



City of
Stoke-on-Trent



Cannock Chase Clinical Commissioning Group
East Staffordshire Clinical Commissioning Group
North Staffordshire Clinical Commissioning Group
South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group
Stafford and Surrounds Clinical Commissioning Group
Stoke-on-Trent Clinical Commissioning Group

Stoke-on-Trent Joint All Age Carers Strategy 2021 – 2025





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1. FOREWORD

We are pleased to present the Stoke-on-Trent Joint All Age Carers Strategy 2021-25.

This carers strategy (2021 – 2025) is part of Stoke-on-Trent City Council and Stoke-on-Trent Clinical Commissioning Group’s overall approach to improve and deliver carer services for young and adult carers across the city.

We continue to work closely in partnership with carers, health colleagues, and both the private and voluntary sector to ensure a holistic approach to delivering advice and support provision to meet carers needs.

We continuously work hard to support the carers in the city and work pro-actively with professional partners to develop robust processes to keep people safe. The City Council and Clinical Commissioning Group play key roles in developing and securing opportunities for joined up commissioning with relevant partners, for the benefit of carers.

The services which we design and procure are based on information within this strategy, in addition to data and intelligence from all stakeholders and in line with the City Council’s and Clinical Commissioning Group’s vision to provide good quality support and for carers to lead safe, healthy, happy and independent lives.

We acknowledge that there are still challenges to overcome and all teams within the City Council and Clinical Commissioning Group are focused on ensuring that advice and support services are accessible, appropriate to carers needs and provide value for money.

We encourage and capture feedback about carers experiences of our services and so we welcome any ideas or suggestions about how things can improve.

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Accountable Officer, Staffordshire and Stoke on Trent Clinical Commissioning Groups (CCG’s)

Mark Seaton

Managing Director (North Division) Clinical Commissioning Group



2. OUR VISION AND PRIORITIES

Stoke-on-Trent has a growing population of unpaid, informal young and adult carers. As we move forward it is clear that the support for carers will need to evolve in line with their ever-changing needs.

Our aim is to ensure that carers have the support, advice and information that enables them to maintain a balance between their caring responsibilities and their life outside of caring.

Stoke-on-Trent Joint All Age Carers Strategy has been developed by the City Council and Stoke-on-Trent Clinical Commissioning Group (CCG) in partnership with young and adult carers, health, voluntary and community organisations. It sets out our five key priorities over the next four years and will inform the strategic planning, service delivery and commissioning of support for carers across the city.



Our Five Key Priorities for Carers



Priority 1

Identification and Recognition

Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in the designing local care provision and in the planning of their individual care packages

Priority 2



Realising and Releasing Potential

Enabling those with caring responsibilities to realise their aspirations and fulfil their educational and employment potential

Priority 3



A life outside of caring

Personalised support both for carers and those they support, enabling them to have a family and community life

Priority 4



Supporting Carers to stay healthy

Supporting carers health, mental health and wellbeing to enable them to remain mentally and physically well

Priority 5



Young Carers

Supporting children and young people by protecting and encouraging them to thrive

NHS Commissioning for Carers Principles

NHS England published Commissioning for Carers in which it highlighted ten principles to support effective commissioning for adult and young carers, to help Clinical Commissioning Groups (CCGs) better identify and help carers to stay well. It is part of NHS England's Commitment to Carers, working alongside other organisations, to give carers greater support and improve their quality of life.

- 1** **Think carer, think family; make every contact count**
- 2** **Support what works for carers, share and learn from others**
- 3** **Right care, right time, right place for carers**
- 4** **Measure what matters to carers**
- 5** **Support for carers depends on partnership working**
- 6** **Leadership for carers at all levels**
- 7** **Train staff to identify and support carers**
- 8** **Prioritise carers health and wellbeing**
- 9** **Invest in carers to sustain and save**
- 10** **Support carers to access local resources**

These NHS principles feed into the strategic priorities for how the city council and CCG intends to support the carers across the city over the next four years.

3. EXECUTIVE SUMMARY

The city council is committed to providing the best support for young and adult carers in our city.

This carers strategy links to the Health and Wellbeing Strategy, Learning Disability Strategy, Dementia Strategy, 'Room to Grow' Children, Young People and Families' Strategy and Early Help and Prevention Strategy to ensure we maximise the opportunities for all our carers. The strategy is also guided and supported by a number of other strategies which are referenced in Appendix B. This strategy identifies the key priorities for carers and addresses the challenges, weaknesses, areas of development and opportunities within the 'what we will do' sections of the strategy. A delivery plan will address how key objectives and targets will be measured.

By taking these actions we will achieve better outcomes for carers. It describes how we need to work together more effectively with our young and adult carers, wider council colleagues, statutory partners and community organisations. Together we can jointly address these challenges and improve the offer to our carers.

The strategy describes what we need to do differently and how we will do it, how we will work with partners to improve community involvement and how this will make services better for our young and adult carers across the city over the next four years.



4. INTRODUCTION AND BACKGROUND

The Stoke-on-Trent All Age Joint Carers Strategy is presented by Stoke-on-Trent City Council and the Stoke-on-Trent Clinical Commissioning Group (CCG). The strategy sets out our shared vision and aspirations for improving carer services for young and adult carers within the city over the next four years.

We want Stoke-on-Trent to become a Carer Friendly City. Achieving this means working together as a city. All carers must have a voice; be actively involved in shaping and developing services; and feel truly part of their communities.

Engagement

The city council commenced consultations in November 2019 to obtain information on current carer services in Stoke-on-Trent for adults and young carers. This consultation took into account carers needs, what is working, what is not and gaps in provision. This was carried out by face to face feedback sessions alongside the public questionnaire with professionals, adult and young carers.

Feedback sessions were held with a number of local adult and young carer groups from November 2019 through to January 2020 to enable the carers voice to be heard. These included:

- **North Staffs Carers** (Commissioned provider for carer support services in Stoke-on-Trent 2021-2026): A local charity that delivers a range of support services to meet the needs of young and adult carers from communities across Stoke-on-Trent and North Staffordshire
- **Carers Hub** (young and adult groups): Commissioned provider of carer support services for Stoke-on-Trent and Staffordshire (2015-2021)
- **YMCA**: providing physical activities and engagement for young carers
- **PEGIS (Parent Engagement Group in Stoke)**: A forum for parents and carers of children and young people with SEND (Special Educational Needs and/or Disabilities) and young people (up to the age of 25) with SEND to engage in informal discussion around educational issues and concerns
- **Lifeworks Staffordshire**: A charity that supports people on the Autistic Spectrum from the age of 14 and their carers
- **Mencap**: A UK charity for people with a learning disability, supporting local over 55's learning disability carers and their families

The consultation data was analysed and the findings were reported at three Carer Engagement events for Young Carers, Adult Carers and Professionals.

What they told us;

“

Our Young carers stated that the important things to them were; family, friends, pets and having some free time to have fun, but they were worried that something bad would happen to the ‘cared for’ whilst they were not there and they worried that family could not afford to support hobbies or send them to groups.

”

“

Our Adult carers stated that being recognised as a carer and getting the right level of support when they needed it was important to them, but they were concerned around the inconsistency in assessments, information and advice, and they felt that there was a need for better awareness and understanding amongst professionals of specific needs.

”

Thank you to everyone who shared their views during the consultation, which has enabled us to refresh our strategy for 2021-2025, along with shaping the future of carer support services in Stoke-on-Trent.

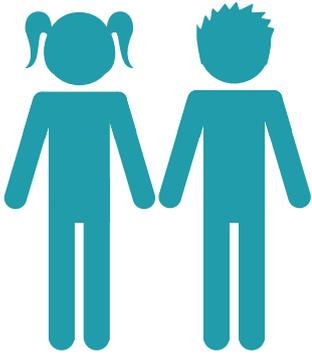
We will continue working together with our partners and carers to make this strategy a reality, shaping the future of our carer services and providing support to carers of all ages across Stoke-on-Trent.

National and Local overview

This carers strategy reflects the local perspective within the wider regional and national context for unpaid carers. It has been developed for a more holistic approach to supporting carers which builds on the previous Stoke-on-Trent Carers Strategy 2014-2018.

In 2019 it was anticipated that there could be as many as 8.8 million carers over the age of 16 providing unpaid care in the UK, compared to 6.5 million carers recorded in the 2011 Census.

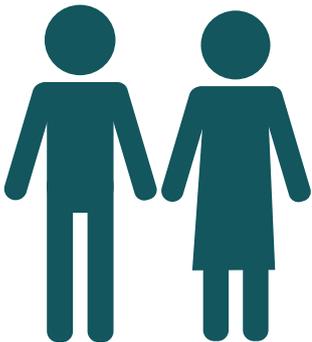
The 2011 Census also indicated that:



Almost

178,000

under 18s have caring responsibilities



Around

376,000

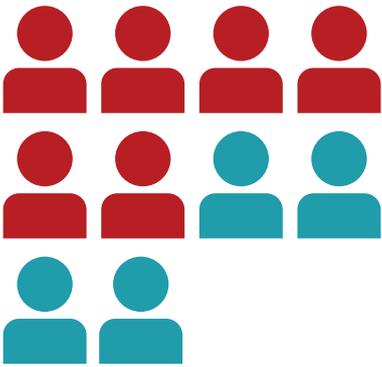
young adult carers in the UK are aged 16–25

The Carers Trust quotes research which suggests there could now be as many as 800,000 young carers in the UK.

Health and social care services are dependent upon the role played by informal carers. Figures show that carers support is valued at **£132 billion** a year nationally, which is an average of **£19,336 per carer**. In the current economic climate this support is more valuable than ever and yet many carers find themselves without adequate support or even access to information that could make their role easier to sustain.

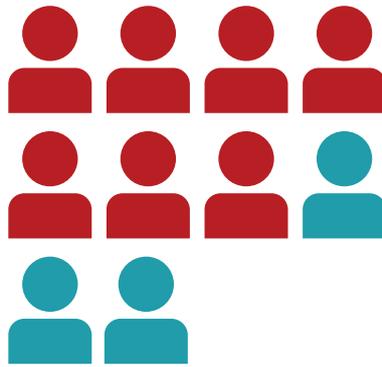
The 2011 Census evidenced that in Stoke-on-Trent there were over **27,300 carers** providing unpaid care for another person. Based on these figures, that would suggest that our local carers support contribution is valued in excess of **£527million** (assuming 27,300 x £19,336) a year to the health economy.

National research has evidenced that many carers suffer from deterioration in their own health and wellbeing, financial pressures, employment restrictions, education restrictions and social isolation.



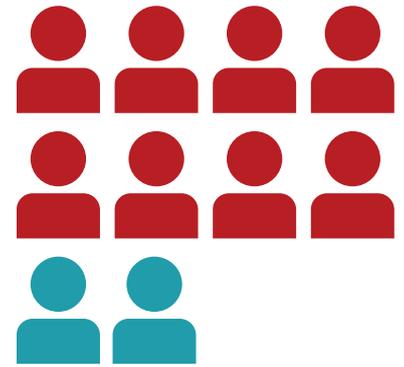
6 out of 10

people (61%) said their physical health has worsened as a result of caring



7 out of 10

(72%) said they have experienced mental ill health as a result of caring



8 out of 10

carers (81%) have felt lonely or socially isolated as a result of their caring role

1.2 million carers are in poverty in the UK



Over

2.6 million people

have given up work at some point to care for loved ones

2 million people

have reduced working hours to care for loved ones



48 school days

per year are missed or cut short by young carers due to their caring responsibilities

The contribution of carers is significant and we have much more to achieve in terms of identifying 'Hidden Carers' and making caring visible.

Through this joint strategy we are committing ourselves to continue to work proactively together through the economic challenges ahead ensuring the most appropriate use of resources are applied in achieving the best outcomes for carers in Stoke-on-Trent.

We envisage that through partnership working, carers will have more choice and control to have a life of their own alongside their caring role.

Further details of National and Local strategies can be seen in Appendix B

Impact of Covid-19 on carers

The unprecedented impact of Covid 19 in 2020 saw a huge rise in the number of carers reported as providing help and support, along with an increase in the reporting of poor mental health amongst carers.

Adult Carers according to national research:

- In 2017 to 2018, just over one in five (21%) adults that provided some regular service or help for a sick, disabled or elderly person not living with them reported symptoms of poor mental health.
- During April 2020, among those that provided help or support to others outside their home, this increased to nearly one in three (31%).
- Almost half (48%) of UK adults report providing help or support to someone outside of their household during April 2020. This contrasts with pre-pandemic findings of 11% of adults providing some regular support or help for an elderly, disabled or ill person living outside their household.
- Of adults who reported providing help in April 2020, 32% were helping someone who they did not help before the pandemic and 33% reported giving more help to people they helped previously.
- Those aged 45 to 54 were the most likely group to provide support - 60% of this age group reported doing this. Women were more likely than men to provide support, as were those with dependent children.

Young Carers, Carers Trust national research shows that since the start of the Covid-19 pandemic:

- 40% of young carers and 59% of young adult carers say their mental health is worse.
- 67% of young carers and 78% of young adult carers are more worried about the future.
- 66% of young carers and 74% of young adult carers are feeling more stressed.
- 69% of both young carers and young adult carers are feeling less connected to others.
- 11% of young carers and 19.7% of young adult carers report an increase of 30 hours or more in the amount of time they spend caring per week.



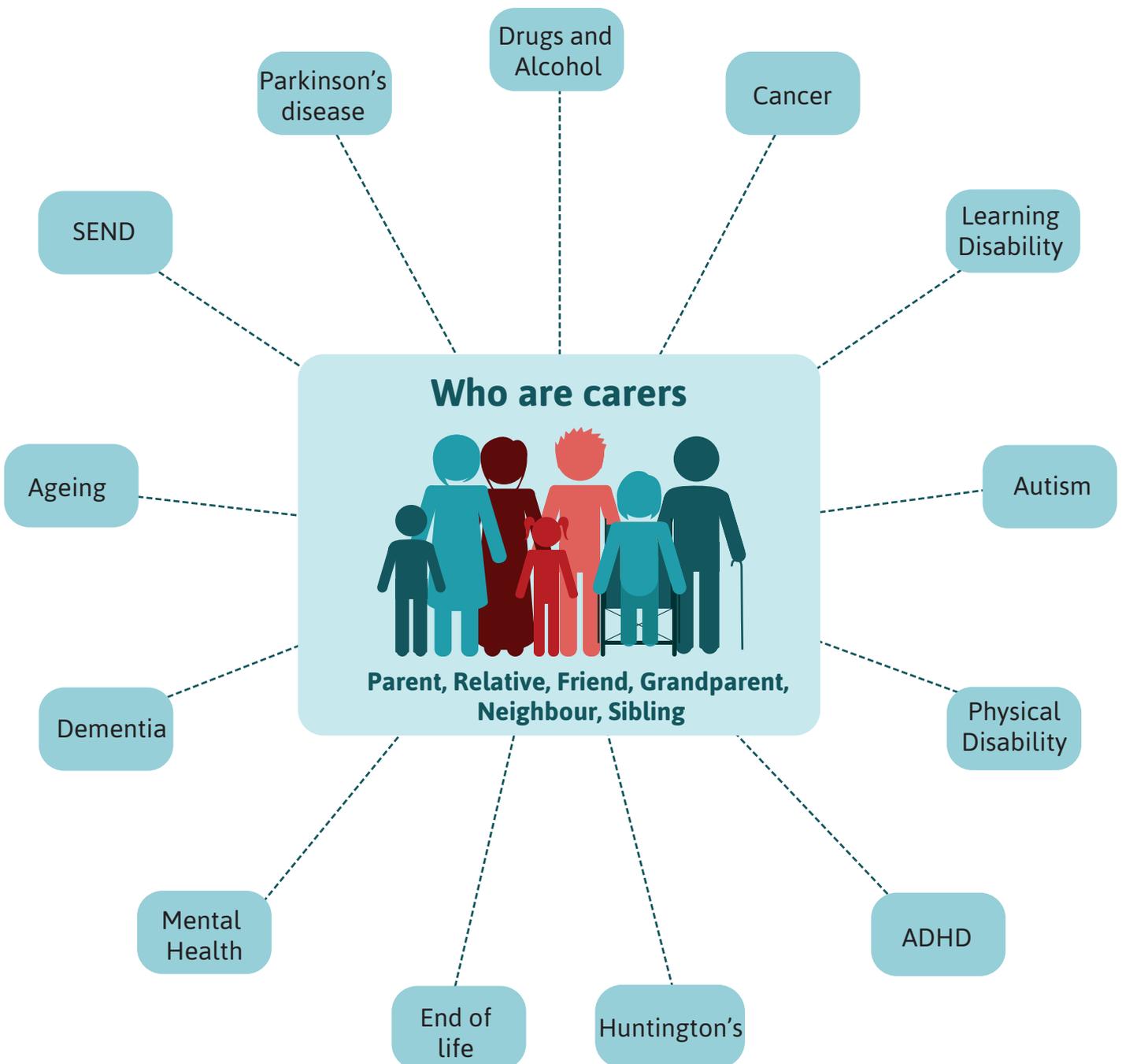
Identifying Carers

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

Many people with caring responsibilities do not identify themselves as carers and just see themselves as spouse, parent, sibling, friend or neighbour and so could be missing out on valuable support. These are known as 'hidden' carers.

The Children's Society report that many young carers remain hidden for a number of reasons, including loyalty to family, stigma, bullying and not knowing where to go for support.

Anyone can find themselves in a caring role. Carers come from all walks of life, all cultures and can be of any age. Caring may be sudden and unexpected or could develop over a period of time. A caring role may last a few months or years but for some it may last for the rest of their lives.



Our Carers, our city

The data below is an example of the commissioned service provision for carers across Stoke-on-Trent for January - June 2020.

This is for guidance only and may not be a true reflection of the actual carer demographics due to the impact of Covid-19.

Cared for Groups - Cared For Need January – June 2020

Cared For Need	Adults	Young Person
Dementia	29	0
End of Life	3	2
Frail/Elderly	7	0
Learning Disability	55	6
Mental Health	27	55
Other Physical Illness	22	26
Physical Disability	54	36
Prefer Not to Say	0	0
Substance Abuse	1	0
	115	55

Total = 323

Relationship To Cared For January – June 2020

Relationship	Adults	Young Person
Brother	6	22
Daughter	32	0
Father	13	10
Friend	7	0
Grand Father	0	0
Grand Mother	0	3
Husband	28	0
Mother	28	61
Sister	3	9
Son	33	0
Unknown	28	23
Wife	21	0
	199	128

Total = 327

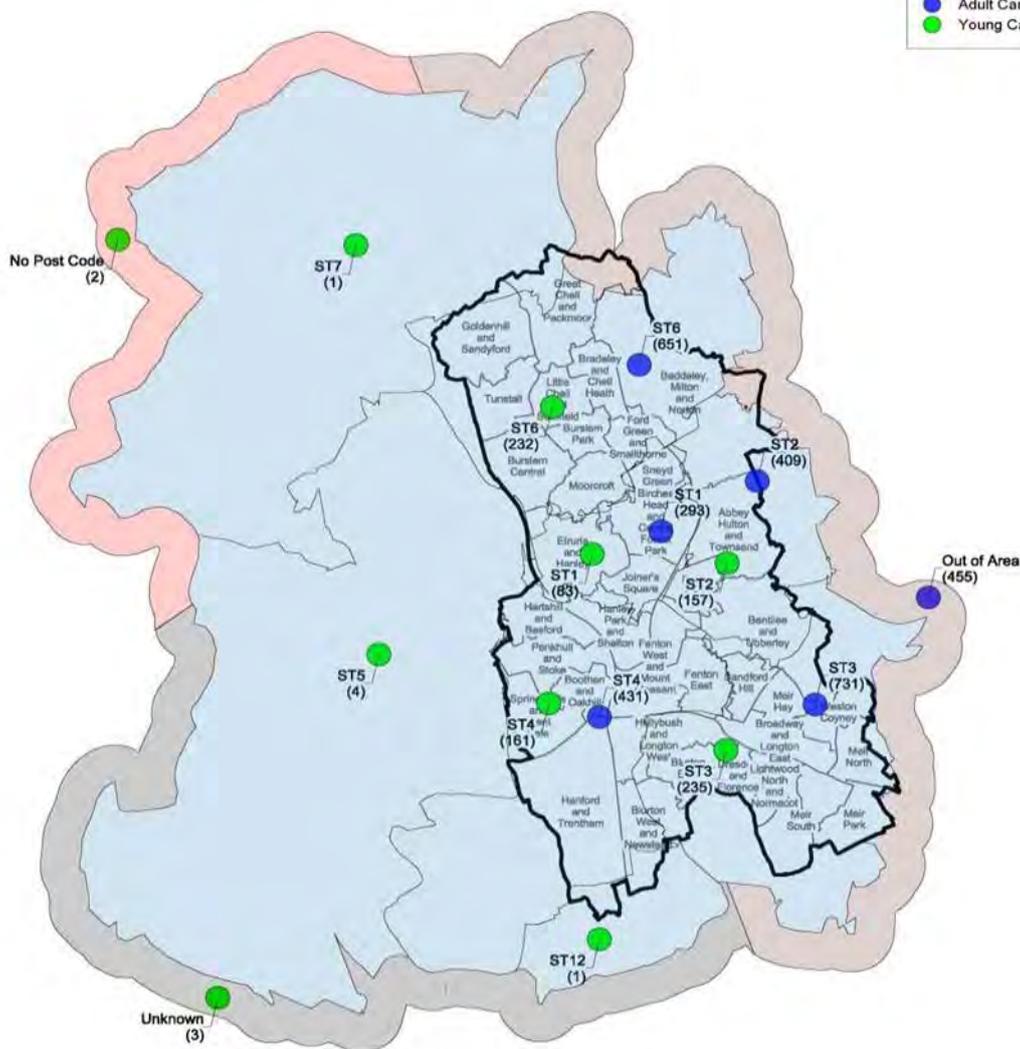
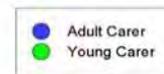
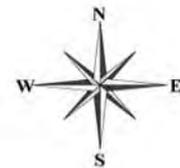
The data shows a higher number of 'relationships to the cared for' than 'cared for groups' where there are multiple carers for the same person.

Demographics

The map of Stoke-on-Trent highlights the geographical location of our young and adult carers. It details carers that are resident in the city and also carers from our neighbouring counties, where the cared for is a resident of Stoke-on-Trent. The data highlights that for both adult and young carers the two geographical postcodes with the most registered carers are ST3 and ST6.

Further details of our carer demographics can be seen in Appendix A

Stoke on Trent City Council
 Civic Centre
 Glebe Street
 Stoke on Trent ST4 1HH
 UK



City of
Stoke-on-Trent

Scale 1:140000 @ A4
 Date 18 Jan 2021
 Drawn By M Horwell

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Deprivation

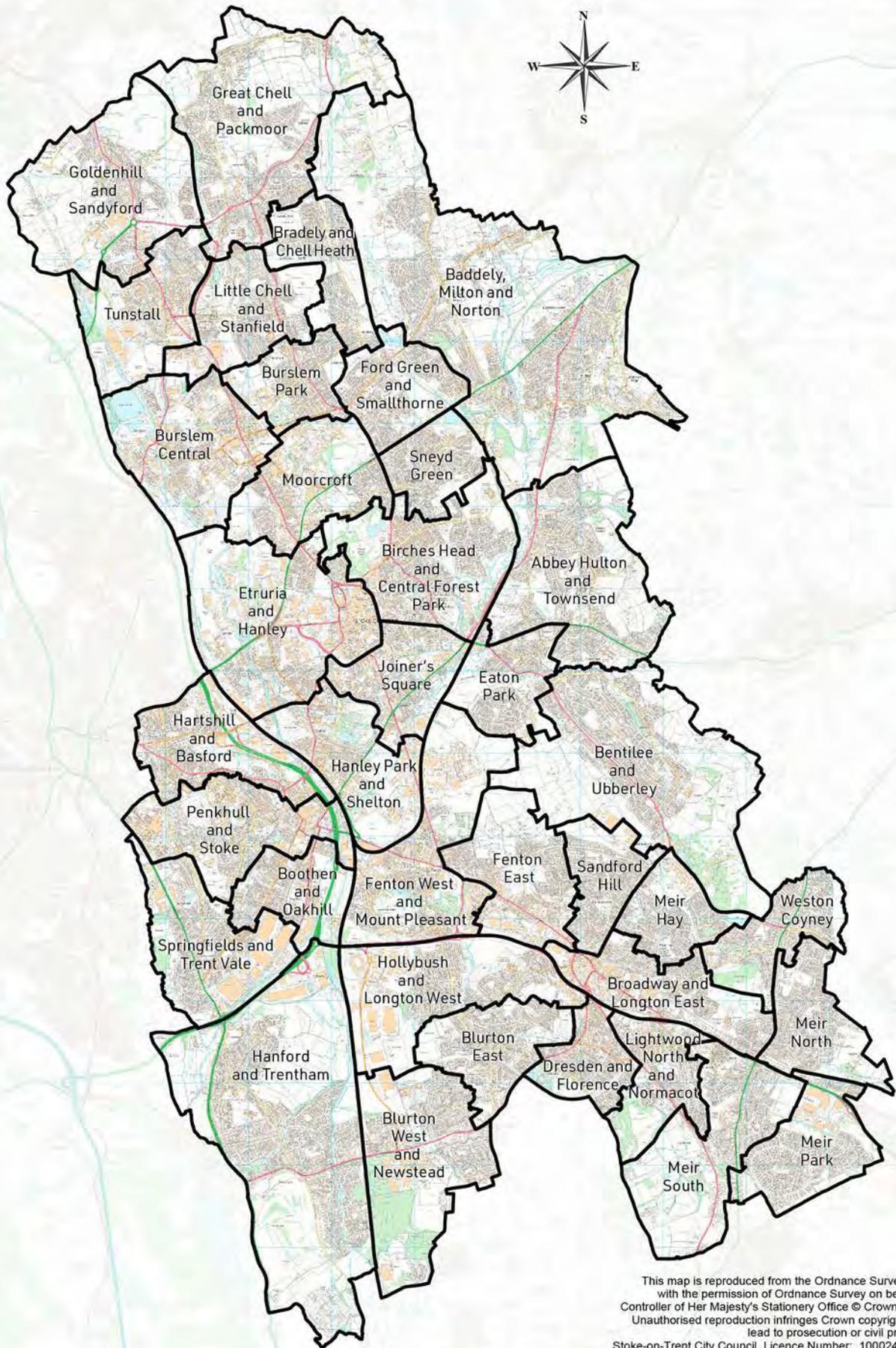
Our city is amongst the most deprived Local Authorities in England ranked 14th most deprived out of 317 Local Authorities for the overall Index of Multiple Deprivation (IMD).

53% of people in the city live in areas which are classified as being in the top 20% most deprived in England

The most deprived areas of the city are located around the wards of Tunstall, Burslem Central, Etruria and Hanley, Bentilee and Ubberrley, and Blurton West and Newstead.

The impact of people living longer, plus long-term health conditions has an added impact on our young and adult carers. The additional pressures of caring, alongside employment and education reduce opportunities for carers and impact on the financial burden and actual cost of caring.





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5. OUR CARERS 'A DAY IN THE LIFE'



These are our carers stories, capturing the highs and lows of 'a day in the life' of a learning disability carer that has been supported by Mencap, a parent carer who is supported by PEGIS and a young carer who has been supported by the commissioned provider.

Learning Disability carer's story

"We wake at 7, sometimes H gets up earlier if this happens then we all get up earlier. Dad goes downstairs with H and brings me (mum) a cup of tea in bed. Dad gets H his breakfast while I shower and then I give H a shower, shave, dress him and give him his medication. We then wait for the day service transport, H loves day service and gets excited when waiting for the bus. Once H has gone off on the bus I have my breakfast and then we get on with all the usual chores, housework, shopping etc. We are always watching the clock as we have to be ready to meet H when the bus brings him home. H is always cross when he gets home because he doesn't like leaving the centre, he will shout and stamp his feet. We take him indoors and he has a cup of tea and a biscuit which helps to relax him, he loves a cuppa. Then I give H a wash and help him get into his pjs so that he can relax.

Then we have tea, H always wants pie but obviously he doesn't have pie every night, he would if he could. After tea H likes to watch his programmes on the TV. We try to relax to, I like to play games on my kindle and dad likes being on his computer. Then it's bed time, we all go to bed ready for tomorrow, sometimes H will wake in the night particularly if he is upset or excited, H loves Christmas and starts to get excited as soon as he sees a picture of 'the man with the beard' whose name we never say in our house, as people start to get ready for Christmas in September now this can get tiring.

As carers your life isn't your own, your life revolves around the person you care for. There is no time for hobbies or interests and if there were I wouldn't have the energy. Visiting the hairdresser and the podiatrist is my relaxation and I do try to get in to the garden. We also try to spend time with H's brother and our grandchildren.

H is funny and playful and although there has been a lot of heartache, he has also given us a lot of pleasure. I don't like hearing him laughing if I am not in the same room as him because I know he is up to mischief. We try not to think about the future, we take each day as it comes.

H loves attending his day service and the respite unit the staff at these services support us in our caring role we are also supported by our social worker Chris and Heather from the Mencap Sharing Caring Project. Caring is hard work but fulfilling when H achieves even a small thing."



SEND Parent Carer story

My child is now 13.

My child has asd and SPD, anxiety, depression, self-harms and has suicidal thoughts

Diagnosed aged 10 after nearly 6 years of fob offs from every professional as girls are very complex and her behaviour was put down to her being naughty. The asd process carried out without a school visit because the professionals at CAMHS saw more than enough in her ADOS assessment. I finally cried because I was relieved that I actually wasn't going mad, like everyone else said I was and made me feel like I was.

My child does not feel safe at school or in the wider community and has not done so for a very long time. My child only feels safe at home. My child has been bullied not just by other peers at school but also by adults who do not understand her and teachers who try to make her do things she just cannot or will not do.

My child is that broken no activities outside of home or school are accessed. The only place she will go is to Alton towers with me so that she can get a sensory fix and not think about bad things for a few minutes here and there.

My child refuses to attend school and has an attendance rate of 63%

My child can be physically sick and suffer panic attacks due to social anxiety

Reassessment of ehcp now at 34 weeks out of 20 with no provision for high school yet in place

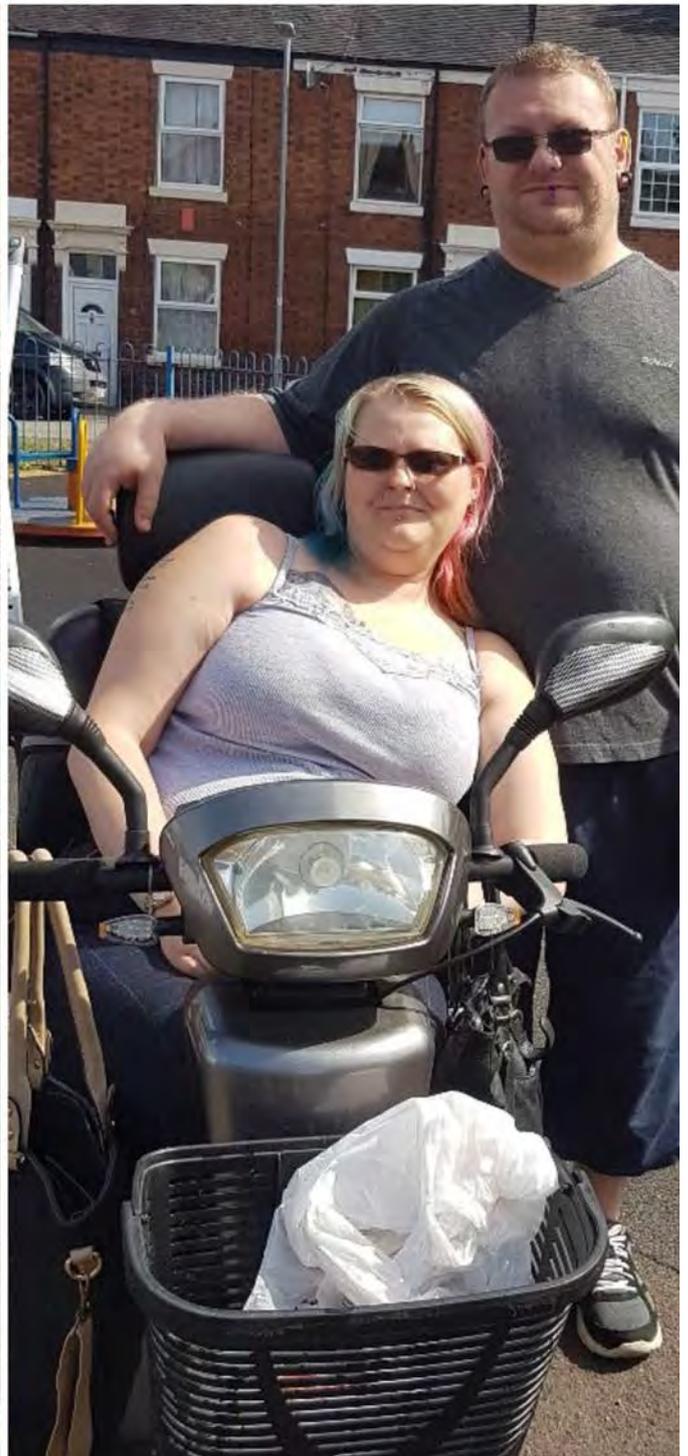
My child has left the house twice in 18 weeks only with me. In the last summer holidays she left the house 3 times only to visit Alton towers.



Young Carer story

LR is a 17 year old young carer that cares for mum; mum has various physical health needs and struggles with mobility. LR engages really well with her carer support group and mum has given really positive feedback as she thinks it's been really beneficial for LR.

Every day when I wake up, I go into my mum's room to help her make a cup of coffee before she goes downstairs, if she is already downstairs she will message me asking if I could make her one. Once we are downstairs I let the dogs out and sort anything out that she wants me to. When it comes to dinner time I find out what people would like to eat and cook it for everybody, once I have done that and had some food I would then do the dishwasher and put the washer on, once they have done I sort them out and after tea I do another dishwasher load. While waiting for the washer to and dishwasher I either play games with my 2 brothers or go on call with my friends until my mum needs me for something. When I come to tea time I do the same as dinner, find out what people want to eat and cook it. When it is bath night I will sort through the washing with my mum and put it away, I will also get the towels ready for everybody for once they are done.



6. KEY PRIORITIES

Stoke-on-Trent Joint All Age Carers Strategy sets out our five key priorities over the next four years and will inform the strategic planning, service delivery and commissioning of support for carers across the city.



Priority 1

Identification and Recognition

Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in the designing local care provision and in the planning of individual care packages.

What you told us

- Information to be a two-way process where carers voices are heard and recognised
- To feel valued
- Carers want clear, consistent, accurate and easily accessible information
- The right information at the right time
- Access to appropriate and timely support
- Better awareness and understanding amongst professionals of specific needs and specialist training for professionals and carers
- Trained staff with understanding and knowledge of specific needs

Carers have highlighted themselves that by not getting the right information at the right time, they struggle to juggle work and care, while their independence and relationships suffer.

What we will do

- Prioritise early identification of carers
- Raise awareness across organisations and agencies
- Ensure appropriate and up to date advice and information is accessible in a wide variety of suitable formats
- Focus on the active engagement of carers and their representatives across all priority areas
- Work with health colleagues to increase awareness, identification and support for carers, linking in with social prescribers
- Work with partners to increase training and awareness opportunities for carers and professionals



Priority 2

Realising and Releasing Potential

Enabling those with caring responsibilities to realise their aspirations and fulfil their educational and employment potential

What you told us

- Support for the cared for is not flexible enough
- Caring role restricts education and working ability
- Carers had given up work or reduced hours of work to provide care and support
- Carers had experienced financial difficulties as a direct consequence of their caring role

What we will do

- Work with local employers to raise awareness, identify and support informal carers
- Work with primary, secondary, further and higher education settings to raise awareness, identify and support young and adult carers
- Raise awareness of the vital role of volunteers
- Encourage and promote volunteering opportunities with local organisations
- Enable carers to make informed choices about combining work and caring
- Early intervention to ensure quality information about employment rights, education opportunities, appropriate support services and replacement care is available





Priority 3

A life outside of caring

Personalised support both for carers and those they support, enabling them to have a family and community life.

What you told us

- The need for more choice and control over the services and support carers receive
- More personalised approach to improve outcomes
- Need a whole family approach to assessments and support
- Working with carers as partners, taking a more collaborative approach
- To be consulted and involved in decisions for the 'cared for' that impact on their caring role
- Having regular local carer drop in sessions
- Groups where advice is readily available from people with lived experience
- Opportunities for carers to have a break and engage in a variety of activities
- More suitable respite provision
- More emergency care and Personal Assistant provision
- Access to suitable local groups for the carer and cared for
- Support and interventions to not be time restricted

What we will do

- Integrate the whole family approach to assessments, care planning and support, engaging all relevant agencies and individuals
- Work with partners to ensure awareness of carers and the importance of working collaboratively to achieve better outcomes
- Work with health colleagues to ensure appropriate information is shared at the right time
- Ensure links with local community and voluntary organisations to offer a wider choice of activities and support across the whole of the city
- Work with partners to increase training and awareness opportunities for carers and professionals
- Carers and customers having knowledge and support in accessing a personal budget (whether it be health or social care) when they have been assessed as having eligible needs
- Ensure accessible information and support, enabling carers to exercise choice and control
- Ensure carers are involved in the personalised support and care planning of the person ensuring a balanced approach
- Joint strategic approach to commissioning carers services that meet the needs of those across the health economy, actively engaging with carers and their representatives throughout
- Link with local libraries, community centres and children's centres to enable local satellite hubs around the city for regular drop in sessions, relieving transport issues and improving the local offer for carer support services
- Look at outcome models and the need for a flexible approach depending upon need



Priority 4

Supporting carers to stay healthy

Supporting carers health, mental health and wellbeing to enable them to remain mentally and physically well

What you told us

- Suitable carer breaks to help maintain health, mental health and wellbeing
- Opportunities for carers to engage in a variety of hobbies or community activities
- Recognition with GPs, dentists and other health settings of the caring role
- Need for flexible health appointments
- Regular health checks to optimise carers health and wellbeing
- Access to a variety of support mechanisms to support carers mental health and wellbeing
- Access to assistive technology

What we will do

- Ensure links with local community and voluntary organisations to offer a wider choice of activities and support across the whole of the city
- Work with health colleagues to increase awareness, identification and support for carers, linking in with social prescribers
- Work with partners to ensure awareness of carers and the importance of working collaboratively to achieve better outcomes
- Ensure access to a variety of support mechanisms included within future commissioning intentions
- Promote healthy lifestyles to improve carers health and mental health
- Look at assistive technology options, flexible leisure opportunities alongside the provision of a range of imaginative breaks funded across partners
- Aligning day opportunities with the needs of carers as well as the cared for



Priority 5

Young Carers

Supporting children and young people by protecting and encouraging them to thrive.

What you told us

- Need carer support groups in all schools
- Need more young carer projects and activities
- Access appropriate and timely support
- Need time outside of their caring role
- Need for better awareness of young carers across all settings
- Young carers voice to be heard
- More online and digital information available
- To have more choice of how and where young carers are assessed
- Better choice and access to additional activities to provide respite from their caring role
- Need support with transport to get carers to and from support and activity groups
- Support and interventions to not be time restricted
- Transition support through education and into adult services

What we will do

- Early identification of young carers is key to the success of supportive interventions
- Ensure Young Carers Champions are established in schools across the city
- Continue to develop the Young Carers in Schools award which was launched in Spring 2019 across the city
- Engage with health settings to raise awareness of young carers
- Engage with social prescribing services to establish support available in the local community
- Continue to work with partners to deliver young carers focused projects
- Ensure young carers are offered a variety of appropriate assessment options
- Improved communication and commitment across partners to support the whole family approach to assessments and care planning
- Continue to develop links within the community for suitable young carer break opportunities
- Develop a range of digital/virtual resources that can support young carers throughout the assessment process and beyond. This will include virtual one to one support and access to media on a range of topics such as emotional wellbeing, anger management, fitness, substance misuse and healthy relationships
- Look at outcomes and the need for a flexible approach depending upon the carers individual needs
- We will work across children and adult services to improve and ensure effective transition planning and support pathways as young carers move into adulthood

7. DELIVERING THE STRATEGY

Stoke-on-Trent City Council, Stoke-on-Trent Clinical Commissioning Group and the Stoke-on-Trent Carers Partnership Board will work in partnership with carers, health and social care, statutory and voluntary agencies and the independent sector to provide the local steer for the commissioning and development of carer services within the city, along with the implementation of local and national priorities and strategies.

We envisage that through partnership working, young and adult carers will have more support, choice and control to have a life of their own alongside their caring role.

In order to effectively address the gaps that exist in meeting the needs of young and adult carers and to implement the strategic priorities within this strategy, the following stages of work will need to be undertaken over the next four years, taking into account the financial challenges that the local authority and health service are currently under.

Governance

- Ensure a robust governance structure is in place with stakeholders, partners and carer representation; 'Carers Partnership Board Implement the objectives contained in this strategy with a clear 'Strategic Delivery Plan'
- The Carers Partnership Board will oversee and take responsibility for the implementation of the carers strategic delivery plan across multi organisations.
- Task and Finish groups will be formed to ensure the development and success of the strategic priorities identified within the delivery plan.
- Young Carer forums will be formed to ensure their voice is heard

Strategic Review

- Understand the current service provision across Stoke-on-Trent
- How well current service provision has met the previous delivery plan as well as the strategic priorities contained within this strategy
- Identify any potential gaps in services and support for young and adult carers
- How identified gaps can be met through improvement of current existing services
- How the identified gaps can be met through future redesign of services and commission intentions

Strategic Delivery Plan

- The Strategic Delivery Plan defines the actions needed, the organisations and agencies responsible and includes measurable outcomes
- The Strategic Delivery Plan will be developed and agreed in partnership with carers and partner organisations, based on the objectives embedded in our strategy
- Work together in partnership with carers and local organisations to implement local actions
- The Strategic Delivery Plan will be regularly reviewed and updated.

Monitoring of Outcomes

- Task and finish groups will be established to monitor the development of the strategic priorities identified within the delivery plan, as set out within the governance process.
- The delivery of the new Stoke-on-Trent All Age Carer Support Service will be monitored to ensure it meets the changing needs of carers within the city.
- Commissioned service to continue to develop and evolve in conjunction with partners and carers needs across the city to fulfil any identified gaps in provision.

Partnerships

A number of partnership boards will work together to ensure we capture the needs of all carers and maximise the delivery of the priorities across the city, including:

- Carers Partnership Board
- Dementia Steering Group
- Learning Disability and Autism Partnership Boards
- Health and Wellbeing Board
- Early Help and Prevention Board
- Children, Young People and Families Partnership Board

Commissioning Intentions

- The 2019 consultation on carer support services in Stoke-on-Trent re-affirmed the vision and priorities set out in the 2014-2018 strategy, which will continue to be developed to shape the future of carer support services in Stoke-on-Trent over the next four years.
- The consultation also highlighted the need for a Stoke-on-Trent Carer Support Service, to work in partnership with local organisations to deliver a more personalised approach to carers and their families within the city.
- This will be implemented by the commissioning of a new Stoke-on-Trent All Age Carer Support Service from April 2021.

Stoke-on-Trent
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Appendix A

National And Local Demographics

NATIONAL AND LOCAL DEMOGRAPHICS

National

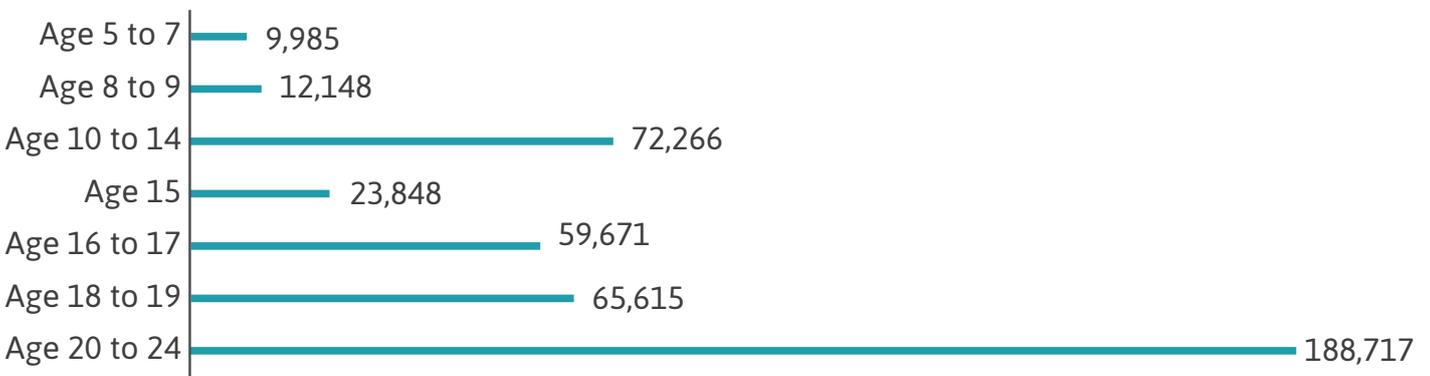
In 2019 it was anticipated that there could be as many as 8.8 million carers over the age of 16 providing unpaid care in the UK. The rise in caring comes at a cost with research showing that 2.6 million people have given up work to provide unpaid care. Unpaid carers are more likely to be in poor health and 1.2 million unpaid carers are in poverty.

Carers Allowance from April 2020 is set at £67.25 a week if you care for someone at least 35 hours a week and they are in receipt of certain benefits.

Many carers report that caring results in a negative, and often has a long-lasting, impact on their physical and mental health but, as with the rest of the population, many people with existing disabilities or long-term conditions also take on caring responsibilities. Research indicates that 27% of carers were in receipt of Disability Living Allowance as a result of their own disability or ill health.

Around 1.3 million people are now classed as 'sandwich carers'. Almost 27% of sandwich carers show symptoms of mental ill-health while caring for both sick, disabled or older relatives and their own children.

2011 Census Young Carer data by Age for England and Wales



2011 Census data by Age for Adult Carers England and Wales

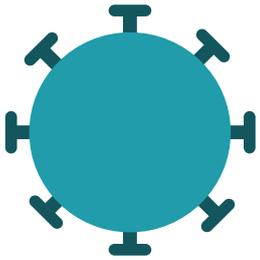


Polling published by Carers UK has suggested there could now be as many as

8.8 million adult carers

in the UK, compared to **6.3 million** adult carers recorded in the 2011 Census

By **2030**, the number of carers is projected to increase by **3.4 million**



The impact of Covid-19 pandemic in 2020 saw an increase of

4.5 million carers in just **3 months**

(nearly a 50% increase in the number of unpaid carers since the crisis began)

An estimated **26%** of the UK adult population is unpaid care to an older, disabled or ill relative or friend – that is equivalent to

one in four adults



17%

The 2019 GP Patient survey found that **17%** of the population in England over the age of 16 are carers

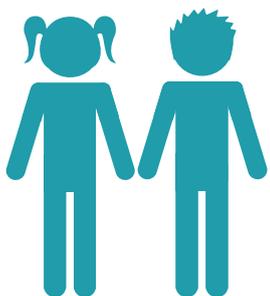


1.4 million people provide more than **50 hours** of unpaid care per week

The 2011 Census showed that there were just under

600,000

BAME carers in England and Wales



Across the UK, as many as **one in five** children and young people are young carers

Based on Census figures there are estimated to be at least

376,000 carers' in the UK aged **16–25**

The 2011 Census also indicated that almost **178,000** under **18s** have caring responsibilities. However, research shows the figure for young carers much higher, as close to **3 million children** live in households with a disabled family member but not all of these will have caring responsibilities

Local



There are over

27,300

informal/unpaid carers in Stoke-on-Trent and approximately

825 of these are young carers

58% of these carers are female, in line with the national trend

(2011 census)



28.5%

of carers provide 50 or more hours per week in their caring role



35.2%

of carers have a long term illness (Average for England is 29.8%)



58.1%

of people are cared for by carers aged 65 and over (Average for England is 50.8%)

The survey of Adult Carers in England 2018-19

The number of people aged 65 and over in Stoke-on-Trent providing unpaid care is predicted to increase from **6,515 in 2017** to **7,905 by 2030** – this is an increase of **21.3%**

Stoke-on-Trent	Carers who...	England
74%	were satisfied with the support or services they receive	69.9%
26.7%	feel they have no encouragement or support in their role	20.7%
52.4%	found it easy to find information and advice about support or services in the last 12 months	62.5%
20.7%	feel they were neglecting themselves	18.1%
67.0%	feel they were involved or consulted about the support or services provided to the person they cared for	69.7%

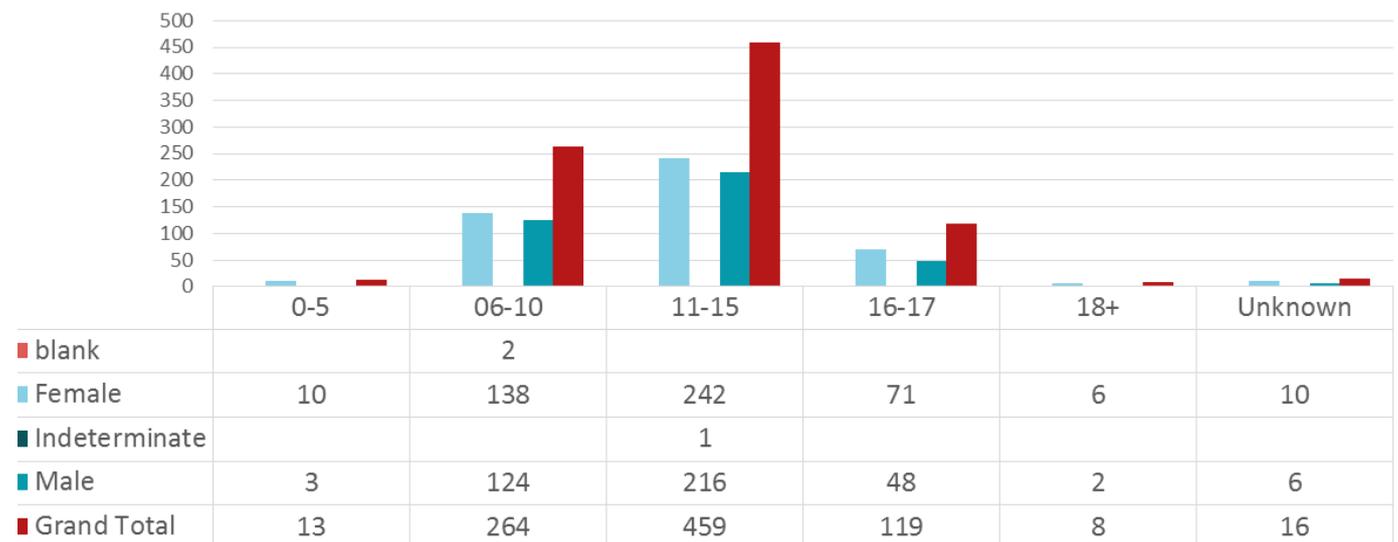
Research indicates that there are four times more young carers than are officially recognised. This would mean there are potentially over

3,000 young carers in Stoke-on-Trent

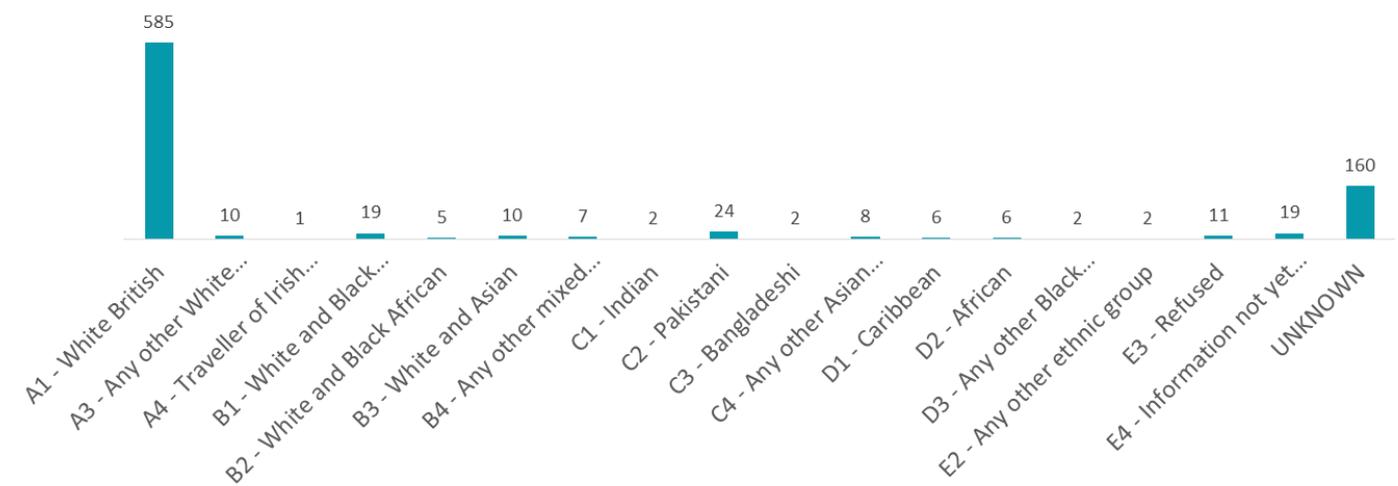
Stoke-on-Trent City Council has **2,971 Adults** recorded within adult social care, as being the main carer for an adult and **879 young carers** recorded within social care as being a main carer (data taken May 2020). When comparing this to the data from the 2011 Census, it highlights the number of hidden carers in Stoke-on-Trent that are potentially not in receipt of additional support.

Stoke-on-Trent city council has **879 young carers** registered as of May 2020, of which 54% (477) of these are female, with the largest age group for young carers being those aged between 11 and 15 at 52% (459).

Stoke-on-Trent young carers - Age and Gender

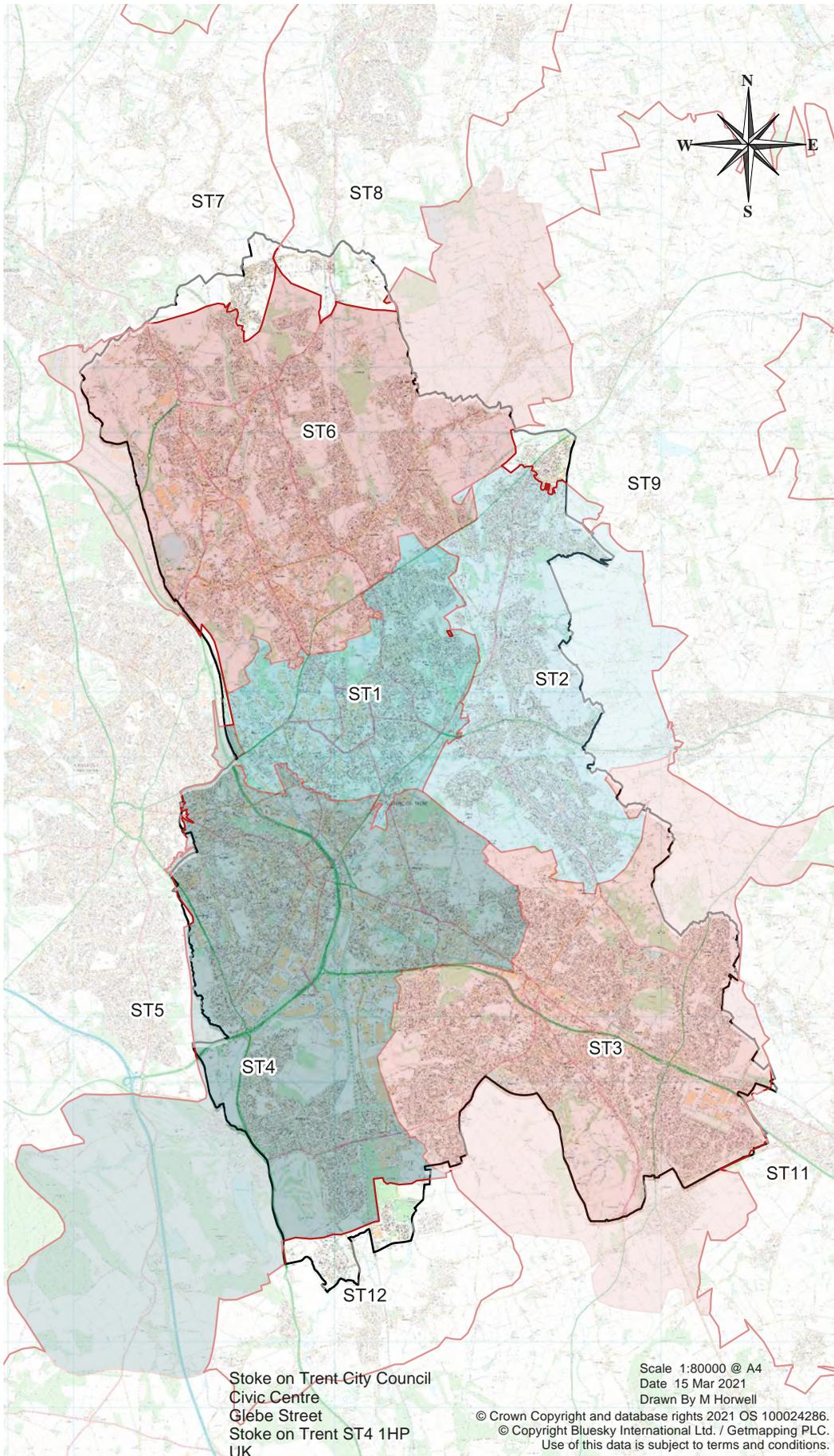


Young Carers - Ethnicity



Of the 879 young carers 66% (585) are White British, 11% (93) are BAME and mixed race, 1% (11) are other white or Irish traveller origin and 22% (190) are unknown.

The two areas within Stoke-on-Trent with the highest number of registered young carers by postcode fall within the ST3 and ST6 areas, with 27% and 26% respectively. 36% (85) of the young carers from the ST3 area living in Blurton and 21% (48) of young carers from the ST6 area living in Burslem. There is a similar trend identified for adult carers (see below).



ST1

83 young carers
293 adult carers

ST2

157 young carers
409 adult carers

ST3

235 young carers
731 adult carers

ST4

161 young carers
431 adult carers

ST5

4 young carers

ST6

232 young carers
651 adult carers

ST7

1 young carer

ST12

1 young carer

Out of area

455 adult carers

No postcode

2 young carers

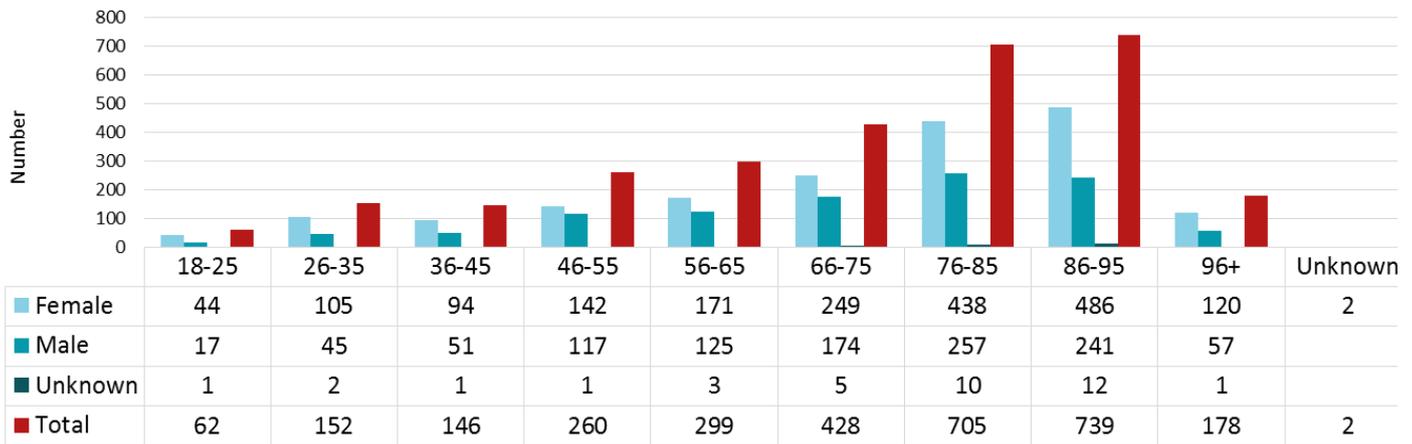
Unknown address

3 young carers

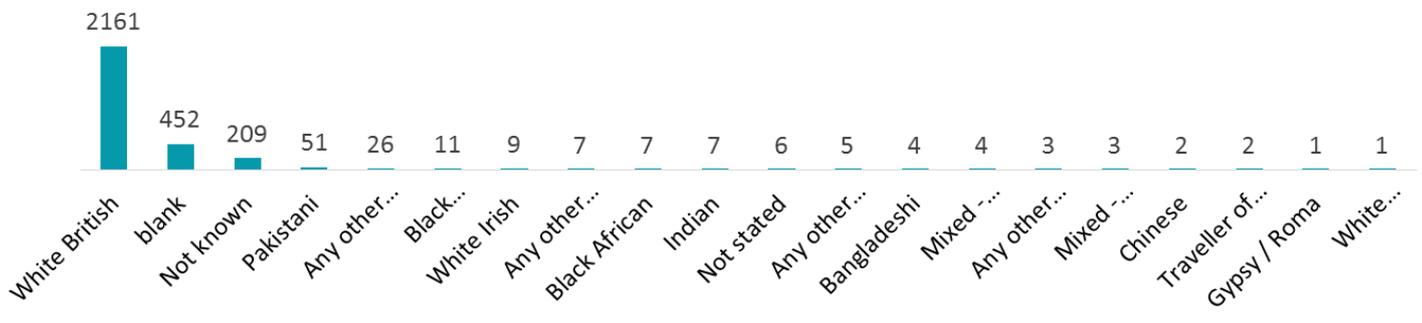
Stoke-on-Trent City Council has **2,971 adult carers** registered as of May 2020 of which 62% (1851) are female. This is slightly higher the national trend according to the data from the 2011 Census.

The largest age group of our registered adult carers is for those aged between 86 - 95 with 25% (739), with those aged 76-85 close behind with 24% (705). The data highlights that the largest proportion of our registered adult carers are over the age of 65 with 69% (2,050) adult carers registered as caring for someone.

Stoke-on-Trent adult carers - Age and Gender



Adult Carers - Ethnicity



Of the 2,971 adult carers registered with Stoke-on-Trent city council 73% (2,161) are White British, 3.5% (104) are BAME and mixed race, 1% (38) are other white or Irish traveller origin and 22.5% (667) are unknown.

Within Stoke-on-Trent the two areas with the highest number of registered adult carers by postcode (as with young carers above) falls within the ST3 area at 26% and ST6 area at 23%, with 29% (209) of adult carers from the ST3 area living in Longton and 21% (48) of young carers from the ST6 area living in Burslem.

Cost of caring



There are over

27,300 carers in Stoke-on-Trent providing unpaid care for another person as evidenced in the 2011 Census. Based on these figures and the national average value of carer support being around **£19,336 per carer**

That would suggest that our local carer support contribution to the health economy is valued in excess of **£527million a year**

Cost of carer breakdown

Stoke-on-Trent City Council commissions thirteen adult respite beds. The average cost for an adult respite placement as of March 2020 was £533.75 per week, however the cost of emergency placements may be much higher should the commissioned respite beds not be available and an alternative placement needs to be sourced.

Young carer respite placement costs vary dependent upon age. The average cost for a Stoke-on-Trent young carer respite placement based on the Looked After Children's (LAC) respite framework:

Young carer respite placements costs vary dependent upon age. The average cost for a Stoke-on-Trent young carer respite placement based on the Looked After Children's (LAC) respite framework:

Average weekly respite costs by age banding

Age Band 1	0-4yrs	£685.05
Age Band 2	5-10yrs	£728.35
Age Band 3	11-15yrs	£761.48
Age Band 4	16-18yrs	£794.38

If just 1% (29.71) of the 2,971 adult carers registered with the city council were unable to care, the cost of carer breakdown based on one week's respite provision at the average rate of £533.75pw would be in excess of **£15,858**.

If just 1% (8.79) of the 879 young carers registered with the city council were unable to care, the cost of carer breakdown based on one week's respite provision at the average rate taken across all age bands of £742.32pw would be £6,525.

If we take 1% of the 2011 census figures of 27,300 carers (26,475 adult carers and 825 young carers) based on the average cost of one week's respite provision, we would be looking at costs in excess of £141,310 for adult carers and £6,124 for young carers. A total cost of £147,434 for one week's respite, for just 1% of the carer population in Stoke-on-Trent.

Research indicates that the likelihood of carer breakdown can actually be up to 10% therefore the possible cost based on the 2011 Census figures of 27,300 young and adult carers for just one week's respite could be around £1.5million within Stoke-on-Trent.

This does not consider any additional costs required to continue to support the cared for or their family.

Stoke-on-Trent
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Appendix B

National and Local Context and Strategies

NATIONAL AND LOCAL CONTEXT AND STRATEGIES

National

The National Carers Strategy 2008, 'Carers at the heart of 21st century families and communities' was published by the Department of Health and Social Care and it set out a vision that by 2018, carers will be universally recognised and valued as being fundamental to strong families and stable communities, enabling carers to maintain a balance between their caring responsibilities and a life outside of caring.

In 2010 the update to the strategy 'Recognised, valued and supported: Next steps for the carers strategy' identified that the priorities still related to the five key outcomes:



Recognised and supported as an expert care partner



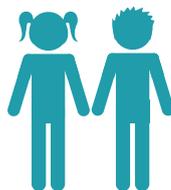
Enjoying life outside of caring



Not financially disadvantaged



Mentally and physically well; treated with dignity



Children will be thriving, protected from inappropriate caring roles

In 2018 the Department of Health and Social Care published the Carers Action Plan 2018 – 2020 'Supporting Carers Today', in response to the 2016 Carers Strategy: 'call for evidence'. This set out how the government intended to improve support for carers in England around the following themes over the two years:



- Services and systems that work for carers
- Employment and financial wellbeing
- Building research and evidence to improve outcomes for carers
- Recognising and supporting carers in the wider community and society
- Supporting young carers

NHS Long Term Plan published in 2019 set out a 10-year programme for improvements and outcomes, which states that carers will benefit from greater recognition and support. It acknowledges that, with an ageing population, increased long term conditions, promoting wellbeing and preventing ill health as well as providing better support for carers, are critical to the future of the NHS.

The plan states the NHS will:

- Improve how unpaid carers are identified and strengthen support for carers to address their individual health needs, through introducing best-practice Quality Markers for primary care that highlight best practice in carer identification and support.
- Continue to identify and support carers, particularly those from vulnerable communities. Quality marks for carer-friendly GP practices developed with the Care Quality Commission (CQC) will help carers identify GP services that can accommodate their needs.
- Ensure that more carers understand the out of hours options that are available to them and have appropriate back-up support in place for when they need it.
- Up to 100,000 carers will benefit from 'contingency planning' conversations and have their plans included in summary care records.

In addition to the above, the NHS long term plan identified that young carers felt invisible and often in distress....Young carers should not feel they are struggling to cope on their own.

The NHS will roll out 'top tips' for general practices which have been developed by young carers, which include:

- Access to preventative health
- Access to social prescribing
- Timely referral to local support services.

Up to 20,000 young carers will benefit from this more proactive approach by 2023/2024. Within the quality markers and the NHS Plan there is reference to social prescribing and the support they can give to carers.

Social prescribing and community-based support is part of the NHS Long Term plan's commitment to make personalised care business as usual across the health and care system. Social prescribers (link workers) will be employed by the Primary Care Networks from April 2020. Patients and carers can be signposted to the link workers from primary care and other services.

Social prescribers will be able to:

- Give people time and focus on what matters to the person – this will be identified through shared decision making or personalised care and support plan
- They will connect people to community groups and agencies for practical and emotional support
- They will work with local partners to support community groups to be accessible and sustainable to help people to start new groups

Social prescribing particularly works for a wide range of people, including people:

- With one or more long term condition
- Who need support with their mental health
- Who are lonely or isolated
- Who have complex social needs which affect their wellbeing

CCG Improvement and Assessment Framework (IAF) was introduced in 2016 and aligns key objectives and priorities. CCGs are required to report on a suite of indicators; for carers they are asked to report on the proportion of carers with a long-term condition who feel supported to manage their condition.

The Care Act 2014 came into effect in April 2015. It places responsibility on local authorities to provide support for adult carers on an equivalent basis as the cared for. It places new obligations and outlines the way in which local authorities should:

- Carry out assessments and needs assessments
- Determine eligibility
- Charge for residential and community care
- Promote individuals' wellbeing following the 'wellbeing principles'

The Care Act also states that where a disabled adult is being cared for, a local authority must consider whether there are any children involved in providing that care, and if so, what the impact is on that child.

There are some provisions for the transition of children in need of care and support, parent carers of children in need of care and support, and young carers. However, the main provisions for these groups (before transition) are in the Children and Families Act 2014.

Children and Families Act 2014 gives children and young people aged under 18 who are providing care the rights to be assessed for care and support, on the appearance of need. Section 96 of the Children and Families Act 2014 introduces new rights for young carers (inserted into the Children Act 1989) to improve how young carers and their families are identified and supported.

Since April 2015, all young carers are entitled to an assessment of their needs from the local authority. The provisions for young carers included in the Care Act 2014 link with provisions in the Children and Families Act 2014 to provide a clear framework for local authorities to take a whole-family approach to assessing and supporting adults and young carers and deliver support in a coordinated way.

NICE guideline (NG150) 'Supporting Adult Carers', published in January 2020 highlights support for adults (aged 18 and over) who provide unpaid care for anyone aged 16 or over with health or social care needs. It aims to improve the lives of carers by helping health and social care practitioners identify people who are caring for someone and give them the right information and support. It covers carers assessments, practical, emotional and social support and training, and support for carers providing end of life care.

Local

Stoke-on-Trent City Council Strategic Plan - vision, priorities and objectives, 2020-2024

underpins our **'Stronger Together'** message with a clear vision for the city, working together with stakeholders to create a stronger city we can all be proud of.

Sitting beneath this vision are five strategic priorities, and these set the agenda for our interventions over the next four years:



CCG Operational Plan 2019-20 for Staffordshire and Stoke-on-Trent.

The plan outlines the six CCG's ambitions for healthcare delivery in Staffordshire and Stoke-on-Trent and sets out our priorities building on commissioning intentions and local priorities set out in September 2018, whilst fulfilling the expectations placed upon us through the national planning cycle. It reflects across the six CCGs where things should be done once but also reflects some locality-based differences which are outlined in the North Section below. The information below has been extracted from the plan to reflect the priorities for carers across the six CCGs.

The CCGs have been liaising with providers around a specific health engagement plan to understand the proportion of carers with a long-term condition who feel supported to manage their condition. This targets carer support and awareness in a number of health locations including pharmacies, GP surgeries, hospitals and community teams.

The plan outlines an outpatient productivity project which offers cost effective alternatives to face-to-face appointments, minimising disruption to patients' and carers lives.

The plan outlines the mental health projects on PICU (Psychiatric Intensive Care Unit) and acute adult out of area pathway which aims to **"improves experience for families and carers by providing local care"**.

Supporting the mental health and wellbeing of carers

The physical and mental health of carers and family members are assessed as routine part of care provided to people with long-term conditions or people with a terminal illness.

Carer support is assessed during the carer's journey. Those providing substantial levels of informal care have their own written care plan updated on an annual basis.

The plan also outlines the "Upskilling citizens/patients to utilise technology to enhance empowerment/self-care and support for family/social carers e.g. via apps/remote medicines use reviews with pharmacists – minimise likelihood of deterioration of health condition/reduce likelihood of hospital admission.

Staffordshire and Stoke-on-Trent Primary Care Strategy 2019-20 - 2023-24 recognises carers and outlines plans to raise awareness and engagement of carers, along with supporting carers with the use of digital technology to improve access to primary care.

The Joint Health and Wellbeing Strategy for Stoke-on-Trent 2016–2020 identified 'keeping older people safe and well' as a priority area. This identifies that the local authority will provide timely access to high quality support, advice and information for service users, their families and carers, communities and professionals. The current strategy is being refreshed and developed in collaboration across all partners and contains specific measures and priorities relating to supporting carers to live well, ensuring they are recognised, valued and supported.

The Better Care Fund (BCF) was announced in the governmental spending review of June 2013. The BCF is a pooled budget between Stoke-on-Trent Clinical Commissioning Group (CCG) and the City Council. This contains a funding pool specifically identified for carers advice and support.

The purpose of the funding is to:

- Drive forward agendas for the integration of the commissioning and delivery of NHS and social care services to better meet the needs of vulnerable people.
- Ensure that services (especially those associated with pressures on the acute sector, and urgent care) are planned 'end to end', and operate in an efficient, coordinated and coherent way.
- 'Protect' elements of the whole system (specifically social care) in the context of significant financial challenges
- There are a number of national conditions set in the development and delivery of the BCF plan. These are:
 - plans to be jointly agreed
 - protection for social care services, as part of agreed local plans
 - 7-day working in health and social care to support patients being discharged and prevent unnecessary admissions at weekends
 - better data sharing between health and social care
 - ensure a joint approach to assessments and care planning
 - ensure that, where funding is used for integrated packages of care, there will be an accountable professional
 - risk-sharing principles and contingency plans if targets are not met

The Joint Dementia Strategy 2020-2024 'Living Well with Dementia in Stoke-on-Trent' sets out how the city council and its local partners aim to support and improve the quality of life for people living with dementia and their carers over the next 4 years in Stoke-on-Trent.

Stoke-on-Trent Life Course Learning Disability and Autism Strategies are currently being developed with partners and stakeholders. These will be outcomes based and will provide a framework for a more holistic, integrated approach to support those with learning disabilities, autism or both, along with their carers.

Stoke-on-Trent 'Room to Grow' Children, Young People and Families' Strategy 2020-24

The Children and Young People's Strategic Partnership is made up of a number of organisations in the city who have a strong commitment to work together to improve outcomes for children, young people, parents and carers.

Six Key outcomes are identified:

Safe



Healthy



Achieving



Nurtured



Involved



Prepared



To secure these outcomes ten priorities were identified and in pursuing these ten priorities there are three particular areas of focus that we will obsess about because they are so important:

- **Best start in life** - We know that getting the best start in life is fundamental to future life chances. There are many factors that influence this – maternal mental health, nutrition, development of speech & language, confident parenting etc.
- **Children in care** - Too many of our children and young people are in care because families have not received the right help early enough. If we change that. the number of children in care should reduce. At the same time, we need to provide a much better offer to those children that do need to be in our care.
- **Young people achieving more** - We want to ensure every young person has the chance to fulfil their potential, whatever their circumstances. This is a holistic view of development that covers physical, mental and emotional wellbeing.

Stoke-on-Trent Early Help and Prevention Strategy - Children, Young People and Families' 2020-24

The strategy adopts the overarching vision of the Children and Young People's Strategic Partnership Board. Children and young people are the number one priority for the city of Stoke-on-Trent. We want to hear their voice. We want them to thrive and be the most that they can be. They should be safe, healthy, nurtured and loved. They should have the best possible start in life, the best education and the best life chances.

Stoke-on-Trent Joint Carers Strategy 2014-2018

Stoke-on-Trent Joint Carers Strategy 2014-2018 was developed following consultation with professionals, stakeholders and carers and identified five key priorities:

- Identification and Recognition
- Realising and Releasing Potential
- A life outside of caring
- Supporting Carers to Stay Healthy
- Young Carers

Since the implementation of the priorities within the delivery plan in 2014 there have been many improvements made towards the delivery of the carers agenda locally including:

- Extensive range of information for carers available through a wide variety of mechanisms and formats
- Appointment of a Stoke-on-Trent City Councillor to champion carers rights
- Carer Awareness with employers within the city, around the issues affecting carers and how they can support carers
- Raising awareness and profile of carers within the Primary network
- Assessment and support personalised to reflect the carers needs
- Whole family approach to assessments
- Access to a range of support across the city
- Young Carers Champions established in some schools across the city
- The Young Carers in School award launched across the city to recognise those education settings that provide excellent support to Young Carers
- Engaged with services in the local community to raise awareness of Young Carers

The consultation at the end of 2019 on carer support services in Stoke-on-Trent re-affirmed the vision and priorities set out in the 2014-2018 strategy. These priorities will feed into the refresh of the strategy for 2021-2025, where we will continue to develop and shape the future of carer support services in Stoke-on-Trent over the next four years.

Whilst it is clear that actions have been taken across the city to improve the lives of both carers and those cared for, further steps need to be taken building on capacity and quality service provision to raise awareness and meet the needs of our carers.

Stoke-on-Trent
Joint All Age Carers Strategy
2021 – 2025

Appendix C

References

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National and Local Legislation and Strategies

National

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- Children and Families Act 2014
- National Carers Strategy
- NHS Long Term Plan (2019)
- NHS Commissioning for carers
- NHS England Commitment to Carers 2014
- Department of Health Carers Action Plan 2018-2020 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/740297/carers-action-plan-easy-read.pdf

Local

- The Joint Health and Wellbeing Strategy for Stoke-on-Trent 2016-2020
- Stoke-on-Trent Life Course Learning Disability and Autism Strategies
- The Joint Dementia Strategy 2020-24 'Living Well with Dementia in Stoke-on-Trent'
- Stoke-on-Trent 'Room to Grow' Children, Young People and Families' Strategy 2020-24
- Stoke-on-Trent Early Help and Prevention Strategy - Children, Young People and Families' 2020-24
- Stoke-on-Trent City Council Strategic Plan - Vision, priorities and objectives, 2020-2024
- Adult Social Care Local Account for Stoke-on-Trent - Working Together for Improved Care and Support (2019- 2020)





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