or other Adult Social Care staff member involved with the family, can ask for a Carers Assessment by contacting Carers Leeds via their Advice Line on 0113 380 4300. The assessment will be carried out by Adult Social Care Staff who are based at Carers Leeds Offices.

CARERS LEEDS

Carers Leeds is an independent Leeds based charity that provides specialist and tailored support, advice and information to unpaid carers aged over 16. Established in 1996, the Carers Leeds team of expert support workers are dedicated to improving the lives of thousands of carers in Leeds.

Their service offers confidential one to one and group support that helps carers keep on caring. They are based in the centre of Leeds, and also offer support in local communities, over the phone and online.

Carers Leeds produce a regular newsletter for carers and professionals and work in partnership with community groups, local businesses and third sector organisations to give carers in Leeds a network of support that covers general and specialist carers issues.

Advice Line Phone Number: 0113 380 4300

Email: info@carersleeds.org.uk

Website: <https://www.carersleeds.org.uk/>

CARERS UK

Carers UK are the UK's only national membership charity for carers. They provide a wide range of support for carers as well as campaigning for better recognition and support of carers. The Carers UK website includes help and advice, factsheets and other publications, as well as information about their current campaigns.

Carers UK Helpline: 0808 808 7777 or advice@carersuk.org

Carers UK website: <https://www.carersuk.org/home>

Carers UK online forum: <https://www.carersuk.org/forum>

CARING FOR SOMEONE LIVING WITH DEMENTIA

Most people with dementia live at home and even when dementia becomes "severe", an estimated 50% of people live at home. As well as the physical demands of caring, there is the emotional impact of seeing someone close change as the condition progresses.

The Dementia Hub at Carers Leeds provides specialist carer support throughout the city in order to support carers of people living with dementia, which includes telephone support, one-to-one support and training to better understand dementia, how to access support as a carer, financial and legal affairs and planning for the future. There is also a monthly memory café for carers and the person they care-for. In order to access this service carers can telephone the Carers Leeds advice line on 0113 380 4300.

M4D radio is part of the Music for Dementia campaign to make music available to people living with dementia. It is a group of 5 themed radio stations

available 24 hours a day, 365 days a year playing music that evokes memories. M4D radio is available at <https://m4dradio.com/>

DIGITAL RESOURCES FOR CARERS

Leeds City Council have teamed up with Carers UK to give carers in Leeds free access to a wide range of digital tools and essential resources that may help make their caring situation easier. Carers need to visit www.carersdigital.org and use the unique reference code **DGTL8267**. Once registered carers will have free access to:

- **About Me:** An online course that aims to help carers identify and find resources, technology and sources of support to prevent caring responsibilities from becoming overwhelming.
- **Jointly Care co-ordination app:** a central place to store and share important information about the person carers are caring for, set up appointments, allocate tasks, save files and notes, manage medication and lots more.
- **Carers UK guides:** Essential reading for carers including 'Upfront guide to caring', 'Looking after someone', 'Carers Rights Guide' and 'A self-advocacy guide for carers'

E-LEARNING FROM HEALTH EDUCATION ENGLAND

Health Education England team has worked with Carers UK to develop an e-learning resource to support the vital care that carers provide. All the resources are free for anyone who provides care and support to a family member or friend. The resources are available at: <https://www.e-lfh.org.uk/programmes/supporting-unpaid-carers/>

FAMILY ACTION (SUPPORT FOR YOUNG CARERS)

From 1 April 2020, the Leeds Young Carers Support Service will be delivered by Family Action. The three main elements of the service are:

- Information, advice and guidance for any young carer
- Targeted support services for young carers whose caring role has a profound impact on their lives
- Awareness raising

Phone: 0113 7339126

Website: <https://www.family-action.org.uk/what-we-do/children-families/leeds-young-carers-support-service/>

GP'S AND THE YELLOW CARD SCHEME

It is important that carers tell their GP practice that they are a carer!

Carers can ask their GP practice for a 'Carers Yellow Card' and when they have completed the short form hand it back to the practice. This means that their caring role can be identified when they contact the practice and they can be offered appointment times and services that fit with their caring role, for example carer health checks and access to flu vaccinations. As long as carers

give their permission, the GP practice can also send a referral to Carers Leeds who will then get in touch with the carer to see if they can provide any information, advice or support that can help.

HAVING A SHORT BREAK FROM CARING

A short break is anything that means that a carer is relieved of their caring responsibility for a period of time, and in most cases, this will involve someone else taking over their caring role. This can range from informal relationships where a family member or friend takes over caring for a short time, to local support that is available for particular groups of people (e.g. Neighbourhood Networks, Dementia Cafes) or to more formal care arrangements through a service provided by a care agency or respite in a residential care home.

If there are no family, friends or appropriate local support, Leeds City Council can help carers to get a break from caring.

This could include a Community Based Short Break service where a paid care worker looks after the cared-for person in their own home for a few hours or can accompany the cared-for person on a short trip or outing. This service has to be arranged by Leeds City Council's Adults and Health Directorate who can be contacted on 0113 222 4401.

LEARNING FOR LIVING

Carers UK have developed this interactive e-learning programme to help carers develop greater understanding of the unique skills and knowledge they apply on a day-to-day basis in their caring role, and how they can transfer these skills to the workplace. The aim of the e-learning programme is to boost confidence amongst unpaid carers, who regularly carry out complex tasks, manage finances and communicate in a range of situations, but often underestimate the value of these skills when job searching or looking at changing roles.

The Learning for Living e-learning programme is available at <https://www.learning4living.org/login/index.php>

LEEDS DIRECTORY

Leeds Directory is Leeds City Council's online source of information to help people live well and as independently as possible. Leeds Directory includes a range of services in the home and community, activities and support groups.

There are over 1,700 organisations and services that may assist and support people in a variety of ways, towards living well and more independently. These include for example, home and garden maintenance; equipment to help with daily living tasks such as cooking or getting washed and dressed; home care; and home security.

Website: <https://www.leedsdirectory.org/>

Phone: 0113 378 4610 (weekdays 9am to 5pm)

LEEDS TEACHING HOSPITALS NHS TRUST

It can be a stressful time for carers if the person they care for is taken into hospital. Leeds Teaching Hospitals NHS Trust have made a commitment to ensure that carers are recognised as important partners in the care of patients, and have developed their own Carers Charter which sets out how the Trust will support carers.

Website: <https://www.leadsth.nhs.uk/patients-visitors/patient-and-visitor-information/patient-experience/involving-people/information-for-carers/>

LOOKING AFTER YOURSELF

It is important that carers (as well as the rest of us) do their best to look after their physical and mental health. There are various websites that provide information and advice as well as 'top-tips':

[Information about taking care of your mental wellbeing from the Mindmate website](#)

[NHS Leeds Clinical Commissioning Group advice on health lifestyles](#)

[Carers UK advice about keeping active and well](#)

[Carers UK advice about looking after your mental wellbeing](#)

MAKING A CONTINGENCY PLAN

Writing a Contingency Plan can help carers to think about the different ways and different people that can help if they are unable to look after the person they normally care for due to illness or an emergency. A contingency plan should include the information that someone would need to enable them to take over the caring role on a temporary basis as well as the contact names of at least two people that have agreed that they will step in as needed. A template has been produced and is available from Carers Leeds and Adult Social Care.

From 1st April 2020 to 31st March 2022, the Carers Emergency Scheme will be provided by Comfort Call. The telephone number for enquiries and referrals is 0113 205 2990. The Leeds Carers Emergency Scheme can:

- enable carers to complete a carers contingency plan,
- arrange for those plans to be registered and stored safely,
- co-ordinate a response in the event of an emergency where the carer is unable to provide the care they normally provide.

MONEY AND FINANCE

The Money Advice Service has been set up to provide free and impartial money advice. For more information about the support available for carers, including benefits and tax credits, and how to manage the money of the person being cared-for is available at:

<https://www.moneyadviceservice.org.uk/en/categories/support-for-carers>

Leeds City Council's Welfare Rights Unit can also provide free, confidential, impartial advice and support on a whole range of welfare benefits and can help

people to complete application forms over the phone. The Welfare Rights Unit can be contacted on 0113 376 0452 or by email at: welfare.rights@leeds.gov.uk.

NEIGHBOURHOOD NETWORKS

Neighbourhood Network Schemes are community based organisations that enable older people to live independently and participate within their own communities by providing a range of services, activities and opportunities that promote the health and well-being of older people throughout Leeds.

Each Neighbourhood Network Scheme is managed by a committee of local people and a team of committed staff and volunteers, including many older people. The Schemes are responsive and flexible. They work within communities to meet local needs and provide the services, activities and opportunities that older people want.

A list of all the Neighbourhood Network Scheme can be found at <https://www.opforum.org.uk/wp-content/uploads/2020/02/NNS-Contacts-January-2019.pdf>

SOCIAL PRESCRIBING

Social Prescribing is a way of linking individuals with a range of local community services to improve their social, emotional and mental wellbeing.

Linking Leeds provides Social Prescribing for Leeds citizens aged 16 years and above. Wellbeing Coordinators are based within GP practices providing one-to-one support over the phone and face to face. Community outreach from GP surgeries and other community locations is undertaken as appropriate.

Anyone can make an appointment to see a Wellbeing Coordinator by:

- Asking their GP practice to book them an appointment
- Asking another organisation (eg Carers Leeds) to contact Linking Leeds
- Completing the introduction form and sending it to linking.leeds@nhs.net
- By telephoning the Hub on 0113 336 7612.

SUPPORT FOR PARENT CARERS

The Leeds Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) service provides vital support, information and advice for parents/carers, children, and young people with Special Educational Needs.

Phone: 0113 378 5020

Website: <https://sendiass.leeds.gov.uk/>

The Leeds Local Offer has been published to ensure that families can access clear information about services for those aged 0-25 with SEN and disabilities and to explain what support families are entitled to and can expect from services. This includes services and groups which promote inclusion and can provide parent carers with a short break from caring.

Phone: 0113 378 5020

Website: <https://leedslocaloffer.org.uk/#!/directory/suggestions>

SUPPORT GROUPS FOR CARERS

Group support is a good way to share experiences and get emotional support from other people in the same or a similar situation. Carers Leeds facilitate around 30 carer support groups each month. The groups are welcoming and friendly, give carers a break from caring and gives you the opportunity to get advice, information and support tailored towards your caring role. Some groups enjoy activities, well-being sessions and have speakers who may be of particular interest to the group.

Website: <https://www.carersleeds.org.uk/wp-content/uploads/2019/03/support-groups-feb-2019.pdf>

TELECARE SERVICES

Telecare is a service that can support older and vulnerable people to live safely and independently in their own home through the use of simple sensors.

Telecare can provide carers with peace of mind which can mean they are able to go to work, take part in leisure activities or just simply go out, knowing that a Response Centre will be alerted if the sensor detects any problems.

Response centre staff will have information about the person using the service, will be able to identify which sensor has been activated, and how best to respond.

Phone: 0113 222 4401

Website: <https://www.leeds.gov.uk/assistedliving/telecare-services>

TIME FOR CARERS GRANT

The Time for Carers scheme can provide a carer with a payment of up to £250 so that they can have a break from caring. The scheme is funded by Leeds City Council and administered by Carers Leeds. Carers are asked to say exactly how they would spend the grant and how they hope to benefit from the break (e.g. improved health, reduced stress, re-charge batteries). Carers are also asked to provide a short summary of how they have used the grant and the difference it has made to them.

Funding is advertised at particular times of the year on the Carers Leeds website <https://www.carersleeds.org.uk/> and through Carers Leeds Twitter account @carersleeds

VIDEO RESOURCES FROM SCIE

The Social Care Institute for Excellence (SCIE) has developed a video-based resource designed to help people look after someone safely at home. Each section has a set of videos designed to give practical and relevant information to support carers day to day. The videos cover how to help manage certain conditions and may be particularly useful for carers who are supporting someone during the COVID-19 crisis. The videos are available at <https://www.scie.org.uk/carers/informal-carers>

WORKING CARERS AND EMPLOYERS

Carers Leeds 'Working Carers Project' provides support for employers as well as for people who balance their paid employment with caring for someone. Support includes:

- Self-assessment tool for employers
- Training, information and support for managers
- Training, information and support for working carers
- On-site 1-2-1 support for working carers
- Employer toolkit
- General information for carers

Carers Leeds Advice Line Phone Number: 0113 380 4300

Email: info@carersleeds.org.uk

Website: <https://www.carersleeds.org.uk/>

2. Links to other plans and strategies

Leeds Health and Wellbeing Strategy:

<https://www.leeds.gov.uk/docs/Health%20and%20Wellbeing%202016-2021.pdf>

Leeds Inclusive Growth Strategy

<http://www.leedsgrowthstrategy.co.uk/wp-content/uploads/2018/06/Leeds-Inclusive-Growth-Strategy-FINAL.pdf>

Leeds Young Carers Strategy

Not yet published

Leeds Dementia Strategy

Not yet published

Leeds Mental Health Strategy

Not yet published

Leeds Learning Disability Strategy

<https://www.through-the-maze.org.uk/wp-content/uploads/2019/10/Leeds-Learning-Disability-Partnership-Board-Strategy-2018-2021-1.pdf>

Adult Social Care Better Lives Strategy

Problems loading?

NHS Leeds Clinical Commissioning Group Strategic Plan

<https://71633548c5390f9d8a76-11ea5efadf29c8f7bdcc6a216b02560a.ssl.cf3.rackcdn.com/content/uploads/2018/08/LCCG-strategic-plan-10Jul18-WEB.pdf>

Leeds Teaching Hospitals NHS Trust

Not sure what to use Trust Strategy / Carers Charter ??- check with Krystina

Leeds Community Healthcare NHS Trust Business Plans

<https://www.leedscommunityhealthcare.nhs.uk/about-us1/business-plans1/>

Leeds and York Partnership Foundation NHS Trust Strategy

<https://www.leedsandyorkpft.nhs.uk/about-us/wp-content/uploads/sites/8/2017/04/Trust-strategy-2018-2023.pdf>

West Yorkshire & Harrogate Partnership: Unpaid Carers Strategy

https://www.wyhppartnership.co.uk/application/files/2815/7926/7381/Caring_for_Carers_Strategy_2019.pdf



Appendix 2

Leeds Anchors Healthy Workplace: Working Carers Review

Report of: Shaun Cale (Work & Health Manager, Leeds City Council)

Purpose

The document provides an update on progress around the Working Carers Review following the Leeds Health and Wellbeing Board workshop on 23 October 2019 where the following was agreed:

- Anchors Healthy Workplace work-stream to conduct a carers policy review creating consistency between policies, procedures, and managers interpretation of those policies.
- Anchors Healthy Workplace work-stream to learn from partners and create a good practice guide to influence and improve standards of supporting working carers.

This work is fully aligned and part of the Leeds Carers Partnership Strategy which outlines city wide objectives and implementation plans across the health and social care system.

Background

Carers keep families together, help those they care for have a better quality of life, contribute immeasurably to society, and save the economy a substantial amount of money. While caring can be rewarding, it can also be stressful and isolating if carers don't get the support they need.

Caring responsibilities have intensified during the global pandemic we are currently facing, and the duty of employers to respond to this need is even more significant. According to new figures released for Carers Week (8th-14th June 2020), an estimated 4.5 million people have become unpaid carers as a result of the Covid-19 pandemic in the UK. This is on top of the existing 9.1 million unpaid carers who were already caring before the pandemic, bringing the total to 13.6 million. In addition to this, new research by the Chartered Institute of Personnel and Development (CIPD) and Sheffield University outline the challenges of balancing work and care:

- 44% of working carers in England and Wales (around 1.6 million) are struggling to cope with the pressures of balancing their work and caring responsibilities
- 1 in 4 working carers have considered giving up their job entirely as many struggle to balance their responsibilities
- 30% have reduced their hours of work because of their caring role and 36% have refused a job offer or promotion, or decided against applying for a job, because of their caring responsibilities.
- 28% had not talked to anyone at work about their caring responsibilities. Among them, 39% said this was because they did not believe anything would change.

Methodology

Val Hewison (Chief Executive, Carers Leeds) and Ian Brooke Mawson (Commissioning Programme Leader, Adults & Health) devised a quality improvement self-audit tool which was completed by the following Anchor organisations to baseline the current approach: Leeds City Council, Leeds City College, Leeds Teaching Hospitals Trust, Leeds Community Healthcare, Leeds Trinity University and NHS Digital.

A sub-group comprising Leeds City Council, Leeds City College and Leeds Teaching Hospitals Trust was led by Ian-Brooke Mawson and Val Hewison and supported by Shaun Cale, Work & Health Manager, Employment & Skills.



Anchor responses to the tool were reviewed and challenged in order provide the following findings:

- Covid-19 has resulted in a number of issues and opportunities for carers and employers supporting working carers.
- There has been a significant increase in people working whilst in a caring capacity who require support, noted by Carers Leeds.
- There were a range of areas identified to address:
 - Inconsistency of training for managers whether this be face-to-face or via e-learning
 - The inclusion of information and advice on working carers as part of induction
 - Public and staff awareness and the importance of Staff Networks, events, forums and communications plans in disseminating information and raising awareness
 - Inequality of support for 'offline' employees e.g. SME/low paid jobs and industries such as hospitality and catering where messages cannot get out
 - Organisational policy which is varied in quality and practical application
 - True, measurable impact and practical reach of Age Friendly, Child Friendly and Working Carer friendly status
 - Prevalence of the Working Carers Passport – rolled out by West Yorkshire and Harrogate.

Next Steps for the Anchors Healthy Workplace Sub Group

This review has reinforced that working carers are an integral part of the workplace and that Anchor organisations are at different stages on their journey to provide the appropriate support. There is an appetite to and an acknowledgement that the level and type of support can be improved and built upon.

The next steps summarised below are a collection of relatively simple and straight forward actions that can be developed in partnership going forward with an update to be provided to the Health and Wellbeing Board in Quarter 3 2021.

| |
|---|
| 1. Create a Best Practice Guide for organisations in the city to assist their caring workforce aspects of the guide |
| 2. Devise a Leeds Working Carers Policy and influence organisations within the city, starting with Anchors, to adapt the policy which is visible, understood and applied flexibly |
| 3. Develop a Working Carer Friendly campaign and encourage employers within Leeds to sign up |
| 4. Explore the development of mandatory training packages that could be used within Anchor organisations |
| 5. Increase Carer Forum access, membership and participation |

Equality, Diversity, Cohesion and Integration Screening



As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being or has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

| | |
|--|--|
| Directorate: Adults and Health | Service area: Integrated Commissioning |
| Lead person: Ian Brooke-Mawson | Contact number: 0113 3784183 |

1. Title: Leeds Carers Partnership Strategy

Is this a:

Strategy / Policy

Service / Function

Other

If other, please specify

2. Please provide a brief description of what you are screening

'Putting carers at the heart of everything we do' is the new Leeds Carers Partnership Strategy. The strategy sets out a vision and 6 priorities that the Leeds Carers Partnership propose are the key areas that we need to focus on in order to promote the health and well-being of carers in Leeds, and to reduce the health and financial inequalities that carers experience due to caring.

3. Relevance to equality, diversity, cohesion and integration

All the council's strategies and policies, service and functions affect service users, employees or the wider community – city wide or more local. These will also have a greater or lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation. Also those areas that impact on or relate to equality: tackling poverty and improving health and well-being.

| Questions | Yes | No |
|---|-----|----|
| Is there an existing or likely differential impact for the different equality characteristics? | X | |
| Have there been or likely to be any public concerns about the policy or proposal? | X | |
| Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom? | | X |
| Could the proposal affect our workforce or employment practices? | X | |
| Does the proposal involve or will it have an impact on <ul style="list-style-type: none"> • Eliminating unlawful discrimination, victimisation and harassment • Advancing equality of opportunity • Fostering good relations | X | |

If you have answered **no** to the questions above please complete **sections 6 and 7**

If you have answered **yes** to any of the above and;

- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
- Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

How have you considered equality, diversity, cohesion and integration?

Carers are people who look after someone who otherwise couldn't manage without their help. This may be because of illness, frailty, disability, a mental health need or an addiction. Carers come from all walks of life, all cultures and can be of any age. Each caring situation is different and is influenced by a range of factors relating to both the carer and the person they care-for. Carers play a significant role in preventing, reducing or delaying the point at which the people they care for become dependent on formal care and support, which is why it is important to promote carer wellbeing and prevent carers from developing needs for care and support themselves.

Engagement on the draft strategy was undertaken between November 2019 and March 2020. The engagement occurred at two levels: citizen engagement and stakeholder engagement. Citizen engagement included talking to carer groups, an online survey and gathering views via social media. Carers Leeds were central to citizen engagement acting as both a channel of communication and a voice for the 12,500 carers they support each year. Stakeholder engagement is critical to ensure that there is system-wide ownership of the strategy and of the role that organisations will play in contributing to the delivery of the priorities. A stakeholder event was held at St Chads on 4th March 2020 and was attended by 54 people representing 24 organisations

Key findings

Evidence suggest that increasing numbers of carers are taking on responsibility for more intensive levels of care. However, carers often feel isolated, that they are not respected or valued, and that the huge contribution that they make to individuals and the national economy cannot be underestimated but is often taken for granted and overlooked. This combination is known to impact upon their physical, mental and economic health and wellbeing, for example carers are more likely to have a long-term physical or mental health condition, illness or disability, be isolated and not have as much social contact as they would like, be worried about finances, not get enough sleep and time for themselves.

Evidence also tells us that:

- Women are more likely than men to be caring (58% of carers in Leeds are female.
- Carers aged 65 and above are more than twice as likely to be caring for more than 50 hours per week
- Take-up of carers breaks and other carers support from BAME communities is low relative to our population
- Carers are less likely to be in full-time employment than non-carers
- Being a young carer can affect school attendance, educational achievement and future life chances

Actions

The strategy introduces a series of eleven 'I-statements' which together set out the vision of what Leeds could look like from a carer's point of view. The eleven I-statements are based on what carers themselves have said is important to them through various local, regional and national surveys and engagement. The strategy then identifies six priorities which the Leeds Carers Partnership agree are the areas that we need to focus on to achieve the aims and vision of the strategy.

Each partner organisation will be responsible for identifying and implementing the actions they will take to support progress against the strategy priorities and objectives. This will be collated into an overarching delivery plan. Each partner organisation will also be responsible for reporting progress to the Leeds Carers Partnership. This will provide opportunities for the partnership to provide constructive peer challenge and to hold each other to account in a supportive way.

5. If you are not already considering the impact on equality, diversity, cohesion and integration you will need to carry out an impact assessment.

| | |
|--|-----|
| Date to scope and plan your impact assessment: | N/A |
| Date to complete your impact assessment | N/A |
| Lead person for your impact assessment | N/A |

6. Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening

| Name | Job title | Date |
|---------------------------------|---|----------------------------|
| Caroline Baria | Deputy Director, Integrated Commissioning | 27 th July 2020 |
| Date screening completed | | 27 th July 2020 |

7. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions** or a **Significant Operational Decision**.

A copy of this equality screening should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and

Significant Operational Decisions.

- A copy of all other equality screenings that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached screening was sent:

| | |
|--|----------------|
| For Executive Board or Full Council – sent to Governance Services | Date sent: N/A |
| For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate | N/A |
| All other decisions – sent to equalityteam@leeds.gov.uk | N/A |