

Strategy Promises:

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| 1. Information, advice and assessment | 4. Assessment and financial wellbeing | 7. Awareness and Diversity |
| 2. Developing the workforce | 5. Supporting young carers | 8. Living well in the community |
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Carer engagement – service functions

Headlines

- A 12-week engagement period has been completed.
- 157 surveys were completed, 132 respondents were carers.
- In addition, 21 activities were completed face to face, these included focus groups with professionals, drop-ins for unidentified carers, carers organisations and carers.
- 65 carers from the survey reported that their wellbeing and mental health was a primary concern.
- 92.3% of survey respondents agreed that the new carer support service is needed.

Respondents stated that the top 3 deliverables for the service should be:

- A single point of contact
- Information advice and guidance to support quick and correct signposting.
- Plan and co-ordinate support for carers

Next Steps

- Full engagement report is available.
- The engagement feedback below has been summarised to design functions of the new service spec. These will be shared and reviewed with our carer support co-production group and form the basis of the new specification.

Carers Support Service – Engagement Feedback Summary

July 2024

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Delivery Phase 1 – 1-2 years 2 - 2-3 years 3 – 3 years +	Link to Strategy Promise	Engagement findings from Survey and focus professional/public groups	Additional information/discussion	Current offer- is this already provided?	Proposal/How can we meet this?
1	9	Governance - an effective Board to be in place – which should include carers and enables a transparent service	Gives a voice to carers.	Some carers organisations have carers on their Board eg SPDC	The new service to put a Board in place which includes carers.
1	All	Key findings: Majority of people stated both Physical base/presence required in each of the 6 Towns – virtual hubs can be set up utilising existing services. MH carers service stated a central building	Existing buildings in Sandwell can be used– rotate in different services. This has worked well for other services. Encourages info sharing and partnership work, reduces costs. Allows for each town to have access and limits travel for carers saving time.	N/A new service Current carers organisations have buildings.	The service will need an office base with some access for carers who may need private/confidential support. a peripatetic service will then be required in each town to ensure equity. Carers cafes may be delivered, but additional delivery may cause duplication of services - activities need to be mapped for delivery.
1	1,3	A single telephone number and 24/7 emergency line/online access.	Feedback demonstrated this was important as some people will only call for support, or advice on signposting.	No single phone no. for carers – community offer. Crossroads CAL line – application for funding in process.	The service to have a single telephone number and 24/7 emergency line, with quick triage to right information, advice, and support to meet presenting need.

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1	7	The service will need to widely promote itself using a wide range of tools	Events, posters in GP practices, schools, shops etc. can also co-ordinate other campaigns such as Carers week – what is a carer campaigns	Carers support promoted by carer support organisations but not widely – on routes to wellbeing, info point etc – less in Dr. surgeries now	The service to widely promote services online, and posters in GPs/Hospitals, shops, schools etc. will be requested to co-ordinate local campaigns and weeks with existing services
1	7	Creating a Website and Social Media Channels for promotion and communication	Yes – need online information and advice but face to face for digitally isolated carers	Crossroads has website for carers. SPDC has website for parent carers SYC has website for young carers. BUDS, WMACRC, SAFS have webpages.	The service to set up mixed offer for information and advice - own website and social media presence, and face to face/phone support.
1-2	1,3,5,8	Launch and co-ordinate a Carers App	Positive support for people to support themselves or friends and family, professionals will benefit to for ease of access	No carers app – to be covered as part of ARF	The service to assist in development of an app for carers. App to be procured by Council and managed by service.
1-2	2,6,9	Carers advocacy support and system navigation for carers.	Feedback suggested carers need navigation support, especially when dealing with professionals	Powher- Care Act advocacy and Sandwell Advocacy provide health advocacy. Community Offer SCDS provides dementia navigation	Provide navigation service for carers and ensure timely onward referral to services. Staff need to recognise when advocacy referral is required and support to complete referral. Include bereavement and end of life advice, support.
1	7,9	Co-ordinating awareness raising campaigns and referral pathways with other carers organisations. Targeted engagement campaigns of seldom heard groups of Carers	Positive feedback	Carers week and Carers Rights Day co-ordinated by Council	Service to co-ordinate Carers Week, Carers Rights day and other campaigns in Winter and Summer. Service to develop criteria for referrals and pathways for carers, parent carers, young carers,

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		(Men, LGBTQ+ Community, and new and emerging migrant communities, Young and Parent Carers) and setting up peer support groups or other targeted support, including Dying well .			young adult carers, ethnic minority carers. New service to plan for the year and carry out in partnership with other services.
1	6	Peer Support Groups across 6 towns	This might support carers who wish to befriend, reduce social isolation	CMHT, Crossroads, BUDS have groups for carers. Few in Tipton and Wednesbury. SYC have young carers group, SPDC have parent carers group. Crossroads have LGBT group. Need for AC/DH group, Asian group??	Service to promote and refer to existing peer support groups, review demand for these groups and fill any gaps. Potentially set up drop ins on a quarterly basis when they are in each town.

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	Link to Strategy Promise	Engagement findings Survey and focus professional/public groups	Additional information/discussion	Current offer- is this covered?	Proposal
1	2,9	Setting up information sharing and collating data from other carers organisations	This will centre around themes - such as barriers, emerging need, utilisation of services and feedback. Monitoring remains the budget holders responsibility.	N/A	New Service to collate targeted data as agreed by partners for the purposes of identifying trends, demand, gaps, experience type projects. Overarching service.
2	3,6,8	Setting up and maintaining Carers ID card system and Register (which could link to LAS) Single card to act as Carers Emergency card too.	Discussion with managers -staff are supportive of a single card, but must ensure links to assistive technology remain.	Crossroads have an ID and discount card	Service to set up new carers ID card and register - to be shared with Council. Register to be set up, maintained and then link to primary care.
1	1,3,4,6,8	Triaging Requests for Carers Assessments to the Council	Risk raised about adding in a further delay. Discussed that support could be offered whilst waiting which may not happen now. This should support all stakeholders to access the right support.	Only WBACRC currently does this	Service to triage to right support first and if urgent/high need/still have needs – refer to Council . enquiry need to be confident I referring people for an assessment and to the carers support service
1	3,6	Carers needing a range of breaks , day, respite, short breaks, sitting service. Support mental health and retain a job.	Co-ordination only – Social workers to co-ordinate regulated care, respite, sitting service etc. The service can offer additional IAG if needed	No. Care Management set up support plans but no brokerage as DP	Service to use short form/plan to quickly assess carers needs and use information/data on carers organisations to refer carers to right support. SW to remain co-ordinator.

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1	1,4	Facilitating Welfare Advice Sessions	Signpost or hold sessions with welfare rights team to enable access quickly to the advice	Only generic WR service to all – carers need to wait.	Service to set up monthly drop in advice sessions with welfare rights service to cover Carers, Attendance Allowance, Universal Credit. /monitor with service
1	9	Representing the interests of Carers at Health and Wellbeing Board and other Place based forums	Supported	No	Service to attend Health and Wellbeing Board and other forums to feed back progress and voice issues of carers, and with carers who choose to come.
1	9	Develop experts by experience in partnership with Healthwatch Sandwell	All support to giving carers a voice	No carers involved in this	Healthwatch to lead on this with Service-per current strategy
3	2	Devolved commissioning of Carers Support services – giving grants to more specialist services	Carers organisations stated that specialisms are still required - support co-ordination of grants if one off/pilots are required	Crossroads give grants of £300 for breaks and equipment. No grants to specialist services.	Potential for service to administer grants to specialist services for projects in Joint Carers Strategy eg carer friendly employers – although this may cause conflict in market Support for bereavement services
3	2,	Potential trusted assessor of Carers Assessments	Focus group discussion -council will retain assessment function	No	To enable the service to do this will require training and systems – need to discuss as service develops.