

Warrington Carers Strategy 2021-2024

Foreword

Our carers are so often the unsung heroes in our communities, who are providing valuable and essential support to some of our most vulnerable people who need help the most.

The priorities detailed in our Carers Strategy 2021-2024 are focused on us achieving the best possible outcomes for our carers, based on their feedback and shaped around their needs.

We want to make sure our carers have access to services that support their physical and mental health and wellbeing, and we also want to ensure we give our carers opportunities to thrive despite them giving their own time selflessly to care for others.

Ultimately, this strategy will shape our approach to offering more support, in new and different ways, to our carers. It will also act as a vehicle through which we can recognise and celebrate the immense impact that our carers have across Warrington.

As we come out of the coronavirus pandemic with our minds firmly set on 'recovery', we need to ensure that we have the right support, in the right places and accessible at the right times, for all of our carers.

We will continue to be so grateful to our community of carers in our town. This strategy reflects our ongoing commitment to providing our carers with the very best level of support we can."

Cllr Paul Warburton

Cabinet member, statutory health and adult social care



Introduction

The 2021-2024 Carers Strategy sets out our commitment to carers and describes how Warrington's Carers Partnership Board will support carers of all ages during 2021-2024.

The strategy covers young carers, young adult carers, adult carers and parent carer¹. It sets out how we respond to our responsibilities and duties to carers. This strategy has been produced in close collaboration with carers of all ages to ensure that their voice is heard and that their priorities become our priorities. In particular, we have recognised the additional burden placed on carers during the 2020-21 pandemic and our action plan reflects the ways in which we will meet needs in a supportive and sustainable manner.

A carer is someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse issues. A young carer is a child or young person aged 18 years or under who helps to look after a family member who has a disability, mental health condition, illness or a substance misuse problem.

The Warrington Carers Partnership Board has a strategic role in overseeing the development, joint commissioning and

¹ For the purposes of clarity a parent carer is someone who provides support to children with additional needs, including grown up children, who could not manage without their help. The child/adult could have a

implementation of services for people who are unpaid carers irrespective of their age. The purpose of the Carers Partnership Board is to promote the interests and wellbeing of carers by:

- Promoting a culture where carers are expert partners in care and where the needs of carers are considered by all statutory, third sector and independent organisations in planning and delivering services.
- Supporting and promoting the involvement of carers in the design and commissioning, redesign and delivery of services.
- Overseeing the implementation of Board action plans derived from national and local carers priorities.
- Directing and supporting the work of Board subgroups formed to deliver objectives set by the board.

Membership is made up of representatives from key agencies and a third of the members are carer representatives. The Carers Partnership Board reports to the Council's Health and Wellbeing Board which is the strategic joint commissioning board for all health and social care. For more information about the Carers Partnership Board, visit warrington.gov.uk/carers

disability (permanent or temporary), suffer with a mental health condition, or have alcohol or substance misuse problems.”

The National Picture

Since the publication of the previous Carers Strategy in 2012, there have been changes to legislation with the introduction of the Care Act 2014 and The Children and Families Act 2014. Care Act legislation introduced in April 2015 was designed to improve the support for carers and put them on the same footing as the people they care for. The legislation specifies that councils have a legal duty to meet eligible needs for carers following an assessment.

The Care Act 2014

Under the Care Act, local authorities have new functions. This is to make sure that residents are able to:

- Access services that prevent their care needs from becoming more serious, or delay the impact of their needs
- Get the information and advice they need to make good decisions about care and support
- Receive a range of provision of high quality, appropriate services to choose from.

This means local authorities now have a responsibility to assess a carer's need for support. These assessments will look at the carer's needs, consider the impact caring has on the carer and what is it the carer wants to achieve in their own life. It is possible for a joint assessment to be done with both the carer and the person they care for. Further information can be found in the government factsheets on the Care Act 2014.

The Children and Families Act 2014

The Children and Families Act 2014 gives young carers and parent carers similar rights to assessment as other carers have under the Care Act. The regulations set out in the act require local authorities to consider the family needs of the person being cared for. For example, this could be via an assessment of a young person to ensure they are not undertaking an inappropriate caring role, or assessing whether a parent is able to fulfil their own parental responsibilities. Further information about the Children and Families Act 2014 can be found at legislation.gov.uk.

The Local Picture

Warrington Borough Council conducts an annual survey of carers. Here are some of the key messages from our last survey:

- **23.8%** of carers said they had been caring for **over 5 years but less than 10 years**, **21.4%** of carers said they had been caring for **20 years or more** and the majority of carers (**27.4%**) indicated they spent **100 hours or more per week** looking after or helping the person they cared for
- **33%** of carers indicated they had a long standing illness themselves and **23.6%** said they had a physical impairment or disability **41.2%** indicated they had no impairment or disability.
- **70%** of carers always/usually felt involved or consulted in the cared for persons care
- **21.4%** of carers said they **were not in paid employment because of their caring responsibilities**
- **37.6%** of carers said they had **felt depressed** and **45%** of carers said they had **general feeling of stress** due to their caring role.
- **43.8%** of carers said they had **as much contact as they wanted with people they like**

Carers Strategy 2021-24

The Carers Strategy 2021-2024 has been developed based on inputs and feedback from a wide range of stakeholders including:

- young carers, young adult carers, parent carers and adult carers,
- services and professionals within and outside of Warrington
- experts who have reviewed the findings from key national surveys and guidance from best practice
- and people who have shared learning from the experience of Covid 19.

It identifies the vision for carers, the outcomes we hope to achieve and the priority areas for 2021-2024. Improvements for each priority area are outlined in an action plan which will be refined and delivered by people and services working together under the steer of the Carers Partnership Board.

Our vision is:

‘To recognise, value and support every carer in Warrington’

The Carers Partnership Board has identified the following eight priorities to be the focus for 2021-24:

Our aims are to ensure that all carers in Warrington:

- are valued, respected and their rights promoted (have a voice)

- are identified by health, social care, employers and schools (as appropriate)
- have opportunities to meet and support each other (safe space)
- receive care and support to stay mentally and physically well (access to specialist counselling support)
- get the chance to take a break from their caring responsibilities (access to flexible support/services)
- are acknowledged /supported to have a life outside of caring
- are identified and supported in primary care and hospital discharge (joined up/integrated service)
- have the right to be supported if they decide to stop caring or their caring role ends
- can access a carer’s portal containing all information advice and support available.
- have a say in how carers services are developed in Warrington (to be included and invited to take part, to be heard in designing the services)
- are supported to learn, develop and grow (with education, training and advice)
- are protected from harm (and helped before before ‘burnout’)
- receive timely financial advice and support to prevent hardship as a result of their caring role (emergency payments when required).

We have developed an action plan to help us deliver our aims.

Action Plan

Warrington Carers Strategy: Strategic Priorities 2021-2024		
1. Improved physical and mental health and well-being for young carers, young adult carers and adult carers (including parent carers).		
What issue is this priority addressing?	How might this priority be delivered?	What are the potential/possible measures of success?
<p>Carers can experience significant physical and mental health problems, independently of caring and sometimes because of the impact of caring. Young Minds conducted a survey in April 2020 which revealed that 83% of respondents felt that the Covid-19 pandemic was making their mental health worse, and among the respondents who were accessing mental health support in the lead-up to the crisis, 26% said that they were no longer able to do so.</p> <p>Carers UK conducted a survey in October 2020 which revealed that 58% of carer respondents felt more stressed than before because of the impacts of Covid-19 and 50% said that the experience of Covid-19 had had a negative impact on their health and well-being including the ability to take any kind of break. 74% of respondents reported feeling more exhausted than normal, 65% of respondents reported neglecting their own health needs and over 33% described delaying their own treatment for health conditions².</p> <p>The experience described in these surveys is corroborated by feedback from young carers, young adult carers and adult carers in</p>	<ul style="list-style-type: none"> • Increased information and support re practising self-care and the 5 ways to wellbeing for carers. • Access to support with Covid-19 safety measures (PPE, vaccination etc.) to be provided for carers. • Access to counselling services for young carers and young adult carers to be put in place (and access for adult carers to be maintained). • Access to Social Prescribing (all carers over the age of 18 can be referred to the Wellbeing Service 	<ul style="list-style-type: none"> • Service (Covid 19 support, counselling and social prescribing) implementation. • Year 3 improvement in the National Adult Social Care Outcomes Framework 1D Indicator (Carer Reported Quality of Life). Obtained from the annual carers survey. • Pathway to enable all identified adult carers to be referred (as appropriate and with agreement) to the Wellbeing Service.

² <https://www.carersuk.org/news-and-campaigns/campaigns/caring-behind-closed-doors>

<p>Warrington who, in engagement work in 2021, described increased issues with loneliness, isolation and stress.</p> <p>The Warrington system must focus on improving the health and well-being of carers.</p>	<p>for social prescribing/wellbeing support).</p> <ul style="list-style-type: none"> • A multi-agency commitment to ensuring safeguarding principles for young carers, young adult carers, adult carers and parent carers to be made evident across organisations. 	<ul style="list-style-type: none"> • Recommendations from the Warrington Safeguarding Adults Board Carer Strain Audit addressed.
<p>2. Targeted and committed work in and by health services to improve awareness and understanding about the role of carers and enhance the support offered to young carers, young adult carers and adult carers (including parent carers), consistently across health services.</p>		
<p>What issue is this priority addressing?</p>	<p>How might this priority be delivered?</p>	<p>What are the potential/possible measures of success?</p>
<p>The 2018-2021 Warrington Carers Strategy identified a priority to improve support to carers in primary care and hospital discharge. Progress has been made against this priority with good practice in some specific services, settings or places (e.g. support within out-patient services to schedule carer sensitive hospital appointments (around caring/school/work commitments or involving carers), assistance with virtual visiting during COVID-19, assistance from PALS, proactive direct healthcare provision by some GP's identifying carers with health needs and prioritising carers needs etc.)</p> <p>However, more needs to be done, with conviction and pace, to ensure that best practice is promoted and shared and the disparity between some carers experience and others must be reduced.</p>	<ul style="list-style-type: none"> • Key health partners to provide their statement of intent regarding their contribution to the carers agenda and priority improvements for carers. • Health partners to share best practice from services who are doing great work with carers, with the Carers Partnership Board. 	<ul style="list-style-type: none"> • Partner intentions received and supported by the Board (annually). • Quarterly progress reports received by the Board from health partners. • Implementation of the Carer Flagging System within agreed health settings.

<p>Engagement from health partners in the carers agenda needs to increase so that carer well-being is acknowledged as important to all. Action in this area is critical if we are to address the health burden experienced by many carers as a result of additional stresses and pressures from the last year.</p>	<ul style="list-style-type: none"> • Health partners to understand where improvements need to be made to meet good practice standards and to have development plans in place. • Health partners to implement a Borough wide flagging system for young carers, young adult carers and adult carers, on medical notes, to help with improved identification, communication and better service responsiveness. 	<ul style="list-style-type: none"> • Positive feedback from carers (the Board to work with Healthwatch to initiate processes for feedback).
<p>3. Joint planning by services that specifically support carers to reshape the service offer to young carers, young adult carers and adult carers (including parent carers) and address any gaps and or duplication in provision/support.</p>		
<p>What issue is this priority addressing?</p>	<p>How might this priority be delivered?</p>	<p>What are the potential/possible measures of success?</p>
<p>Feedback from carers in Warrington obtained in January 2021 highlights that Warrington services (WIRED, the Council, the Carers Trust etc) provide a good level of support to carers through information, advice, 1:1s and group sessions. However, some carers (and some professionals) have described not knowing which service provides what support for carers and therefore how to know who to approach for what.</p> <p>Additionally, carers have also identified gaps in support. Young Carers wish schools to give more support and show empathy to</p>	<ul style="list-style-type: none"> • Providers to collaborate with each other and engage with existing community assets/voluntary sector groups that have mobilised during the pandemic to support carers, to avoid duplication of services. Providers and partners to collectively map the existing offer to carers from each service. 	<ul style="list-style-type: none"> • Agreed service model developed and endorsed by stakeholders and the Board. • Carers pathways developed and endorsed by stakeholders and the Board.

<p>Young Carers. Adult and working carers and carers seeking to gain paid work or access to learning want more support to access and undertake work, education, learning alongside specific caring responsibilities and some carers want more carer specific training and support with particular issues e.g. coping with aggression or managing bereavement, with getting good quality financial advice, especially young carers who need more help with navigating benefits in their family, and supporting carers with self-sustaining means of support.</p> <p>A coherent service model for carers needs to be agreed between all service providers and with carers so that the maximum leverage and benefit can be obtained from the services currently on offer.</p>	<ul style="list-style-type: none"> • Providers to work with local stakeholders ‘critical friends’ to develop a joint service model for supporting carers, addressing unnecessary duplication, plugging service gaps and addressing carer feedback with creative and meaningful solutions. • Providers to agree the new service model with stakeholders and develop and agree four joint carer pathways: <ul style="list-style-type: none"> ➤ Young Carers ➤ Young Adult Carers ➤ Adult Carers ➤ Parent Carers 	<ul style="list-style-type: none"> • Year 3 improvement in the National Adult Social Care Outcomes Framework Indicators 3B (Carer Reported Satisfaction with Social Services) and 3D2 Indicator (Carer Reported Access to Information). Obtained from the annual carers survey.
<p>4. More professional education across settings (schools, social care, health, employers) about young carers, young adult carers and adult carers (including parent carers).</p>		
<p>What issue is this priority addressing?</p>	<p>How might this priority be delivered?</p>	<p>What are the potential/possible measures of success?</p>
<p>According to the 2011 census approximately 21,000 people in Warrington will be undertaking an unpaid caring role. Services in Warrington are in contact with less than 3000 carers in total at any one time. This means that lots of carers are providing their support without the recognition and help of services (they are known as</p>	<ul style="list-style-type: none"> • Education and training plan (to help with carer recognition) to be developed by the Board and with stakeholders. 	<ul style="list-style-type: none"> • Increased engagement of schools, health, social care, and employers

<p>'hidden carers'). Not all carers need or want services to support them but recognising when a carer is under stress or might benefit from some support can provide a lifeline for some.</p> <p>According to a Carers UK survey, 24% of carers who responded took over 5 years to identify as a carer, and 9% took over 10 years. The longer it takes to recognise a carer the more likely it is that carers will struggle in the absence of support that could help. 91% of carers surveyed told Carers UK that they missed out on financial or practical support (or both) as a result of not identifying as a carer. 50% said that missing out on support had an impact on their physical health, 78% suffered from stress and anxiety as a result of missing out on support; 61% said missing out on support put a strain on their relationships with friends and family and 52% said missing out on support impacted negatively on their finances. 42% said missing out on support had caused them to give up work to care³.</p> <p>Increased professional education for all stakeholders, combined with better access to informal ways of helping carers (e.g. peer support) could improve carer recognition and increase early intervention to reduce stresses created by feeling invisible and/or unsupported.</p>	<ul style="list-style-type: none"> • Education and training sessions to be delivered within identified organisations. • Employers who champion carers issues to be identified for sharing of good practice. • Health, social care and schools to produce plans and priorities for identifying and supporting young carers and adult carers (e.g as part of induction, mandatory training, safeguarding, HR support etc). • Access to proactive phone support, virtual support and peer support to be available for all newly identified young carers, young adult and adult carers. 	<ul style="list-style-type: none"> • Increased numbers of newly identified young and adult carers • Positive feedback from carers about recognition and early offers of support.
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³ file:///D:/Julie%20Haywood/Downloads/cuk-crd-research-report-2016-web-3.pdf

5.	Better access to breaks and respite for young carers, young adult carers and adult carers (including parent carers), via easy processes with reduced bureaucracy and a more flexible, person centred approach (e.g direct payments).	
What issue is this priority addressing?	How might this priority be delivered?	What are the potential/possible measures of success?
<p>Feedback from carers in Warrington obtained in January 2021 highlights how many young carers, young adult carers and adult carers (including parent carers) feel exhausted and in need of respite or a break that can be tailored to support their individual circumstances. For some carers the break or respite is required for rest and recuperation with ‘time off’ from caring responsibilities, sometimes overnight. For others the support is increased access to face to face services, increased emotional support, practical help etc. Choice and control over the support needed to obtain a break is crucial as is easy access processes to put the break in place.</p> <p>Personal budgets, direct payments, on-line assessments, access to ‘better conversations’ to mobilise support easily and a focus on community led support are all approaches that can increase the variety and availability of solutions for carers who need a break or regular breaks from caring responsibilities.</p> <p>Making access to a break, in whatever way is meaningful to the carer, is important in ensuring that carers remain resilient and well.</p>	<ul style="list-style-type: none"> • Review of carers assessment processes to be completed to make accessing respite or a break easier. • Review of direct payment processes to be completed to make accessing a direct payment easier. • More imaginative ways of taking a break. 	<ul style="list-style-type: none"> • Year on year improvement in the number of direct payment recipients. • Positive feedback from carers about breaks and ease of access. Feedback collected yearly in carers survey or survey at yearly Carers Conference.

6. More campaigning and awareness raising across Warrington to increase respect and recognition for all young carers, young adult and adult carers (including parent carers).		
What issue is this priority addressing?	How might this priority be delivered?	What are the potential/possible measures of success?
<p>The term 'carer' is not well understood by the general population with many people unaware of the distinction between relative and carer or paid and unpaid caring. Young carers and young adult carers can feel embarrassed that they are classed as Carers. There appears to be a general attitude amongst their peers that they are 'uncool and do not fit it', many young carers experience bullying. Carer confidence and self-esteem is impacted by public perceptions and stigma associated with the term 'carer' needs to be tackled such that being a carer can be discussed openly and carers feel treated with respect⁴.</p> <p>The Warrington system needs to encourage the wider population to be supportive of carers and for carers to be proud of themselves and to feel respected and valued for the role they play.</p> <p>Awareness raising, promotion of carers issues, proactive and positive engagement with media and the creation of annual conferences to provide the carer community with the opportunity to come together and share information and experiences are all important opportunities for increasing the level of understanding and respect in the wider community.</p>	<ul style="list-style-type: none"> • Creation of a multi-agency communication plan endorsed and overseen by the Carers Partnership Board. • Creation of a multi-agency Communication Sub Group working with representatives from a range of media to deliver the communication plan. 	<ul style="list-style-type: none"> • Regular and routine promotion of carers information in the media. • Annual conferences for all young carers, young adult and adult carers.

⁴ <https://parentsandcarersatwork.com/breaking-down-carer-stigma-how-to-recognise-and-support-carers-this-national-carers-week/>

7.	Better collection of data about young carers, young adult and adult carers (including parent carers), that is up to date and is aligned between the Council and other agencies so that key partner agencies know 'who's a carer' and carers don't have to repeat information unless necessary.		
What issue is this priority addressing?		How might this priority be delivered?	What are the potential/possible measures of success?
<p>Feedback from carers in Warrington obtained in January 2021 highlights that some carers feel over-burdened by needing to repeatedly explain their circumstances to multiple agencies. Carers described having to keep 're-applying' as a carer despite information relating to their caring responsibilities being help by a health or social care agency.</p> <p>The Warrington system could improve information collection and information sharing to prevent carers from having to unnecessarily provide information.</p>		<ul style="list-style-type: none"> • Information on Early Help and Team Around the Family documentation to be standardised so that the identification of young carers working with anyone in the Local Authority is shared at all levels. • Improvement work to ensure accurate information on adult carers is captured on Mosaic to be completed. • Data sharing agreements to be put in place to enable carers information to be shared across agencies, with permission. 	<ul style="list-style-type: none"> • Improved recording of support provided to carers. • Positive feedback from carers about communication between agencies.

8. Improved awareness and earlier intervention to help identify and reduce the risk of harm in caring situations.		
What issue is this priority addressing?	How might this priority be delivered?	What are the potential/possible measures of success?
<p>National and local research highlights that harm can and does occur in caring situations and it can be a very difficult area for carers to raise as it is one that can be associated with fear, shame and other difficult emotions. Not all carers plan to be carers and some experience feelings of being overwhelmed by caring responsibilities. Safeguarding is everybody's business and applies no less to protecting carers than anyone else.</p> <p>Noting the increased difficulties experienced by carers during covid the Warrington system needs to strengthen efforts to promote awareness of early warning signs to prevent carers from experiencing harm (and to also identify any potential risks to the cared for person). More information should be provided across agencies reminding professionals of the importance of supporting carers to access timely and effective support should harm be a risk.</p>	<ul style="list-style-type: none"> Agencies receiving information and awareness raising guidance about identifying carers and assessing needs to support harm prevention. 	<ul style="list-style-type: none"> Assurance activity to be undertaken by Warrington Safeguarding Adults Board. Carers reporting more awareness of knowing what safeguarding issues are and knowing how to seek help.

What have we already achieved

Young Carers

The Wired Carers Service supports 364 Young Carers and 190 Young Adult Carers in Warrington. Support offered includes 1 to 1 emotional support, signposting, referrals onto other appropriate services and advocacy. Wired has good links with schools and universities in the North West ensuring that they are informed of young carers and young adult carers rights including YAC university funding, financial advice and pastoral care. In addition, Wired supports placement opportunities with other partners e.g. The Princes Trust.

In January 2021, Wired Carers hosted a Webinar aimed at Young Adult Carers entitled “Your Life Matters” with guest speakers from partner organisation including Warrington Voluntary Action, Warrington Wellbeing, The University of Chester, The Prince’s Trust and Life - Careers for Young People in Warrington. The presentations were interesting, informative and inspirational.

One Young Adult Carer aged 21 who struggled with school due to his severe anxiety, lack of confidence and caring needs, has worked with closely with Wired who introduced him to a programme funded by New Leaf and delivered by Warrington Youth Club. With continued support from Wired and Warrington Youth Club, the Young Adult Carer took a huge leap of faith and registered with the Princes Trust. He took part in a 16-week programme. They were so impressed that he was asked to stay on as a volunteer. He is now in

training, awaiting a paid position. This Young Adult Carer was a key speaker on behalf of the Princes Trust at our Webinar.

The Young Carers Team have continued to support Young carers on a 1 to 1 basis and via innovative ideas to proactively engage and support our Young Carers during COVID e.g. online live art, guitar and craft session via text, phone or face to face Zoom calls. The Young Carers Team have continued to advocate and adapt the meetings due to the pandemic e.g. via the phone - conference calls, Skype and Teams.

Wired Carers Service is always looking for fresh ideas to raise the profile of Young Carers to ensure that they are recognised and included in the national agenda.

Wired Young Carers Team currently work with multiple agencies – locally and nationally.

In 2019 Wired Young Carers presented an exhibition at The Gateway in Warrington. The exhibition was then transferred to Priestly College and Chester University, Warrington Campus where it was display for a further 3 weeks.

Following a successful bid to become an Associate of the Tate Gallery in Liverpool, the team worked hard with the young carers to produce a wonderful exhibition as part of the Tate Exchange Programme based on the word “Power”. Paintings, artwork,

poems, lived experiences, photography and a contemporary dance piece were displayed with pride of place on the first floor of the TATE gallery, Liverpool. Throughout the week, we welcomed over 3,000 visitors from all over the world! Feedback was fantastic.

Wired worked in partnership with Warrington Voluntary Action and Ludovico Productions to produce a short film entitled "What Not to Say to a Young Carer". We asked Young Carers about their daily challenges and frustrations, which resulted in a raw and unflinching account of what their lives, are really like.

We opened the exhibition with a spectacular launch where we raised awareness of National Young Carers Awareness day. Wired Young Carers performed poems and music to over 100 special guests. Over 3,000 visitors attended the exhibition. Two Young Carers were invited to speak on Radio Merseyside.

As Associates of the Tate Gallery, Wired have attended Associates network meetings in order to meet, communicate and work with other national and international organisations in order to promote Young Carers and work in partnership.

Wired Carers Centre organise weekly Thursday evening sessions for Young and Young Adult Carers to meet with their peers and have the opportunity to take part in guitar, art, craft, karaoke, singing, Emergency First Aid and chat and chill sessions. This is time for young people to make friends and relax. The centre also organises free trips and activities during the holidays. We have facilitated trips to Chester Zoo, Manchester Activity Centre, Safety Central in Lymm and attended a disco at the Pyramids in Warrington, Wizzard

Canal Boat. Culture Warrington have donated free theatre tickets every January for the whole family. Young Carers have been invited to various free events by other partners including an invite from the Mayor of Warrington to a Christmas Dinner and on another occasion afternoon tea when Young Carers received awards for the amazing work that they do.

Wired Young Carers received funding of £10,000 to support Young and Young Adult Carers with IT equipment. There is also funding for the Young Carer Welfare Fund in order to support Young Carer families to buy school uniform, bus passes, lunch boxes etc. in September. Another funder donated £600, which has been used for two electronic notebooks for a Young Carer and a local School. The BT Call Centre have chosen Wired Young Carers as their chosen charity for the next 12 months. They funded £300 of Amazon vouchers for families at Crisis. Warrington Youth Club deliver 21 food parcels to families at crisis.

Fiona Jenkins is a member of the BA & MA Social Work Programme 'People with Lived Experience' Steering Group based at Chester University (Warrington Campus). Wired Carers Service have received funding of £600 to take part in an exhibition to be held on the Chester University Warrington Campus Site entitled "What does social care mean to me?". Carers had the opportunity to engage in the exhibition through the medium of letters, poetry, artwork, and lived experience etc., to ensure their voices are heard. Each participant receive an Amazon voucher. Twenty participants took part in this project, which will later be exhibited at Chester University.

Fiona Jenkins – Service Manager is invited to speak at the International Young Carers Conference in Brussels together with Dr Valerie Gant, Senior Lecturer in Social Work at Chester University in May 2021. The Swedish Parliament and other national and international dignitaries will be attending this event. During

Warrington Adult Carers

Out of hours

We offer out of hours services to working carers, parent carers and other adult carers who find it difficult to use the phone during business or school holiday hours.

Drop ins

We have a monthly evening drop in for working carers and carers who cannot attend our day time drop ins. We have a monthly drop in for Carers of people with dementia. This group welcomes and mentors each other.

Carers Celebration Day

During Carers week, we hold a Carers Celebration day to recognise the value and voice of Warrington Carers. The event is an opportunity to show Carers in Warrington how much they contribute, not just to the person they care for but to the social health of Warrington. Senior social service officers and elected members attend the celebration day to allow them to see, meet and acknowledge the role that Carers play in Warrington.

National Young Carers Action Day, Wired shared an online, assembly raising the awareness of Young Carers via Teams. Wired also shared a tool kit with Schools regarding the importance of identifying Carers when completing the National Census

Advice Information and Awareness raising

We deliver regular awareness raising in Warrington to carers to ensure that they are aware of any national and regional initiatives that can affect them and the person they care for. We have delivered training in the Mental Capacity Act, the Care Act, Lasting Power of Attorney and Becoming a Appointee and the impact this legislation has on the life of Carers.

GP and identifying new carers

Wired Adult Carers is working with GP's to identify carers in the GP's area. We make sure that all GP surgeries have up to date materials. We regularly (weekly) make sure that we contribute to the GP newsletter.

Hospitals

All the relevant wards have our posters and we attend staff meetings to make sure that staff are aware of our services. We have a monthly Carers' café at the Hospital for new and existing carers, including staff.

All of the services above, during the COVID lockdown, have been replaced virtually. We have made sure that Carers have the skills to download the appropriate app to ensure that they can still access the Wired Carers Service Warrington

Ourr quarterly newsletters cover vital information for carers, including COVID vaccination details, links to services and support groups and reminds carers that all staff are here to ensure carers feel less isolated. Throughout the pandemic, Wired continued to run services for all carers to ensure they felt supported including advice and information. They have over 3,000 carers registered with them. Examples of support groups include -

- The Tea break @ 10am session which includes external speakers.
- Dementia carers support group: 10am—12pm, second Thursday of the month. Peer support to learn about coping strategies, focussing on techniques that have been found to work and draw on the experience of members of the group. A relaxed and positive atmosphere, seeking to help people live well with dementia, be they a person who is experiencing it or those who love them.
- Evening support Group: The Evening Support Group is a space to support unpaid carers to take some 'me time'. It provides the opportunity to chat, get support and even have a laugh with other carers from the comfort of wherever you are.

- The Evening Support group is perfect for you if:
- You are feeling lonely or isolated
- You feel no one understands your situation
- You want to move yourself up on your list of priorities
- You want to hear how others cope with caring

Warrington Disability Partnership

The 28 services provided by Warrington Disability Partnership (WDP) have continued to have a positive, direct and indirect, impact on the lives of carers by providing choice, opportunities and increasing independence. The delivery of 'Matrix Accredited' quality information, advice and guidance on equipment, transport, days out and leisure activities ensured a wide range of experiences could be enjoyed. Many individuals who are Direct Payments recipients are carers and payroll users and have been supported in their role as employers. During the pandemic we have supported carers by providing Personal Protective Equipment to their homes.

In response to our 'Friends and Family' feedback one carer said 'without the support of WDP over the past 12 months I don't know who I would have turned to for support.'

We are proud of the services provided for young carers, young adult carers, adult carers and parent carers in Warrington and we hope to develop them further over the lifetime of this strategy.

Our safeguarding commitment

Safeguarding means protecting people's right to live in safety, free from abuse and neglect, and promoting their health, wellbeing and human rights. The 2014 Care Act sets out clear responsibilities for organisations with a leading role for councils, the Police and NHS in overseeing local arrangements.

We try to make sure that adults with care and support needs are at the centre of any plans to support them, and where they are at risk of abuse or neglect, taking action before harm occurs and working with them to develop a protection plan. Carers are important partners in safeguarding because of the vital and every day role they have in supporting adults with care needs.

They are often best placed to help protect against abuse, their unique knowledge about their loved one can help ensure that risks are managed in a proportionate, positive and personalised way and maximise wellbeing.

The Care Act recognises situations where carers may:

- experience intentional or unintentional harm from the adult they are trying to support (or from professionals and organisations they are in contact with)

- unintentionally or intentionally harm or neglect the adult they support on their own or with others
- Suspect or witness abuse or neglect of the adult

When carers do speak up about concerns it is important that they are listened to. When it is necessary a safeguarding enquiry will be undertaken to try to resolve concerns. All professionals should recognise the complex dynamics of a caring relationship and be aware of the pressure that carers may be under. This is why the carer's assessment is so important and key to identifying and addressing the issues and improving quality of life, reducing the risk both to carers and to the person they care for.

If a carer experiences intentional or unintentional harm from the person they are supporting, or if they unintentionally or intentionally harm or neglect the adult they support, help should be sought. Professionals should view any such situations sensitively and proportionately. By responding early, this may prevent the situation deteriorating or breaking down. Information and advice about conditions and behaviours can often help.

The local authority should arrange any necessary provision of information or support that can help minimise stress and the risk of abuse or neglect.

Are you a carer?

If you are in a caring role, or know someone who is, more information on support for carers here in Warrington can be found at warrington.gov.uk/carers

The online community directory, My Life Warrington, also lists a range of local services that can support you in your caring role and is available at mylifewarrington.co.uk

Report a concern

Are you worried about the welfare of a vulnerable child, young person or adult?

Find out more information about how to report a concern at warrington.gov.uk/reportabuse, or call the council's safeguarding teams on 01925 443322.