

Agenda

Cabinet

Date: **Thursday 18 July 2024**

Time: **2.30 pm**

Place: **Herefordshire Council Offices, Plough Lane, Hereford,
HR4 0LE**

Notes: Please note the time, date and venue of the meeting.

For any further information please contact:

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If you would like help to understand this document, or would like it in another format, please call Samantha Walmsley, Democratic Services Officer on (01432) 260176 or e-mail samantha.walmsley2@herefordshire.gov.uk in advance of the meeting.

Agenda for the meeting of Cabinet

Membership

Chairperson Councillor Jonathan Lester, Leader of the Council
Vice-Chairperson Councillor Elissa Swinglehurst, Deputy Leader of the Council

Councillor Graham Biggs
Councillor Harry Bramer
Councillor Barry Durkin
Councillor Carole Gandy
Councillor Ivan Powell
Councillor Philip Price
Councillor Pete Stoddart

Agenda

	Pages
<p>1. APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	
<p>2. DECLARATIONS OF INTEREST</p> <p>To receive declarations of interests in respect of Table A or Table B, or Other Interests from members of the committee in respect of items on the agenda.</p>	
<p>3. MINUTES</p> <p>To approve and sign the minutes of the meeting held on 27 June 2024.</p> <p>The minutes are to follow.</p>	
<p>HOW TO SUBMIT QUESTIONS</p> <p><i>The deadline for submission of questions for this meeting is:</i></p> <p><i>5pm on Friday 12 July 2024.</i></p> <p><i>Questions must be submitted to councillorservices@herefordshire.gov.uk. Questions sent to any other address may not be accepted.</i></p> <p><i>Accepted questions and the response to them will be published as a supplement to the agenda papers prior to the meeting. Further information and guidance is available at https://www.herefordshire.gov.uk/getinvolved</i></p>	
<p>4. QUESTIONS FROM MEMBERS OF THE PUBLIC</p> <p>To receive questions from members of the public.</p>	
<p>5. QUESTIONS FROM COUNCILLORS</p> <p>To receive questions from councillors.</p>	
<p>6. REPORTS FROM SCRUTINY COMMITTEES</p> <p>No reports from scrutiny committees have been received.</p>	
<p>7. ADDITION OF CAPITAL BUDGET TO PROVIDE AN ACQUISITION FUND FOR HOUSING PROVISION</p> <p>To recommend to Council for approval the addition of a £5m capital budget to enable delivery of housing provision.</p>	11 - 18
<p>8. HEREFORDSHIRE ALL AGE CARERS STRATEGY 2024-2029</p> <p>The purpose of this report is to seek approval of the Herefordshire All Age Carers Strategy 2024-2029</p>	19 - 56

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- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least five clear days before the date of the meeting. Agenda and reports (relating to items to be considered in public) are available at www.herefordshire.gov.uk/meetings
- Inspect minutes of the Council and all committees and sub-committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public register stating the names, addresses and wards of all Councillors with details of the membership of Cabinet and of all Committees and Sub-Committees. Information about councillors is available at www.herefordshire.gov.uk/councillors
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title. Information about councillors is available at www.herefordshire.gov.uk/councillors
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (20p per sheet subject to a maximum of £5.00 per agenda plus a nominal fee of £1.50 for postage).
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The location of the office and details of city bus services can be viewed at:

<http://www.herefordshire.gov.uk/downloads/file/1597/hereford-city-bus-map-local-services->

Guide to Cabinet

The Executive or Cabinet of the Herefordshire Council consists of a Leader and Deputy Leader and seven other Cabinet Members each with their own individual programme area responsibilities. The current Cabinet membership is:

Cllr Jonathan Lester (Leader)	Corporate Strategy and Budget
Cllr Elissa Swinglehurst (Deputy Leader)	Environment
Cllr Ivan Powell	Children and Young People
Cllr Harry Bramer	Community Services and Assets
Cllr Pete Stoddart	Finance and Corporate Services
Cllr Carole Gandy	Adults, Health and Wellbeing
Cllr Graham Biggs	Economy and Growth
Cllr Barry Durkin	Roads and Regulatory Services
Cllr Philip Price	Transport and Infrastructure

The Cabinet's roles are:

- To consider the overall management and direction of the Council. Directed by the Leader of the Council, it will work with senior managers to ensure the policies of Herefordshire are clear and carried through effectively;
- To propose to Council a strategic policy framework and individual strategic policies;
- To identify priorities and recommend them to Council;
- To propose to Council the Council's budget and levels of Council Tax;
- To give guidance in relation to: policy co-ordination; implementation of policy; management of the Council; senior employees in relation to day to day implementation issues;
- To receive reports from Cabinet Members on significant matters requiring consideration and proposals for new or amended policies and initiatives;
- To consider and determine policy issues within the policy framework covering more than one programme area and issues relating to the implementation of the outcomes of monitoring reviews.

Who attends cabinet meetings?

- Members of the cabinet, including the leader of the council and deputy leader – these are the decision makers, only members of the cabinet can vote on recommendations put to the meeting.
- Officers of the council – attend to present reports and give technical advice to cabinet members
- Chairpersons of scrutiny committees – attend to present the views of their committee if it has considered the item under discussion
- Political group leaders attend to present the views of their political group on the item under discussion. Other councillors may also attend as observers but are not entitled to take part in the discussion.

**The Seven Principles of Public Life
(Nolan Principles)**

1. Selflessness

Holders of public office should act solely in terms of the public interest.

2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

6. Honesty

Holders of public office should be truthful.

7. Leadership

Holders of public office should exhibit these principles in their own behaviour and treat others with respect. They should actively promote and robustly support the principles and challenge poor behaviour wherever it occurs.

Title of report: Addition of Capital Budget to provide an Acquisition Fund for Housing Provision

Meeting:	Cabinet
Meeting date:	Thursday 18 July 2024
Cabinet Member:	Peter Stoddart, Finance and Corporate Services
Report by:	Head of Strategic Finance
Report Author:	Strategic Capital Finance Manager

Classification

Open

Decision type

Budget and policy framework

Notice has been served in accordance with Part 3, Section 10 (General Exception) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) Regulations 2012.

Wards affected

(All Wards);

Purpose

To recommend to Council for approval the addition of a £5m capital budget to enable delivery of housing provision.

Recommendation(s)

That: the following be recommended to Council

- a) To approve the addition of £5m to the capital programme for housing provision.**

Alternative options

1. It is open to Cabinet to recommend alternative capital investment options to Council. As an amendment to proposals put forward by Cabinet, any amendment would either require the consent of the Leader of the Council or further consideration by Cabinet, before a decision could be taken in accordance with budget and policy framework rules.

Key considerations

2. The capital programme reflects capital investment generating benefit to the county for a period in excess of one year.
3. The programme was approved by Council in February 2024 having followed budget and policy framework rules; this report now proposes in year changes to the approved programme.
4. The addition of the £5m budget is to enable the cabinet to take decisions when properties or land become available and not miss out on opportunities to deliver suitable housing. The £5m is being added on the basis that any rental income will cover the running costs and provide a surplus to repay the cost of borrowing over the useful life of the asset. Homes England grants will be applied for where possible to reduce the overall borrowing costs and be added to the capital programme by the S151 delegated powers.
5. Inclusion in the capital programme is not approval to proceed. Each project will be subject to its own governance, a full business case will be presented for approval where required and compliance with the council's contract procedure rules as applicable.

Community impact

6. In accordance with the adopted code of corporate governance, Herefordshire Council achieves its intended outcomes by providing a mixture of legal, regulatory and practical interventions.
7. The capital programme support the overall delivery plan and service delivery strategies in place. The overall aim of capital expenditure is to benefit the community through improved facilities and by promoting economic growth. A stated objective within the Delivery Plan 2024 to 2025 is to secure accommodation for vulnerable people at risk of homelessness

Environmental Impact

8. A specific environmental impact assessment for the service specific budget proposals will be considered as appropriate to seek to minimise any adverse environmental impact and actively seek opportunities to improve and enhance environmental performance. An initial environmental assessment will be developed and scoped for each project when they seek approval to spend and a separate governance decision.

Equality duty

9. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to –

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
10. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. An equality impact assessment (EIA) will be carried out prior to any new scheme commencing and will form part of the approval process, required ahead of incurring capital spend.

Resource implications

11. The proposed addition of £5m is added on the basis that any borrowing requirement will be funded from surplus income, therefore there are no financial implications for the revenue budget by making this addition to the capital programme.

No	Scheme	Capital Grant funding £000	Redirected funding £000	Capital receipt funding £000	Funded by ROI £000	Corporate Funded PB £000	Total Request £000
Community:- Build communities to ensure everyone lives well and safely together							
1	Temporary Accommodation	0.0	0.0	0.0	5,000.0	0.0	5,000.0
	Total	0.0	0.0	0.0	5,000.0	0.0	5,000.0

12. Individual capital scheme resourcing implications will be detailed in the approval to precede decision. Appendix A contains the outline strategic business cases for the new project.

Legal implications

13. In year changes to the capital programme must be approved by Council unless certain circumstances in the constitution apply, which do not apply in these cases.
14. The Local Government Act 2003 allows the council to borrow for any purpose relevant to its functions under any enactment and for the purposes of the prudent management of its financial affairs.

Risk management

15. The proposed addition has been reviewed in relation to risks, both in deliverability, costs, impact and associated scheme interdependencies. The individual scheme detail of the risks will be provided as individual schemes progress to approval to deliver.

Consultees

16. Political Group consultation is not required for budget and policy framework but they can make recommendations on the proposals being recommended to council, to cabinet during the meeting for them to consider.

Appendices

Appendix A - Outline Strategic Business cases for capital investment proposal.

Background papers

None

Glossary of Terms

Funded by Return on Investment – this is where there is a return on investment to repay the borrowing costs, such as increased income or savings on the current budget by reducing on going costs

Report Reviewers Used for appraising this report:

Governance	John Coleman	Date 09/07/2024
Finance	Judith Tranmer	Date 10/07/2024
Legal	Claire Porter	Date 09/07/2024
Communications	Click or tap here to enter text.	Date Click or tap to enter a date.
Equality Duty	Click or tap here to enter text.	Date Click or tap to enter a date.
Procurement	Click or tap here to enter text.	Date Click or tap to enter a date.
Risk	Click or tap here to enter text.	Date Click or tap to enter a date.
Approved by	Ross Cook and Hilary Hall	Date 10/07/2024

OUTLINE STRATEGIC BUSINESS CASE

Directorate	Community and Wellbeing
Scheme Name	Acquisition Fund for Housing Provision
Budget Holder	Hayley Crane

Project aims and objectives:

Scheme description and demonstration of links to corporate priorities and savings plans.

The aim of this proposal is to establish a £5m fund to enable the council to develop the critical housing provision we need in the county. The council faces an increasing demand for social housing provision, there is a lack of local provision to meet this need, as such people are being placed in temporary accommodation which isn't fit for purpose, and has significant additional costs.

STRATEGIC CASE

The Council Plan core strategy - Place – states 'We will protect and enhance our environment and ensure that Herefordshire remains a great place to live. We will support the right housing in the right place and do everything we can to improve the health of our rivers'

The Councils Herefordshire Homelessness Prevention and Rough Sleeping Strategy 2020-2025, which aligns with the Central Government policy in the Homelessness Reduction Act (HRA) 2017, focusses on

- Prevention - early identification
- Intervention - access to appropriate housing & support services
- Recovery - tenancy sustainment opportunities and support are provided

These statutory obligations impose a resource and financial burden on the Council that has increased by almost 100% over the last 2 years. The table below shows the numbers of accommodation units per month being 'sourced' by the council to support homeless families. In March 2022 the council housed 74 families, in March 2024 this rose to 141 families.

	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Temp	44	42	40	40	45	48	43	42	44	44	39	43
B&B	29	28	27	32	29	32	29	37	35	40	45	43
Total	73	70	67	72	74	80	72	79	79	84	84	86

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Temp	49	54	55	57	62	59	59	59	63	66	66	71
B&B	44	42	48	57	58	52	66	71	71	82	88	87
Total	93	96	103	114	120	111	125	130	134	148	156	158

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Temp	72	70	68	59	56							
B&B	76	75	74	79	85							
Total	148	145	142	138	141							

In 2023/ 24 Housing Solutions spent £3,415,832.27 on accommodation solutions, which comprised £3,030,030.55 on Travelodge/ B&B style accommodation and £385,801.72 on private sector rental accommodation.

Due the relatively limited supply of this type of accommodation and an ever increasing demand, the costs of securing these places continues to rise, a Travelodge room now costs an average of £90 per night, however this fluctuates depending on what events are going on in the County at any one time e/g. the races, a football match, when costs can rise to £120 per night. The demand for homeless accommodation is constant throughout the year as can be seen below, which also shows the equivalent costs per bed pa.

2023-24 demand summary

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	totals
temp	57	62	59	59	59	63	66	66	71	72	70	68	772
b&b	57	58	52	66	71	71	82	88	87	76	75	74	857
totals	114	120	111	125	130	134	148	154	158	148	145	142	1629

costs	per/bed pa	
temp	3,030,031	3,925
B&B	385,802	450
total	3,415,832	

The council also currently hold a waiting list with 1975 households registered for accommodation.

The council currently have the following units to accommodate our street homeless,

- Whitecross Road (WXRH) Hub: 8 single rooms (shared facilities) & 4 self-contained flats
 - Staffed Monday-Friday (9-5) by support staff
- RSAP/Light Touch Support: 10 units of self-contained accommodation in Hereford (currently none elsewhere in the county)
 - Not staffed. Floating support offered by WXRH staff
- Hope Scott House: 14 single (ensuite) rooms & 2 self-contained pods
 - Currently staffed sporadically by HSH's own self-employed staff
- Pomona Place and Bridge House: Approx. 30 units of supported accommodation
 - Support provided by CCP, with staff on site 24/7 at Pomona and Monday-Friday at Bridge
- 4 emergency pods
 - Support provided by Rough Sleeper Outreach Tea

Whilst this appears to be a comprehensive offer, it does still leave gaps. None of the above accommodation is available as 'direct access' and all persons presenting go through an application and interview and referral process, which can span over a period of time, before being housed. People are not moved into these accommodations on the day of application, which increases hardship.

Prior to the winter shelter opening, HC had 21 people sleeping rough. During the operation of the shelter, there was a 90.4% reduction in rough sleeping – with over 80% of those people being supported to move into appropriate accommodation. Since the shelter has closed, cases of rough sleeping have risen, partly due to blockages within the current pathway – something that is being addressed – but even without the process blockages, there would still be some people sleeping rough because our current services do not have the capacity to meet the needs of some of our rough sleepers.

Establishing a fund will enable the council to respond to opportunities to acquire and develop further stock to meet this demand, and decrease costs spent on temporary accommodation.

Estimated costs and funding sources:

	2024/25	2025/26	2026/27	Future Years	Total
	£'000	£'000	£'000	£'000	£'000
Capital cost of project					
Acquisition and Development Fund	2,500	2,500			5,000
construction					
TOTAL	2,500	2,500			5,000
Funding sources					
PWLB	2,500	2,500			5,000

TOTAL	2,500	2,500			5,000
Revenue budget implications					

Benefits and risks:

The anticipated benefits and risks of the proposed project plus risks of not going ahead with the scheme.

A high level viability and RAG risk register is attached to this document.

The benefits and risks are summarised below

Benefits

- Provides the Council greater control over its Homelessness Service delivery
- Enables better use of resources and offers cost avoidance savings.
- Enables a better, more proactive, service to be delivered, reducing delays in housing people and providing a central focus for the service.
- Enables the ‘currently closed’ winter shelter site to be reconfigured as an assessment centre with immediate need shelter accommodation.
- Provide the Councils with an income producing asset, with the ability to ‘let out’ surplus accommodation to partner organisations, and which could be sold off to generate a surplus at some point in the future.

Risks

- The projects that are brought forward don’t generate the income required to repay the borrowing. However, full business cases will be developed and scrutinised prior to a cabinet member decision to proceed.
- Failure to identify sites/ buildings that can come forward to meet the demand. We are proactively seeking to identify relevant sites and develop associated business cases.
- The operation will require internal resource, it is anticipated the current resource will be deployed to deliver the revised service.

Not Going ahead with the proposals.

The expected outcomes of not going ahead with the fund, are a status quo situation,

- The council will continue to be exposed to market forces and thus incur even higher service budget overspends as the numbers of people presenting and costs of private sector accommodation continue to increase exponentially.
- The delays in housing people will remain due to the lack of immediate accommodation solutions.
- The council will have to continue to rely on referrals to third sector parties to deliver solutions.



Title of report: Herefordshire All Age Carers Strategy 2024-2029

Meeting:	Cabinet
Meeting date:	Thursday 18 July 2024
Cabinet member:	Cabinet member adults, health and wellbeing
Report by:	Corporate Director Community Wellbeing
Report author:	Senior Commissioning Officer, Community Wellbeing

Classification

Open

Decision type

Key

This is a key decision because it is likely to be significant having regard to: the strategic nature of the decision; and / or whether the outcome will have an impact, for better or worse, on the amenity of the community or quality of service provided by the authority to a significant number of people living or working in the locality (two or more wards) affected.

Notice has been served in accordance with Part 3, Section 9 (Publicity in Connection with Key Decisions) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Wards affected

(All Wards);

Purpose

The purpose of this report is to seek approval of the Herefordshire All Age Carers Strategy 2024-2029

Recommendation(s)

That Cabinet:

- a) Approves the Herefordshire All Age Carers Strategy 2024-2029

Further information on the subject of this report is available from
John Burgess,, email: John.Burgess3@herefordshire.gov.ukl

- b) **Delegated authority be given to the Corporate Director for Community Wellbeing and the Corporate Director for Children and Young People to take all operational decisions, as set out within this report and appendices, that fall within the responsibility of Herefordshire Council.**

Alternative options

1. There are no other options. The Herefordshire All Age Strategy sets out our intentions for supporting unpaid carers, which includes the provision of 'accessible, up-to-date, accurate, comprehensive but proportionate advice and local information relating to Care and Support for people and Support for carers' as required by Section 4 of the Care Act 2014

Key considerations

Background

2. The previous Carers Strategy ended in 2021. As a result of the pandemic and its aftermath, there was a significant delay in being able to progress work on the revised Herefordshire Carers Strategy due to other competing priorities
3. At the beginning of September 2023, work commenced on the revision and update of Herefordshire All Age Carers Strategy
4. It was important that the development of the new strategy be co-produced with involvement from a wide range of organisations and people who have experience of being an unpaid carer, or as a representative of organisations that help to support unpaid carers of all ages.
5. A working group was set up to help develop the strategy and identify key areas to focus on. Membership of the working group was broad with representation from Children and adults social care, Talk Community, Integrated Care System (ICS), National Health Service (NHS) and primary care, along with Voluntary, Community and Social Enterprise (VCSE) organisations who work directly supporting unpaid carers. In addition, some of the membership were also carers themselves.
6. Between September and December 2023 a series of engagement events, face-to-face meetings with carers, presentations and Q&A sessions took place to gather information and understanding about the key issues faced by carers across Herefordshire. Details of these meetings and the feedback received can be found in the draft strategy at appendix 1.
7. The aim of this new strategy is very much to focus attention on the incredibly valuable work that unpaid carers undertake, often without being fully appreciated. We intend to raise the profile of carers of all ages and do our best to ensure appropriate support, information and guidance is available and easy to access.
8. The strategy identifies six key priorities:

Value and Recognition: It is important that unpaid carers feel recognised and valued, and that should they themselves need some help or support, it is available for them. An important element of meeting this objective will be the introduction of a Carers Partnership Board

Young Carers: The strategy recognises the challenges that young carers can face, not only in their caring roles, but additional challenges they can experience in education and

other life experiences. Young carers should have the same opportunities to enjoy a childhood that aligns with their peers.

Technology-Enabled Care (TEC): As developments in TEC advance, there are clear opportunities to introduce new technology that can help to support, not only the cared-for person, but provide additional reassurance for carers.

Carers Assessments and Support: the process of accessing carers' assessments should be straightforward and stress-free. Carer assessments are important for identifying and directing individuals to sources of information and support

Information, Advice and Guidance: There is always a need to improve the quality and accessibility of information and resources available to carers. This involves ensuring information is clear and easily available from different sources.

Staying Healthy: Ensuring caregivers' well-being is important, as they will often put the needs of the cared for person ahead of their own. The strategy aims to help them maintain good health while balancing their caregiving and other life demands.

Community impact

9. The Carers strategy has identified a number of key areas with an action plan that will help to improve the services and resources available for cares of all ages. Taken together there will be a positive impact on the lives of carers and for the cared for person also.
10. There is a particular focus on young and young adult carers. They can often be unseen and unrecognised for the support they provide to family members, and research tells us that many young and young adult carers can suffer bullying at school, while their caring responsibilities can impact on their education and their own life opportunities. The strategy sets a number of ways that recognition and support to this group can be improved.
11. Many aspects of the strategy are linked closely to the recently published joint Health and Wellbeing Strategy, which sets out how the Council and its local partners plan to address the health and wellbeing needs of its population.

Environmental Impact

12. Whilst activity because of the implementation of this strategy will have minimal environmental impacts, consideration has been made to minimise waste and resource use in line with the Council's environmental policy.
13. The fundamental aim of the Herefordshire All Age Carers Strategy 2024-2029, is to support unpaid carers so they can continue providing this important role. Consequently, this will help to minimise demands on public services within the county.
14. The Council provides a wide range of services for the people of Herefordshire. Together with partner organisations in the private, public and voluntary sectors, there is a shared strong commitment to improving the environmental sustainability and achieving carbon neutrality in Herefordshire.

Equality duty

15. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to –

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

16. The decision does not discontinue any service and has no detrimental impact to eligible service users under Section 149 of the Equality Act 2010.

17. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. All partners are aware of their statutory requirements in regards to equality legislation.

18. This proposal will contribute to providing support and improving the quality of life to unpaid carers of all ages and protected characteristics

19. When we undertook consultation meetings with individuals, groups and organisations, we gathered diversity data. We also gathered data from the 2021 census about unpaid carers.

20. Disability – According to data from the 2021 Census, the majority of the unpaid carers of Herefordshire were not disabled, 28% (4,615) were disabled under the Equality Act. (This figure is significantly higher than the proportion of disabled people in the general population of Herefordshire which is 17%). Almost a half of these carers (1,705) provide 50 or more hours of unpaid care a week. This is similar to the proportions reported for England and Wales. Some of the unpaid carers who themselves have a disability, may also have eligible needs for support under the Care Act 2014.

21. Gender – According to 2021 census data, there are more females (9,940 – 60%) providing unpaid care than males (6,640 - 40%). Similar to nationally, the majority of these carers are aged 50 years or older. Women are more likely to become carers and to provide more hours of unpaid care. More women than men also provide high intensity care at ages when they would expect to be in paid work.¹

22. Age profile - In Herefordshire, the number of unpaid carers below the age of 50 is lower than the average for England and Wales - (30% compared with 40% for England and Wales). However, from 50 years upwards, the percentage of carers in Herefordshire begins to increase noticeably, with Herefordshire reporting 69% of carers over 50 compared to 59% for England and Wales. This is not surprising, as we know that the population of the county is getting older. According to the 2021 census, the number of people aged 65 to 74 years rose by just over

¹ Carers UK – [Key facts and figures about caring](#)

5,000 (an increase of 24.4%) since the previous census in 2011 while the number of residents between 35 and 49 years fell by around 6,000 (16.0% decrease).

23. Ethnicity – In 2021, 8.9% of the county’s total population identified themselves as being of an ethnicity other than ‘White: British’ - which is very low compared to nationally (26%). Of the total number of unpaid carers identified in the 2021 census, 98% (16,250 respondents) identified themselves as White. This would include people who are White but non-British. Despite these low numbers, we need to remain mindful that some carers may need additional support, for example language barriers or cultural differences.

Table 1: Ethnicity of unpaid carers, Census 2021

	Herefordshire unpaid carers		Herefordshire general population
	Count	Percentage	
White	16,250	98.04%	96.9%
Asian, Asian British or Asian Welsh	126	0.76%	1.2%
Mixed or Multiple ethnic groups	107	0.65%	1.1%
Other ethnic group	56	0.34%	0.5%
Black, Black British, Black Welsh, Caribbean or African	36	0.22%	0.3%
Grand Total	16,575	100%	100%

Resource implications

24. There are no financial implications associated directly with the approval of this strategy as the resources to take forward the strategy in relation to the development of implementation plans will be delivered within current revenue budget constraints. Any resource implications that are identified as part of implementation plan development will require the development of business cases, which will need to be approved by the relevant organisation(s) prior to proceeding.
25. There is a resource implication in that, all stakeholders will need to work together to achieve successful completion of the actions set out in the strategy work plan. Oversight of this work will sit with the Carers Partnership Board, to which partners will need to commit to supporting

Legal implications

26. There are clear legislative duties, both from a Children’s and Families point of view as well as an Adult Social care prospective, requiring support for carers.
27. The Care Act 2014 recognise that supporting carers is as important as supporting the people for whom they care. Adult carers under the Act has the right to seek support which can include information, advice, preventative services, have their own carers assessments and support to meet their needs based on the eligibility criteria. The Act goes further to place a duty on identifying Young Carers and providing support as they became adults. The Children and Families Act 2014 covers the rights of both Young Carers and Parent Carers.

Risk management

28. The new strategy sets out our vision and the key aims and objectives we wish to achieve, but it is important for all partners and stakeholders to remain involved in the process to ensure success and on-going improvement for services, information and resources for Herefordshire carers.

29. Without consistent support and engagement from a wide range of public, voluntary and private sector partners, there may be a risk that the Council will not be able to deliver the intended improvements and outcomes of the strategy

Risk / opportunity	Mitigation
There is a risk that some of the key objectives of the strategy may not progress as expected if partners and stakeholders do not work together	A new Carers Partnership Board will take responsibility for developing an annual work plan. The Partnership Board will oversee delivery of expected outcomes, based around the key priorities of the strategy.
Some areas of the county, particularly rural and isolated communities may not be able to access carer support services	We will work with our carer support provider to develop networks, taking advantage of the Talk Community Hubs that are available in most parts of the county.

Consultees

30. Between September and December 2023 a number of engagement events including presentations and question and answer sessions, face to face meetings took place to gather information and understanding about the areas of support that carers feel would benefit them the most

31. Engagement events took place with:

- Community Partnership (supported by HealthWatch)
- Survey of local organisations that support unpaid carers
- Face to face meeting with young and young adult carers
- Autism Partnership Board
- Learning Disability Partnership Board
- Making It Real Board
- Primary Care Network meetings
- Dementia Partnership and Programme Boards
- Face to face meeting with adult carers

32. A co-production event with unpaid carers, carer support groups and statutory agencies took place on May 22nd 2024 at the Kindle Centre in Hereford. Later that same day a similar event took place with a group of young and young adult carers. At both events, attendees reviewed the six key priorities of the new strategy, and helped to define our vision for the strategy.

33. A Political Groups Consultation took place on 21st June 2024. There was a thorough discussion about the strategy and carers in general, but no changes to the document were requested.

34. Details of comments, suggestions and feedback are contained in the draft Herefordshire All Age Carers Strategy that can be found at Appendix 1 of this report.

Appendices

Appendix 1: Herefordshire All Age Carers Strategy 2024-2029

Appendix 2: Equality Impact Assessment

Background papers

None

Report Reviewers Used for appraising this report:

Governance	John Coleman	Date 17/04/2024
Finance	Kim Wratten	Date 06/06/2024
Legal	Sam Evans	Date 10/04/2024
Communications	Luenne Featherstone	Date 29/05/2024
Equality Duty	Harriet Yellin	Date 17/06/2024
Risk	Jo Needs	Date 10/06/2024

Approved by	Hilary Hall	Date 04/07/2024
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Herefordshire All-Age Carers Strategy 2024-2029



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Introduction

In Herefordshire, we acknowledge and value the essential role of unpaid carers in our community. Unpaid carers are individuals who provide care and support to family members, friends, or loved ones facing challenges due to illness, disability, or other complex needs.

It is important to note that unpaid carers can be of any age, ranging from children and adolescents caring for their family members to adults caring for aging parents or partners. Working in collaboration with partner agencies, community organisations and carers, Herefordshire Council has developed this strategy that focuses on six key priorities which include:

1. **Value and Recognition:** Unpaid carers in Herefordshire play a vital role, offering essential support to loved ones who are facing illness or disability. Their economic impact is significant, reducing healthcare costs by providing care and support that might otherwise need to be provided by health or social care. Beyond practical caregiving, they provide emotional support, contributing to a compassionate society. We should all recognise and value the commitment and selflessness of unpaid carers of all ages.
2. **Young Carers:** Our strategy is designed to identify and support young carers ensuring that they have access to the necessary resources, information, and, most importantly, opportunities to enjoy a childhood that aligns with their peers. We want to improve recognition and support to this group of carers who will often remain invisible to services that could offer support and opportunities.
3. **Technology-Enabled Care (TEC):** Embracing modern advancements, Herefordshire Council is committed to integrating technology-enabled care to aid carers in their roles. This includes providing access to digital tools and telehealth services that can facilitate communication, monitoring, and the management of the cared-for individuals' health and well-being, all while offering carers more flexibility and peace of mind.
4. **Carers Assessments and Support:** We are committed to making the process of accessing carers' assessments straightforward and stress-free. These assessments are crucial for tailoring support services to meet individual carers' needs.
5. **Information, Advice and Guidance:** Knowledge is power, and it is no different for carers. Herefordshire Council is committed to enhancing the quality and accessibility of information and resources available to carers. This involves ensuring information is clear and easily available from different sources, providing training opportunities, and fostering a network of peer support, enabling carers to navigate the complex landscape of caregiving with confidence.
6. **Staying Healthy:** Ensuring caregivers' well-being is important, as they will often put the needs of the cared for person ahead of their own. This strategy aims to help them maintain good health while balancing their caregiving and other life demands. For young caregivers, diverse experiences, education, and equal opportunities are crucial. Taking the Herefordshire and Worcestershire Integrated Care Boards' (HWICB) Commitment to Carers as a guiding principle, this strategy sets out to support carers to live full and healthy lives.

Aligned with the NHS commitment to carers' well-being¹, Herefordshire Council recognises the importance of supporting carers so they can sustain their caregiving roles without compromising their own health. We will work diligently to ensure that carers receive the recognition and support they deserve. Our strategy for unpaid carers reflects our practical commitment to equipping, informing, and supporting those who play a vital role in our community by caring for their loved

¹ NHS England Commitment to Carers - [NHS England » Commitment to carers](#)

ones. We believe that by supporting unpaid carers, we strengthen our community and celebrate their invaluable contributions to the well-being of those they care for.

Our vision, purpose and values

Vision

Our vision for unpaid carers in Herefordshire has been co-produced with residents, providers or support services and with adults and young people who have lived experience of unpaid caring roles.

'Herefordshire is a carer friendly county, where carers of all ages are recognised, valued, heard and enabled to live a healthy fulfilling family life'

Purpose

- Make Herefordshire a carer friendly county
- Encourage and support carers to maintain their health and wellbeing
- Enable the voices of unpaid carers to be heard and to have influence
- Ensure carers have access to information about their rights and choices
- Work with our partners to encourage and develop best practise in carer support.
- Promote awareness of carers & their value in society

Values

- Improvement – Strive to make a positive difference to our unpaid carers' lives
- Partnership – Working together to make change happen
- Inclusion – Services are available and accessible to the whole community
- Appreciation – Recognise and value the important role of unpaid carers across Herefordshire

Who is a carer

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support (Carers UK)².

Unpaid carers play a pivotal role in our communities, contributing dedication and compassion to support their loved ones. It is crucial to recognise that the experience of caregiving is not a one-size-fits-all journey, but rather a nuanced and dynamic process shaped by the unique needs and circumstances of those involved.

For instance, parents providing care for a child with autism navigate a distinctive set of challenges, such as addressing sensory sensitivities and ensuring specialised educational support. In contrast, adult children assisting elderly parents contend with issues related to aging, mobility, and healthcare.

Furthermore, the landscape evolves again when considering caregivers supporting individuals with mental health conditions, introducing a different set of responsibilities and emotional strains.

² [Who are unpaid carers - Carers UK](#)

Additionally, young and young adult carers contribute significantly to the caregiving landscape, often balancing their education or career pursuits with the responsibilities of caring for family members. Acknowledging and understanding these divergent experiences is important in creating an inclusive and supportive environment that tailors assistance to the specific needs of each caregiving situation.



Many unpaid carers, despite their substantial contributions, often prefer not to identify themselves explicitly in that role. Instead, they see themselves simply as parents, children, friends, or siblings providing vital support to their loved ones. This choice underscores the wish to emphasise the personal and emotional connections they share with those they care for, avoiding the label of a caregiver. This perspective highlights the genuine and compassionate nature of their involvement, portraying caregiving not as a burden but as an integral part of the interconnected fabric of relationships within families and communities.

Understanding and recognising this choice does not mean they wouldn't wish to receive guidance, support or information that can help them to maintain their care-giving role, and just as importantly ensure their own health and wellbeing. Rather, organisations and agencies should understand and support a person's choice, and always work to understand the individual emotional connections that exist in any unpaid care-giving role.

What we know

The 2021 Census³ data suggests that around 16,580 people aged 5 and over were providing at least an hour of unpaid care a week across Herefordshire. This represents around 9% of the population; the same percentage as England and Wales. This suggests a decrease in the numbers of unpaid carers from the previous census in 2011, when 20,700 unpaid carers were identified, again in line with England and Wales. However this is almost certainly an underestimate, partly attributable to the timing of 2021 Census coinciding with the Covid-19 pandemic when interaction between households was restricted. In particular, those unpaid carers who did not actually live with the cared for person had their caring activities disproportionately impacted by the pandemic.

In 2022, Carers UK estimated that nationally there are around 10.58 million unpaid carers across the UK: equivalent to one in five adults, whilst locally the 2023 Herefordshire Community Wellbeing Survey found that 23% of Herefordshire adults were providing some level of unpaid care in 2021 and 21% in 2023. On the basis of the national evidence these estimates are much more likely to be closer to the true figure.

³ [UK census data - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

	2011		2021	
	Herefordshire	England & Wales	Herefordshire	England & Wales
Provides 19 or less hours unpaid care a week	7.80%	7.20%	4.70%	4.40%
Provides 20 to 49 hours unpaid care a week	1.30%	1.50%	1.60%	1.90%
Provides 50 or more hours unpaid care a week	2.40%	2.70%	2.40%	2.80%

Source: 1 UK Census 2021

Estimating the number of young carers is extremely difficult. The 2021 census reported that there were around 120,000 young carers aged between 5 and 18 years. However, research, cited by Action for Children⁴ would suggest the actual number is close to 1 in 5 children and young people that have some form of caring responsibility. Many young carers belong to groups that are often unseen and marginalized, like children looking after family members dealing with mental illness or substance dependency, which are not always captured in official counts. Regrettably, social stigma can make it difficult for a young carer to be as open as they might wish to be for fear of discrimination, bullying or being rejected by their peers.

In Herefordshire, the 2021 Census identified about 360 young carers aged 5-17 and 560 young adult carers aged 18-24, totalling 920 young and young adult carers, making up 2% of the county's population aged 5-24. Nationally, a similar proportion is reported, with 357,000 young and young adult carers across England and Wales.

According to the 2023 school census, there were 39,000 'known' young carers in England, representing 0.5% of the pupil population.

Herefordshire's 'known' young carers make up 0.2% of the pupil population, with 40 out of 24,000 pupils, which is some way below the national average.

However, the 2021 Herefordshire's Children and Young People's Quality of Life Survey⁵ found that almost 1,500 pupils in Year 6 or above care for someone at home this equates to approximately 40% of those surveyed. Of these, about 2% of Year 6 pupils and 5% of secondary and further education pupils look after family members who are ill or have a physical disability.

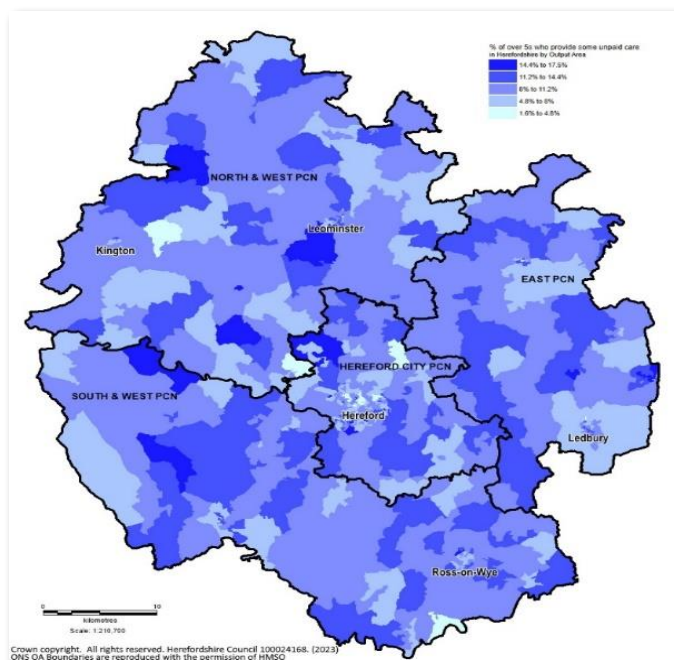
When comparing these sources, it's clear that the Census figure is likely a significant underestimate because it relies on household heads who may not always identify their young children as carers. The School Census data from 2023 also showed underreporting, as schools only reported pupils they already knew were carers. However, the Herefordshire's Children and Young People's Quality of Life Survey relies on self-reported caregiving, which may include looking after younger siblings or spending time with elderly grandparents.

The map below shows the numbers and locations of unpaid carers (adults and children and young people) across Herefordshire. The darker the shading, the greater the number of carers identified.

⁴ [Young carers: who are they and why do they need support? | Action For Children](#)

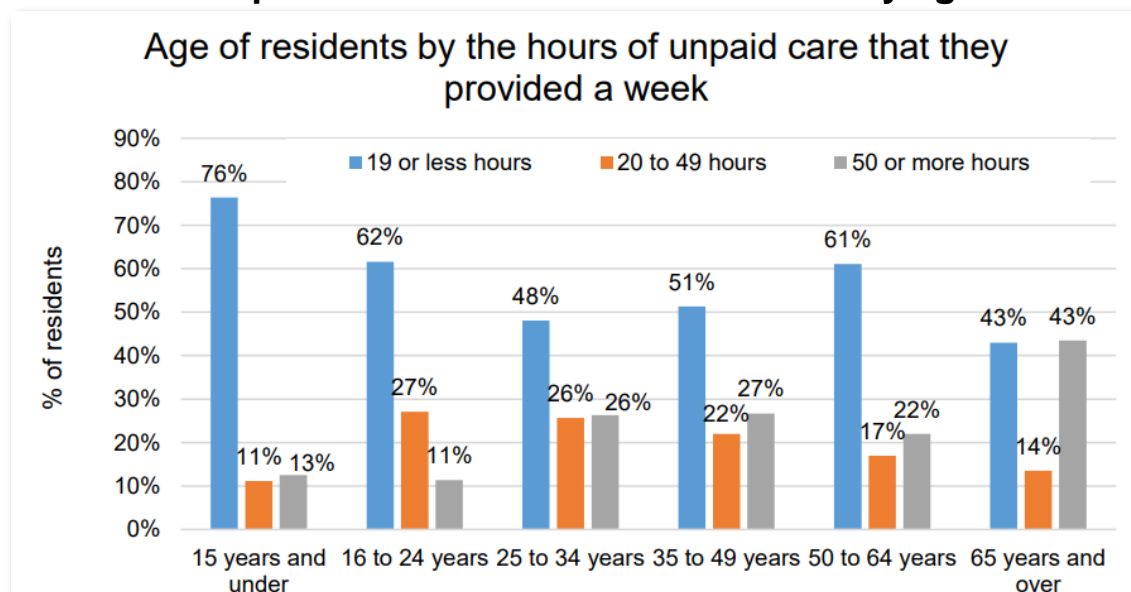
⁵ [Children and Young People's Quality of Life Survey - Understanding Herefordshire](#)

The data for this map is based on information taken from the 2021 census, but as noted above, there are many unpaid carers who have not recognised themselves as such, or choose not to share that information.

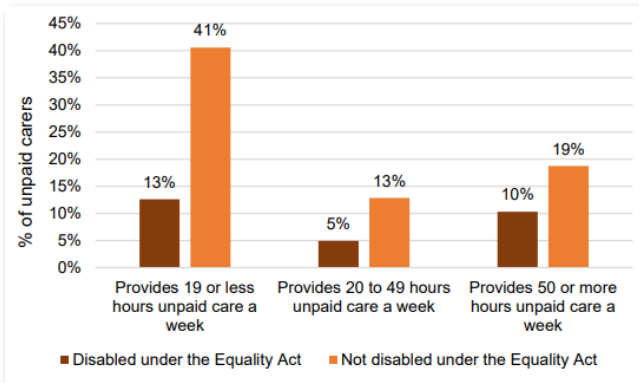


Source: 2 UK Census 2021

The table below provides detail of the number of unpaid carer hours provided each week broken down by age



Source: UK Census (Herefordshire) 2021

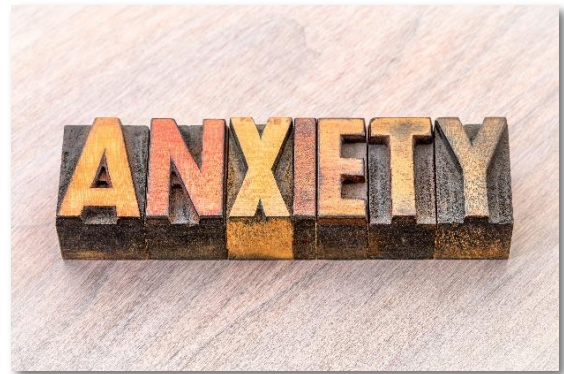


28% (4,615) of Herefordshire carers were disabled (as defined by the Equality Act 2010). Almost half (1,705) provide 50 or more hours of unpaid care a week.

Source: UK Census (Herefordshire) 2021

An NHS survey found that young and young adult carers have a higher prevalence of anxiety and depression (13% than non-carers (8%))

[Inquiry Into The Life Opportunities Of Young Carers And Young Adult Carers – November 2023](#)



40% of young carers and young adult carers said that caring ‘always’ or ‘usually’ affects how much time they can spend with their friends.⁷

[Inquiry Into The Life Opportunities Of Young Carers And Young Adult Carers – November 2023](#)

What you have told us

Between September 2023 and May 2024 several events and meetings were held with presentations given to a wide selection of groups and individuals who were either carers themselves, or represented and supported unpaid carers.

These events culminated in a workshop held in May 2024 with stakeholders, carers and parent-carers, where the key priorities of the draft strategy were shared and discussed and a vision

⁶ [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](#)

⁷ [APPG on Young Carers and Young Adult Carers - Inquiry into life opportunities - Carers Trust](#)

statement for unpaid carers in the county was co-produced. The feedback given at this event has been incorporated into the final version of this strategy. In addition to this event young carers were also able to shape the strategy through specific meetings with them at the young carers club, their thoughts, ideas and feedback have been used to develop our young carers' priority. Further detail on the feedback from young carers is included below.



During September and October 2023 a short survey of service providers supporting unpaid carers was also undertaken. Presentations have been delivered to a wide range of partnership boards including; The Autism Partnership Board, Dementia Partnership and Programme Boards and the Mental Health Advisory Group. Presentations were also shared and discussed at Transformation Tuesday, which is a multi-agency group across health and social care to share information and get feedback on new ideas and projects. Feedback received from all of these groups and the survey were taken back to the

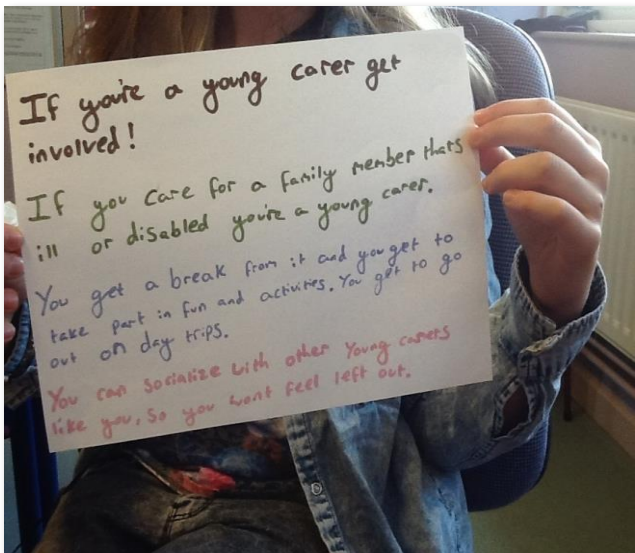
strategy working group and used to shape and develop the final strategy.

In October 2023 Herefordshire Healthwatch hosted a Community Partnership meeting, approximately 80 people were in attendance representing both organisations and individuals. This provided the opportunity to split into facilitated groups and discuss the key areas that this new strategy should focus on. Some of the comments and feedback from the event were:



In November 2023 the Young Adult Carers Club (YACC) gave a presentation about their experiences as young adult carers.

Around 12 young carers were present, who each took it in turn to talk about different aspects of their caring role, both the positive and challenging aspects.



They read out statements about their feelings and experiences, but also read out comments from some of their peers who were unable to attend or felt unable to participate directly in the presentation.

All had suffered bullying as a direct result of their caring role, with most having had poor experiences of education, where teachers had either dismissed or played down the impact of their caring responsibilities.

Their described experiences were extremely powerful and moving, particularly when the young people, having dealt with enormous emotional stress, anxiety and bullying, then shared how at night, when they would go to bed, many of them would worry that the person

they helped to care for, be it a parent or sibling, might become unwell during the night, or worse. At times some of the young carers would become tearful and upset when talking about their responsibilities and experiences they have had to deal with, but it was heartening to see how others in the group would quickly offer support and encouragement to each other. The following are some of the statements, emotions and feelings expressed by the young adult carers:

Four yellow speech bubbles with black outlines, arranged in a cluster. Each bubble contains a quote from a young carer. The quotes are: "I clean the house", "I help 24/7 keeping my brothers calm", "If you think of it, I probably do it", "I feel powerless – I don't want to make things worse", "I can never relax", "Worried all the time. I got so used to it that it feels normal", "It's scary. I worry so much about my", "Sometimes your mind is so full of worry you can't concentrate", "I am being bullied at school. Almost every day. Horrible comments have been said about my mum. It makes me so angry", "It was hard for me to fit in and hard for me at school", and "We need a safe space with others in similar situations to talk to, relax with and feel ok".

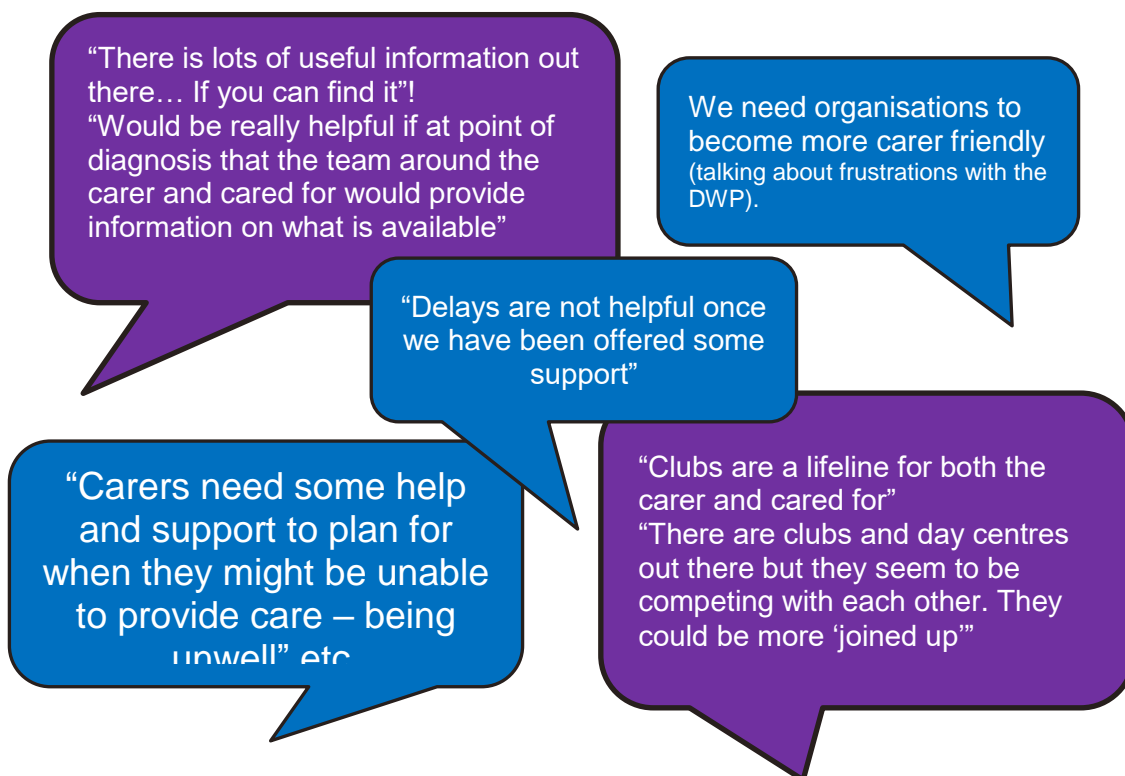
"I clean the house"
"I help 24/7 keeping my brothers calm"
"If you think of it, I probably do it"

"I feel powerless – I don't want to make things worse"
"I can never relax"
"Worried all the time. I got so used to it that it feels normal"
"It's scary. I worry so much about my"

"Sometimes your mind is so full of worry you can't concentrate"
"I am being bullied at school. Almost every day. Horrible comments have been said about my mum. It makes me so angry"
"It was hard for me to fit in and hard for me at school"

"We need a safe space with others in similar situations to talk to, relax with and feel ok"

Throughout November and December there were a number of face to face meetings with carers and the organisations that support them. In particular a number of conversations and discussions with unpaid carers of people diagnosed with dementia. These took place at 'meeting Centres' and a Memory Café in Leominster and Ross on Wye. We had some very interesting and thought provoking conversation, with carers identifying a number of issues that can cause frustration.



At one of these meetings a carer shared with us some extracts from a diary he kept, detailing the progression of his wife’s dementia and the challenges, both emotional and practical, that he faced as their 60 year relationship changed from husband and wife to carer and cared-for. Nonetheless, despite the change in circumstances the diary extracts also highlight the love and fondness that persists.

Diary entry July 2022

To bed, finally, and unhappy sleep. Do I want a week's respite? — No, not really. Do I need a week's respite? — Yes I do. This 'double life' with our home full of her phantoms, the home she is denying more and more is no life. Those who know say, 'Change the subject.' Or 'just go along with it.' Really, is that what the 'behavioural manual' says? Just like that for nearly eight hours of emotional mayhem? I can't say more but this is driving our relationship to the point of self-destruction. And that's criminal after over 60 years together. Will tomorrow be better?

Diary entry September 2023

Alzheimer's is the most dreadful, crippling, cruel disease. But I bask in the warmth of Judy's love and the radiance of her wonderful, ageless smile...
 ...I know how lucky I am, and if roles were reversed I know Judy would feel the same, and do the same, for me. I love her so, the lovely girl who became my beautiful wife and life's companion. And I

Local Context

Prevention and a strengths based approach

Unpaid carers, both young and adult, play a crucial role in our society, providing essential support to their loved ones. Their contribution is invaluable. To support unpaid carers of all ages, we focus on two key principles: prevention and strengths-based approaches.

Prevention is about providing timely support to carers to prevent, reduce, or delay the need for formal care. This includes offering information, advice, and early intervention services to help carers manage their caring role while maintaining their own health and wellbeing.



3: Prevention in social care - SCIE

For a prevention approach to be effective and impactful, a coordinated effort is essential between Herefordshire Council, health providers, voluntary groups, and the community itself, as depicted in Figure 1 below (Ref: Prevention in social care - SCIE). Using a collaborative approach, we can foster a culture in which all professionals recognise the potential opportunities for preventative support. This could involve initial contact through the Council's Advice and Referral Team (ART), GP appointments, or other engagements with professionals and support services.

Strengths-based approaches focus on the unique strengths and capabilities of the individual. Every carer has inherent strengths that can be used to enhance their resilience and independence. Instead of concentrating on what individual can't do, we focus on what they can do and the resources available to them in their community.

Young carers, face a unique set of challenges. Balancing caring responsibilities with education and personal development can be difficult. Our aim to ensure that young carers are recognized, heard, and supported. In line with the Care Act and Children and Families Act, a holistic family approach should be taken when assessing needs. This involves understanding the needs of the entire family unit. It's about ensuring that the needs of all family members, including the person receiving care as well as the young carer, are taken into account, emphasizing the importance of considering everyone involved.

Adult carers often face their own health and wellbeing challenges. It is important that as agencies, organisations and communities we identify and develop ways of providing support that build upon individual strengths, while promoting independence and enhancing quality of life.

This strategy sets out a series of key priorities and expectations. Fundamentally, we aim to foster connections between carers, local groups, and services, creating a network of support, enabling carers to access the resources and support they need.

Our strategy also aligns closely with the NHS Commitment to Carers, which has been adopted locally by Herefordshire and Worcestershire Integrated Care Board ([NHS England » Commitment to carers](#))

By focusing on the strengths of carers and their communities, and by providing preventative support, we aim to enhance the resilience of carers, promote their wellbeing, and ensure that they can continue their caring role sustainably.

Available Support

The following information highlights some of the groups and organisations across Herefordshire that provide support, guidance and or advice to unpaid carers. We know there are many small groups that have been formed that may not have a wide recognition, but nonetheless provide an important service for those that attend. As we move forward, we want to develop a better understanding of these smaller independent groups and create a network of carers support organisations, so that carers can more easily find support that meets their individual needs, and reflects their caring responsibilities. This will include the development of peer support group, as we know that sharing experiences, practical advice and information with other carers can provide social and emotional support and reduce isolation.

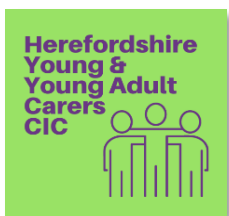


Herefordshire Carer Links : Herefordshire Council's commissioned Carer Support Service, provides information, guidance and support to unpaid carers of all ages. The service provides information and advice on various topics, including local services, support groups, and benefits. Carer Advisors assist with care planning, decision-making, and contingency planning. They also guide carers on accessing grants and benefits like Carer's Allowance and Blue Badges.

Carer Links is developing the Virtual Carers Centre (VCC), an online platform providing advice, resources, and assistance with assessments, grants, and appointments. The service offers emotional support, including one-to-one sessions and connections to local support groups.

Carer Advisors help carers express their needs, represent them at meetings, and provide resources on healthy living and preventive services. Outreach programs target carers who may not self-identify, especially young carers and those caring for someone with a hidden disability. Regular community drop-ins and Carers Forums provide a comprehensive support system.

By offering these preventative services, Carer Links aims to empower carers, reduce stress, and promote health and resilience, preventing the need for more intensive care services in the future.



Young and Young Adult Carer CIC: Young Carer clubs take place in different locations in the county, once a fortnight during term times. These groups enable Young Carers to meet others experiencing similar situations to their own and make new friends. Members can access advice and information from experienced staff. Members can also benefit from one to one support and take part in a variety of activities, games and workshops. Having these opportunities to meet helps reduce social isolation, increase confidence and social skills, as well as providing a much-needed break from

their caring role. It is important to have the opportunity to simply be a child for a few hours, have fun and relax. All of which helps Young Carers to build resilience and achieve their aspirations. Also available is confidential advice and support for Young Adult carers, aged 16 to 24. There are regular meetings so that people in similar situations can have a break from their caring responsibilities, find help and support, have fun and make new friends.

In addition to the groups the YYAC CIC also offers advice, information, one-to-one support and liaison with teachers, social care teams and other professionals, when Young Carers need help to be heard.

Dementia Meeting Centres and Memory Cafes:

A Meeting Centre is a local resource, operating out of ordinary community buildings that offer on-going warm and friendly expert support to people and carers affected by dementia. Meeting Centres are evidence based and seek to support people in adjusting to living with the symptoms and changes that dementia brings. An important aspect of the Meeting centre model is that carers also have the opportunity to meet and share experiences of adjusting to becoming a carer for a loved one developing dementia. Centres are currently located in Leominster, Hereford and Ross on Wye, but looking to expand their network



Memory Cafes, also known as Dementia Cafes are set up and run by local interest groups within the community, supported by volunteers. Memory cafes provide individuals living with dementia a safe, relaxed and friendly place to connect with others, take part in activities and also provide an important support networks for carers. The network is developing with cafes operating in Ross on Wye, Leominster and Ewyas Harold



Early Help Support for Young Carers and their families

(Herefordshire Council) – The Early Help Service complete all Young Carers Assessments for Children and Young People identified as Young Carer’s within Herefordshire, up to the age of 18. These assessments consider the child’s caring

responsibilities within their family unit and what needs they may have as a result of these responsibilities. A Family Support Worker will complete this assessment and support the child and their family with the aim of signposting to appropriate support and advice, providing any targeted support as identified within the assessment, bring together a multi-agency team around the family to have regular Team around the Family meetings and aim to improve the outcomes for the Young Carer and their family.



Talk Community has an important role in Herefordshire, developing connections within the community. Its primary objective is to link individuals with appropriate services, groups, community hubs, events, and information, all designed to contribute to peoples overall well-being.

Many of the Talk Community Hubs in partnership with other groups and organisations, provide services and support to unpaid carers. For example Hereford Age UK have been running a series of ‘roadshows’ providing information, support and guidance to unpaid carers about accessing benefits, and how to ‘navigate’ the care system, something we know can be confusing or unclear, especially for people who suddenly find themselves in a caring role.

In the Bromyard area, Talk Community in partnership with Herefordshire CarerLinks will be running a drop in every 4th Tuesday from the Bromyard Centre, providing carers locally with information, advice and a listening ear. Additionally and in partnership with the ‘Our Community

Can' project' from Active Herefordshire and Worcestershire, they will be running activity sessions that run alongside the care drop-ins, so that cared for people can engage in some safe and meaningful activity with trained providers if their carer needs some time to chat alone with a carer advisor. This new provision will be monitored with the potential to extend this to other areas of the county.



Herefordshire Recovery Service, part of the national charity Turning Point, provides support and advice to people around their use of alcohol and drugs

As part of that provision, the Family & Carers Service offers support to people who may be struggling to cope with the drug or alcohol use of someone close to them. They provide a combination of one-to-one support and group work to explore the 5-Step Method to family support.

The focus of the service is on the needs of family and carers themselves. The programme supports family and carers to feel better informed about the situation they are in, feel more confident in responding to the situation, and explore what help is available.

The service is free and confidential, and is offered without the need for the person using drugs or alcohol to be engaged in treatment.

[Herefordshire Recovery Service | Turning Point \(turning-point.co.uk\)](http://turning-point.co.uk)



Carers of Herefordshire (CoH) is a charity that supports Carers within Herefordshire in various ways.

CoH organises and runs 23 groups a month in different locations, such as Leominster, Ledbury and the Golden Valley. These groups are led by volunteers and offer Carers a chance to engage in activities like gardening, craft, and art. As well as giving the opportunity to help Carers create a social network of support reducing isolation and improving mental wellbeing.

CoH also works collaboratively with other organisations including the commissioned service CarerLinks, complementing it by offering Carers respite from their caring role.

The Charity has recently started a new Parent Carer Group that will support parents looking after younger children and those who transition then into adulthood. Also commencing in 2024 will be the 'Carer Carer4Group to help with the transition of the cared for accessing respite and residential care. www.carersofherefordshire.org



Across Herefordshire, GP surgeries are emphasising their commitment to recognising and assisting unpaid carers. This commitment goes beyond medical care to include practical initiatives like health checks, social prescribing, and

facilitating connections to resources, acknowledging and assisting the invaluable role of unpaid carers. In this way, healthcare professionals act as advocates for carers, ensuring they get the recognition and assistance they need.

In addition to offering health checks and social prescribing support, general practice surgeries across Herefordshire are also undertaking work to develop a culture that is proactive in supporting carers. For example, each of the Primary Care Networks (PCN) has an identified 'Carers Lead', responsible for raising the profile of unpaid carers and developing a carer-friendly and supportive culture across practices.

Priorities

Value and Recognition

Across Herefordshire, unpaid carers play a significant, role in providing essential support to individuals facing challenges such as illness or disability. Caregivers quietly dedicate their time and effort to offering vital support to family members, friends, and neighbours.

The economic impact of unpaid caregiving is noteworthy, as carers contribute substantially to reducing healthcare costs by providing essential, often round-the-clock, care to their loved ones. According to research undertaken by Carers UK, unpaid care in England and Wales is valued at £445 million per day.

Beyond the practical aspects of caregiving, unpaid carers serve as emotional support for those in their care, contributing to the fabric of a compassionate and supportive society. However, unpaid carers face challenges, including financial strain and limited access to resources. Addressing these challenges is important to create a more sustainable and supportive environment for unpaid carers. For example, organisations and businesses could become 'carer-friendly', implementing supportive policies and processes within workplaces that can help create a more understanding and accommodating environment for staff with care giving responsibilities. Understanding and appreciating the amount of time and care that individuals provide others as unpaid carers should be a priority across all parts of society, but especially by health and social care providers.

Not only do carers give their time and commitment to family members and friends, who themselves would struggle to cope without such help, this often takes place quietly and in the background. It is important therefore that unpaid carers feel recognised and valued, and that should they themselves need some help or support, it is available for them.

Key objectives

- ✓ We will work with our partner organisations to establish a Herefordshire place based Carer's Partnership Board to enable unpaid carers to have a voice and be properly represented. This will run complimentary to the Integrated Care System (ICS) carers reference group which spans both Herefordshire and Worcestershire.
- ✓ Like our partners in primary care, the council will identify a dedicated 'Carers Lead' to guide and advise staff
- ✓ The council will take further steps to becoming a 'carer friendly' organisation and encourage other businesses and organisations to support staff who are carers
- ✓ We will work closely with our Integrated Care System (ICS) partners to ensure the voice of Herefordshire carers is heard through the ICS Carers Reference Group

Young Carers

Young carers are a vital, yet often invisible, part of our society. They are children and young people who take on significant caring responsibilities for a family member with a disability, illness, mental health condition, or substance use issues. These children and young people provide

essential care and support, which can range from household chores to emotional care. Recognising and supporting young carers is crucial for several reasons:



The role of young carers is demanding, and recognising and supporting them is of paramount importance.

Safeguarding Well-being: The well-being of young carers can be at risk due to the physical and emotional strain of their caregiving duties. They often juggle these responsibilities alongside their own personal growth and development, which can lead to exhaustion and burnout.

Nurturing Education: The responsibilities young carers

shoulder can interfere with their education. Attendance and academic performance can suffer, potentially limiting their future opportunities. Without proper recognition and support, these young individuals may face educational disadvantages.

Impact on Mental Health: The stress and isolation that can accompany caregiving put young carers at risk of developing mental health issues. These challenges can lead to anxiety, depression, and feelings of isolation, making it crucial to address their emotional well-being.

Challenges in Identifying Young Carers

Identifying young carers is challenging due to the often hidden nature of their responsibilities. Many young carers do not openly discuss their caregiving roles, which can go unnoticed as they tend to put their family's well-being ahead of their own need for help or recognition. The stigma and fear of judgment associated with caregiving can prevent them from seeking support, leading to potential isolation from their peers. Additionally, a general lack of awareness among healthcare providers, educators, and community members about the signs and needs of young carers can lead to missed opportunities for providing necessary early intervention and support.

The Carers Trust's 'No Wrong Doors for Young Carers'⁸ initiative seeks to address these challenges by fostering a collaborative approach across services, ensuring that young carers are identified, supported, and that no opportunities for assistance are missed.

⁸ Carers Trust – 'No Wrong Doors For Young Carers': ["No Wrong Doors" for Young Carers - Carers Trust](#)

Key objectives

- ✓ Raise awareness of young carers across schools and educational establishments
- ✓ Encourage schools to identify a young carer champion to work with and support young carers
- ✓ Adult's and Children's social care service in partnership with the Integrated Care Board should work towards full implementation of the 'No Wrong Doors for Young Carers' Memorandum of Understanding.
- ✓ Work with voluntary organisations to develop ways of supporting young and young adult carers so they can experience time away from their caring responsibilities
- ✓ Ensure that young and young adult carers are offered an assessment
- ✓ Support the availability of young carer groups and peer support networks

Carers Assessments and support

Local authorities have a crucial responsibility to conduct assessments for unpaid carers, as outlined in the Care Act 2014⁹. This legal framework recognises that unpaid carers, often family members or friends, play a pivotal role in providing essential care and support to those in need. Similarly the Children and Families Act 2014¹⁰ gives young carers and parent carers in England a right to an assessment of their own needs. Crucially it is expected that the Care Act and the Children and Families Act should work together to make sure the needs of the whole family are met and inappropriate or excessive caring by young carers is prevented or reduced. Carrying out assessments for unpaid carers is a proactive step towards recognising their dedication and addressing their unique needs.

These assessments serve multiple important purposes:

Recognition and Acknowledgment: An assessment formally acknowledges the invaluable contribution of unpaid carers. It validates their role and dedication, giving them the recognition they deserve.

Understanding Needs: Assessments help us to gain a deeper understanding of the challenges faced by carers. They provide insight into the physical, emotional, and practical demands of caregiving, allowing Herefordshire Council to tailor support accordingly.

Tailored Support: Armed with the results of the assessment we can offer personalised support that meets the specific needs of each carer. This may include respite care, training, counselling, or access to community resources.

Preventing Burnout: Carers often face the risk of burnout due to the physical and emotional toll of caregiving. Identifying this risk early through assessments allows us to intervene and provide relief, reducing stress and preventing exhaustion.

⁹ [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

¹⁰ [Children and Families Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

Maintaining Independence: Assessments also consider the impact of caregiving on the carer's own life and well-being. This helps to ensure that carers can continue to lead fulfilling lives alongside their caregiving responsibilities.

Key objectives

- ✓ Review current carer assessment process and consider other alternative options for undertaking this responsibility
- ✓ Ensure that all those that request a carers assessment receive one in a timely way
- ✓ Work with partners to support the creation of carer peer support networks.
- ✓ Ensure that carers can access information about their rights and access to assessments and that the information is clear and consistent.
- ✓ We will work with our carer support provider (Herefordshire CarerLinks) and other carer focussed groups and organisations to new and innovative ways to provide support

Technology-Enabled Care (TEC) for Unpaid Carer Support

In Herefordshire we are already providing some preventative technologies that are identifying increased risks and preventing incidents such as falls before they occur. We are currently working with a number of providers and piloting different types of technology enabled with the intention of making these services available to our residents throughout 2024 and beyond. Technology-Enabled Care (TEC) is changing the caregiving landscape, particularly in the context of providing invaluable support for unpaid carers. The following is an indication of how TEC can and will improve lives for the cared-for and the care-giver;

Predictive Technologies: TEC leverages predictive technologies to monitor the well-being of the cared-for person. Wearable devices collect data on behavioural patterns, which is then analysed using artificial intelligence and machine learning algorithms. This proactive approach enables the identification of changes in routines or health conditions, triggering alerts and insights for unpaid carers.

Real-Time Alerts and Insights: The TEC platform sends real-time alerts to unpaid carers when significant changes are detected. This immediate notification system empowers carers to respond promptly to emerging situations, providing timely support and care as needed. Whether it's a deviation from daily routines or a health-related concern, unpaid carers can stay informed and take proactive measures.



Accessible Platforms for Unpaid Carers: Unpaid carers have easy access to TEC platforms through user-friendly mobile applications. These apps serve as a centralised hub, offering a comprehensive overview of the cared-for person's well-being. Carers can check daily activities, receive notifications, and access relevant health data—all from the convenience of their smartphones.

Peace of Mind and Well-Being Management: TEC doesn't just provide support for the cared-for person; it also promotes the well-being of unpaid carers. By offering real-time insights and alerts, TEC contributes to the peace of mind of carers, allowing them to navigate their daily lives with greater confidence. This technology-driven support system helps carers strike a balance between caring for their loved ones and addressing their own well-being needs.

Customised Care Plans and Assistance: TEC allows for the creation of customised care plans based on the individual needs and conditions of the cared-for person. Unpaid carers can receive guidance and suggestions through TEC platforms, ensuring that the care provided is tailored to the specific requirements of their loved ones.

Ongoing Monitoring for Proactive Care: The ongoing monitoring feature of TEC ensures that unpaid carers are continuously informed about the well-being of the cared-for person. This proactive care approach enables carers to intervene early, preventing potential health issues or addressing emerging challenges before they escalate.

In summary, Technology-Enabled Care offers opportunities of much greater support and peace of mind for unpaid carers, providing them with the tools and insights needed to offer personalised, timely, and effective support to their loved ones while also enabling them to manage their own well-being.

Key objectives

- ✓ Identify and make available a range of technology enabled care systems to meet different care and support needs
- ✓ Recognise that across a large rural county there may be challenges in providing TEC in some areas
- ✓ We will continue to work with carers and the cared-for to identify the best TEC solutions
- ✓ We will work with our partners in health and the ICB to identify ways of reducing delays to discharge from hospital

Information, Advice and Guidance

The demands of caregiving can at times be overwhelming, so being able to access appropriate information and advice is essential for their well-being and effectiveness in their roles. The National Institute for Health and Care Excellence (NICE) guidelines emphasise the importance of providing unpaid carers with access to relevant information and advice.¹¹ This guidance recognises that carers require support tailored to their specific needs and circumstances. By equipping carers with knowledge about the conditions they are managing, available support services, and self-care strategies, they can better navigate their caregiving responsibilities.

Access to information and advice empowers carers to make informed decisions about the care they provide. Understanding medical conditions, treatment options, and potential side effects enables carers to advocate effectively for their loved ones' needs within healthcare settings. Moreover, knowing where to access support services, financial assistance, and respite care options can alleviate the burden on carers and prevent burnout.

For young carers, in particular, access to information and advice is crucial for balancing caregiving responsibilities with education, social activities, and personal development. National organisations such as Carers Trust provide resources and support tailored to the unique needs of young carers, including online forums, peer support groups, and educational materials¹². However, we need to ensure that information and advice for young and young adult carers is available locally and in places and formats that our young carers can access easily. Research by the Kings Fund¹³ identified that; "Access to good health and social care for their loved one is a vital issue affecting quality of life for many carers, and so the wider social care context is critical. Carers said they often had to learn about how the 'system' worked in order to be able to navigate it successfully".

¹¹ National Institute for Health and Care Excellence (NICE) guidance on supporting unpaid carers: <https://www.nice.org.uk/guidance/ng150>

¹² Carers Trust resources for young carers: <https://carers.org/getting-support-if-you-are-a-young-carer-or-young-adult-carer/getting-support-if-you-are-a-young-carer-or-young-adult-carer>

¹³ The Kings Fund, Caring in a complex world: <https://www.kingsfund.org.uk/insight-and-analysis/reports/unpaid-carers-caring-complex-world>

Information and advice play a vital role in promoting the well-being of unpaid carers of all ages and is an essential component of support for unpaid carers, enabling them to fulfil their roles effectively while maintaining their own well-being. By ensuring that carers have access to relevant and timely information, we can empower them to make informed decisions, access support services, and prioritise their own health and happiness.

Key objectives

- ✓ Ensure that caregivers have easy access to accurate and relevant information, and wherever possible, tailored to their specific needs and circumstances.
- ✓ Equip caregivers with knowledge about medical conditions, treatment options, and available support services to enable informed decision-making and effective advocacy.
- ✓ Provide information on self-care strategies, financial assistance, and respite care options to alleviate stress and prevent burnout.
- ✓ Offer resources specifically designed for young carers, such as online forums, peer support groups, and educational materials, to help them balance caregiving with personal development.
- ✓ Support caregivers on navigating the health and social care systems to improve their loved ones' quality of life and their own well-being.

Staying Healthy

Ensuring the health and overall well-being of our caregivers is crucial for sustained effectiveness. Our aim is to help them maintain good health while balancing their caregiving responsibilities with other life demands, such as work or family obligations. This focus is linked closely to our recently published joint Health and Wellbeing Strategy.¹⁴ This sets out how the Council and its local partners plan to address the health and wellbeing needs of its population. Broken down into two



¹⁴ [Herefordshire Joint Local Health and Wellbeing Strategy 2023 - 2033](#)

main themes, the strategy focusses on 'having the best start in life' and 'good mental wellbeing throughout life'.

For young caregivers, their health significantly shapes their life paths, highlighting the need for a childhood marked by diverse experiences, including the basic right to education and equal opportunities compared to their peers.

Carers may be involved in situations where they or the cared-for person might be at risk of abuse or neglect, and where a safeguarding response may be required. Assessments of both the carer and the cared for should include consideration of the wellbeing of both people. The needs assessment is an important opportunity to explore each person's circumstances and to consider if there is information or support which could be offered to prevent harm to health or wellbeing¹⁵.

To achieve these goals, we are committed to building practical collaborations with caregivers, health and social care providers, communities, and employers. Through these partnerships, our objective is to establish robust support systems that empower caregivers to uphold both their physical and mental well-being.

This approach ensures caregivers can continue their crucial roles with resilience and commitment, contributing to the well-being of those under their care while also enhancing their own professional and personal experiences.

These collective efforts are geared toward creating a more sustainable and supportive environment for caregivers, promoting a healthier and more balanced expectation of the caregiving role.

Key objectives

- ✓ Carers should anticipate experiencing good health and quality of life.
- ✓ Encourage carers to establish a connection with their Primary Care Surgery to facilitate timely and appropriate support when needed.
- ✓ Ensure swift and effective support for carers in the event of a crisis.
- ✓ Implement reasonable adjustments to NHS and Council services, allowing carers to access services at times convenient for both their own needs and those of the individuals they care for.
- ✓ Encourage employers to take simple yet effective actions to help carers balance their caregiving and employment responsibilities.
- ✓ Raise awareness about when a safeguarding response may be necessary to ensure the safety and wellbeing of both the carer and the cared-for person.

¹⁵ [Carers and safeguarding: a briefing for people who work with carers | Local Government Association](#)

Putting It Into Action

A newly established Carers Partnership Board will play a pivotal role in advancing the Carers Strategy. This board will collaboratively develop an action plan that outlines specific steps to achieve the strategy's key objectives. The six objectives encompass various aspects of support for unpaid carers, including recognition, access to resources, and well-being. The board will oversee the implementation of this action plan, ensuring that it aligns with the strategy's vision. Additionally, regular progress reviews will be conducted to assess the effectiveness of the initiatives and make any necessary adjustments. By actively involving stakeholders and monitoring progress, the Carers Partnership Board will provide a voice for unpaid carers, that can influence decisions that will affect them, and the people for whom they care.

References

[NHS England » Commitment to carers](#)

[Support for employers to be carer friendly | Carers UK](#)

[UK census data - Office for National Statistics \(ons.gov.uk\)](#)

[Young carers: who are they and why do they need support? | Action For Children](#)

[Children and Young People's Quality of Life Survey - Understanding Herefordshire](#)

[Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](#)

[All Party Parliamentary Group Inquiry on Young and Young Adult Carers](#)

[Care and Support Statutory Guidance - GOV.UK \(www.gov.uk\)](#)

["No Wrong Doors" for Young Carers - Carers Trust](#)

[Care Act 2014 \(legislation.gov.uk\)](#)

[Children and Families Act 2014 \(legislation.gov.uk\)](#)

National Institute for Health and Care Excellence (NICE) guidance on supporting unpaid carers:

<https://www.nice.org.uk/guidance/ng150>

Carers Trust – resources: [Getting Support if You Are A Young Or Young Adult Carer](#)

The Kings Fund: [Caring in A Complex World](#)

[Herefordshire Joint Local Health and Wellbeing Strategy 2023 - 2033](#)

[Carers and safeguarding: a briefing for people who work with carers | Local Government Association](#)

Equality Impact Assessment (EIA) Form

Please read EIA guidelines when completing this form

1. Name of Service Area/Directorate

Name of Head of Service for area being assessed: Kayte Thompson-Dixon

Directorate: Community Wellbeing

Individual(s) completing this assessment: John Burgess

Date assessment completed April 2024

2. What is being assessed

Activity being assessed (eg. policy, procedure, document, service redesign, strategy etc.)

Herefordshire All Age Carers Strategy 2024-2029

What is the aim, purpose and/or intended outcomes of this activity?

Name of lead for activity

John Burgess

Who will be affected by the development and implementation of this activity?

- Service users
- Patients
- Carers
- Visitors
- Staff
- Communities
- Other:

Is this:

- Review of an existing activity/policy
- New activity/policy
- Planning to withdraw or reduce a service, activity or presence?

What information and evidence have you reviewed to help inform this assessment? (name your sources, eg. demographic information for services/staff groups affected, complaints etc.)

Information and evidence has been gathered from a variety of sources. Locally we have organised in a series of engagement events (see below), to gather view, opinions and suggestions about the focus the new Carers Strategy should take. Additionally we have used legislation, research and policy documents to inform and develop the document.

Key documents are as follows:

- [NHS England » Commitment to carers](#)
- [Support for employers to be carer friendly | Carers UK](#)
- [UK census data - Office for National Statistics \(ons.gov.uk\)](#)
- [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](#)
- [All Party Parliamentary Group Inquiry on Young and Young Adult Carers](#)
- [Care and Support Statutory Guidance - GOV.UK \(www.gov.uk\)](#)
- ["No Wrong Doors" for Young Carers - Carers Trust](#)
- [Care Act 2014 \(legislation.gov.uk\)](#)
- [Children and Families Act 2014 \(legislation.gov.uk\)](#)
- National Institute for Health and Care Excellence (NICE) guidance on supporting unpaid carers: <https://www.nice.org.uk/guidance/ng150>
- [Carers Trust – resources: Getting Support if You Are A Young Or Young Adult Carer](#)
- The Kings Fund: [Caring in A Complex World](#)
- [Herefordshire Joint Local Health and Wellbeing Strategy 2023 - 2033](#)

Summary of engagement or consultation undertaken (eg. who and how have you engaged with, or why do you believe this is not required)

Between September and December 2023 a number of engagement events including presentations and question and answer sessions, face to face meetings took place to gather information and understanding about the areas of support that carers feel would benefit them the most

Engagement events took place with:

- Community Partnership (supported by HealthWatch)
- Survey of local organisations that support unpaid carers
- Face to face meeting with young and young adult carers
- Autism Partnership Board
- Learning Disability Partnership Board
- Making It Real Board
- Primary Care Network meetings
- Dementia Partnership and Programme Boards
- Face to face meeting with adult carers

Summary of relevant findings

Herefordshire All Age Carers Strategy 2024-2029 recognises the **critical role** of carers and sets out how the council and its partners will continue to support them. The strategy has identified six key priority areas where steps can be taken to improve services and support available to unpaid carers across Herefordshire.

The six key areas, which are detailed within the strategy document, are:

- Value and recognition
- Young Carers
- Assessments and support
- Technology Enable Care (TEC)
- Staying healthy
- Information and resources

3. The impact of this activity

Please consider the potential impact of this activity (during development and implementation) on each of the equality groups outlined below. **Please tick one or more impact box below for each Equality Group and explain your rationale.**

Please note it is possible for the potential impact to be both positive and negative within the same equality group and this should be recorded. Remember to consider the impact on staff, public, patients, carers, partner organisations, etc. in these equality groups.

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Please explain your reasons for any potential positive, neutral or negative impact identified
Age	✓			The strategy is all age. One of the key priority areas is to improve recognition and support for young and young adult carers
Disability	✓			Not only do many carers provide support and care for loved ones with a disability, but also we know from census returns that some carers also have disabilities.
Gender Reassignment		✓		The strategy does not focus on this equality group. Where a member does have caring responsibilities there should be a positive impact, but where there are no caring responsibilities, the impact will be neutral.
Marriage & Civil Partnerships		✓		The strategy does not focus on this equality group. Where a member does have caring responsibilities there should be a positive impact, but where there are no caring responsibilities, the impact will be neutral.
Pregnancy & Maternity		✓		The strategy does not focus on this equality group. Where a member does have caring responsibilities there should be a positive impact, particularly for parent carers, but where there are no caring responsibilities, the impact will be neutral.
Race (including Travelling Communities and people of other nationalities)		✓		The strategy does not focus on this equality group. Where a member does have caring responsibilities there should be a positive impact, but where there are no caring responsibilities, the impact will be neutral.

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Please explain your reasons for any potential positive, neutral or negative impact identified
Religion & Belief		✓		The strategy does not focus on this equality group. Where a member does have caring responsibilities there should be a positive impact, but where there are no caring responsibilities, the impact will be neutral.
Sex (including issues of safety and sexual violence)		✓		The strategy does not focus on this equality group. Where a member does have caring responsibilities there should be a positive impact, but where there are no caring responsibilities, the impact will be neutral.
Sexual Orientation		✓		The strategy does not focus on this equality group. Where a member does have caring responsibilities there should be a positive impact, but where there are no caring responsibilities, the impact will be neutral.
Other Vulnerable and Disadvantaged Groups (eg. carers, care leavers, homeless, social/ economic deprivation, etc)	✓			The strategy is focused on improving support and resources for carers of all ages. We expect there to be a positive impact, in terms of access to resources, support, assessments, recognition.
Health Inequalities (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from the unequal distribution of social, environmental & economic conditions within societies)	✓			Studies have shown that carers will often overlook their own health and wellbeing needs ahead of the loved ones for whom they care. The strategy recognises the ICB's Commitment To Carers, and part of the action plan will be to highlight the work taking place in primary care to support carers in their own rights.

What actions will you take to mitigate any potential negative impacts?

Potential negative impact	Actions required to reduce/ eliminate negative impact	Who will lead on action?	Timeframe

Where an impact on any of the Equality Groups is realised after the implementation of the project/service/policy, the commissioners and/or providers of the project/service/policy will seek to minimise the impact and carry out a full review of this EIA.

4. Monitoring and review

How will you monitor these actions?

A new Carers Partnership Board will be set up with membership from Herefordshire Council, Health, the Integrated Care Board, VCSE organisations that support carers along with members who have unpaid carer experience.
There will be a work plan set out annually to ensure the key actions are implemented.

When will you review this EIA? (eg in a service redesign, this EIA should be revisited regularly throughout the design & implementation)

This document will be reviewed and if necessary revised on an annual basis from the point when the strategy is approved and published.

5. Equality Statement

- All public bodies have a statutory duty under the Equality Act 2010 to set out arrangements to assess and consult on how their policies and functions impact on the 9 protected characteristics.
- Herefordshire Council will challenge discrimination, promote equality, respect human rights, and design and implement services, policies and measures that meet the diverse needs of our service, and population, ensuring that none are placed at a disadvantage over others.
- All staff are expected to deliver services and provide services and care in a manner which respects the individuality of service users, patients, carers etc, and as such treat them and members of the workforce respectfully, paying due regard to the 9 protected characteristics.

Signature of person completing EIA

John Burgess – Senior Commissioning Officer
John.burgess3@herefordshire.gov.uk

Date signed

15/04/2024

