



Joint Carers

Strategy

2023-2028

Progress Report 2024 - 2025

Introduction

In May 2023 we published our **Joint Carers Strategy 2023 - 2028** which sets out what we will do together to improve the health and wellbeing of carers across Nottingham City and Nottinghamshire County.

The strategy highlights how working together will improve the lives of both carers and those they care for, by enhancing the way carers are identified and supported, making the best use of our joint resources and ensuring consistency of services across the city and county.

This strategy has been fully co-produced with carers. Carers' voices and experiences continue to directly shape the future of services and support which are important to them. We are also working closely with other key stakeholders and providers of carer support services to further develop the carer offer.

We are passionate about the vision of our Carers Strategy, 'to support and work in true and active partnership with carers and their families for them to achieve healthy, balanced lives, to give them the confidence that they will be supported in a fair, respected and honest way by all the agencies they come into contact with.' We are proud of the work we have done so far but remain ambitious to go further and continue to work hard to implement the Carers Strategy.

Progress against ten key components of the strategy

In the strategy we set out ten key 'components' (areas) of support we are aiming to improve for carers together. For each component carers wrote "I" statements describing what good services and support should look like and in response partner organisations developed "We" statements to say what they should be doing to meet carers' needs and outcomes. Since then, in line with the statements, partners have committed to 'pledges' (statements saying what actions they will take to meet carers needs better). They have been regularly updating the Carers Strategy Implementation Board on progress in achieving better outcomes for carers through their pledges.

The section below highlights the progress we have made together against the key components of the strategy to date (up to March 2025). It shows a snapshot of the achievements that we are proud of and want to celebrate and shows how we have made a difference to carers' lives.

Note that partners have different responsibilities, some partners will have achievements in some components but not others due to what their service does.

1 Identification and early support

Vision: Carers should be identified and offered support at the earliest opportunity, i.e. at the point of diagnosis or discharge.

Nottinghamshire County Council Adult Social Care have continued to share the Joint Carers strategy with key partners, service providers and the voluntary sector at a place-based level. Adopting a 'Think Carer' approach has increased the number of carers identified and being connected and supported by the Carers Hub. In Adult Social care, we are embedding a strengths-based approach to our conversations with carers, resulting in an 11% reduction in carers wanting or needing a full carer's assessment. This is due to better identification and access to effective advice and guidance conversations, at an earlier stage. We have changed our internal processes to stop carers having to tell their story more than once.

Nottingham City Council Adult Social Care, in partnership with the Carers Hub Service, has designed and delivered collaborative training sessions that have supported the development of new practice guidance. This guidance is now informing the development of referral pathways to ensure carers can access wellbeing activities and take meaningful breaks from their caring roles.

A digital resource area for social care staff has been launched to support earlier identification of carers. Additionally, the combined assessment of adult and carer needs has been further developed, with opportunities to support and signpost carers being considered at every point of contact.

Nottingham City Council Children's Services held an annual practice conference (200+ colleagues attended) which included an educational workshop on 'Young Carers' and the impact of the caring role on young people's lives. This workshop aimed to help our colleagues develop a deeper understanding of what it means to be a Young Carer, identify both existing and new young carers and learn about tools and techniques to use in direct work with young carers and their families.

Change Grow Live (CGL) service The Place Nottingham delivered substance and alcohol training sessions to frontline Nottingham City Council Children's Services colleagues concentrating on understanding challenges faced by young carers with parents experiencing problematic substance and alcohol use.

Carers Hub Service have supported 2400 carers and delivered 162 support groups this year. We've worked with 118 GP practices to become more 'Carer aware'. This support includes the development and benefits of holding a 'carer register', establishment and training of 181 Carer Champions, development of carer notice boards and webpages including factsheets and posters to connect carers with the Carers Hub for further support. 95% of GP surgeries have this support in place for carers. We've also attended community events to promote the service and developed new services, improving access to groups and drop-in sessions.

Young Carers Notts have had 680 referrals and completed 355 1:1 support sessions face to face. We have 14 regular groups that run each month and extra activities and events in the school holidays totaling 242 social opportunities between April 2024 and March 2025. Each month we support an average of 207 young carers to attend a youth group or activity.

We have 1047 young carers registered (305 in the City, 742 in the County)

Travel cards are now accessible to all until 2026 - with 352 cards issued in Nottingham City and County and ID cards have been designed by Young Carers, these will help to identify them at schools, GPs, in the community.

Nottinghamshire Carers Association have worked with 43 local employers with 3 more achieving the Carer Friendly Employer Quality Award. We have delivered Carer Awareness training to 32 organisations and engaged with 61 schools and 109 Health and Social Care teams or professionals. We've also raised awareness of carers at regional level networks including: East Midlands Chamber of Commerce, DANN (Dementia Action), RDAN (Rushcliffe Dementia Action), LDTs (Local Design Teams), Family Hubs, Attendance Networks and Safeguarding Networks.

2 Information, advice, guidance and training

Vision: Carers should be able to find information easily and quickly. Professionals should have consistent training and be involved in delivering equal quality experiences for carers.

The refreshed and updated carers information booklet called **‘Do you look after someone?’** contains information from Nottinghamshire County and Nottingham City Councils and has improved the information, advice and guidance we provide for carers in one place. The booklet was co-produced by carers.

Nottinghamshire County Council Adult Social Care continue to gather lots of feedback from carers about what information they want and how they want to access it. We have done lots of coproduction to make the information more accessible and in an easy read format. As a result of the feedback, we work alongside the Carers Hub, to develop a range of accessible information, advice and guidance that supports carers, all in one place. This includes specific information for parent carers, what support carers can expect from their GP and condition specific support.

Our new **preparing for adulthood guide** which provides more information about the transition from children’s services to adult services in Nottinghamshire and is for young people with special educational needs and disabilities (SEND) aged 14 to 25, and their parents and carers.

Nottinghamshire County Council Children’s Services tracked support for young carers through the Supporting Families Programme. 130 children and young people with caring responsibilities were identified at referral and through the assessment processes.

Nottingham City Council Adult Social Care has revised its training programme. Training sessions are currently being rolled out across Adult Social Care, with the Carers Strategy embedded throughout. This rollout also supports the implementation of the revised combined assessments.

Colleagues in Nottingham City have worked with IMPACT on a regional project with individuals with lived experience of social care to provide information and advice for citizens and carers whilst waiting for an assessment - a ‘waiting well pack’. This guidance has been customised for Nottingham City with key colleagues from social care and other stakeholders. This will soon be sent to citizens waiting for an assessment to help them understand the social care process and provide additional information, including information for carers.

Nottingham City Council Children’s Services Early Help partnership website (launched December 2024) has a ‘how to access young carer support section’ and the social care directory “Ask Lion” website is kept updated.

Carers Hub Service send a monthly co-produced Carers Newsletter to approximately 2823 carers and professionals across Nottinghamshire, which includes information about carer groups, community connections, and events. We have updated our materials to be more user-friendly and accessible and developed topic specific web pages on the Carers Hub Website for young adult carers and parent carers based on feedback from the carers’ discussion group. The website has had approximately 24000 visits during the last year.

Young Carers Notts have developed a resources page on our website (www.youngcarersnotts.co.uk) for all young carers that may need support online with things like mental health or information about their caring role. There is also a resources page for any young carer turning 18 and the support that may be useful. This includes info on the adult hub – but also things like benefit advice, CV writing, education support. As well as this we’ve created an 18th Birthday card that has a QR code to the resources above on our website – this is sent out to all who turn 18. Our monthly newsletter is sent out to all young carers on our mailing lists with information about the monthly activities and useful resources.

Nottinghamshire Carers Association have produced information videos through our service Carers Space Notts which are featured on the redeveloped Carers Space Notts website. One of these has information introducing the new carers’ services from October 2023. We’ve also held Carers Champions network meetings to share good practice and up to date information to pass on to carers.

3 Assessments

Vision: Assessments need to have an end point/clear goal. This needs to be shared with carers to promote need for assessments

Nottinghamshire County Adult Social Care have developed a **Waiting Well Pack**. This aims to better inform people and carers who they can contact whilst they are waiting for an assessment or if their situation changes. Within Adult Social care, we have completed approx. 2,200 all age carer assessments during 2024/25. We have introduced Carer Champion' roles, who are responsible for improving the experience for carers and they are well informed and supported during our assessment process. Our co-produced Quality Assurance Framework explains what support looks like for people and carers, when we do it well, and that we are able to check that we are working in a way that does that. It provides ways we can reflect, learn and change what we do to make the support we give even better. This framework supports our Carers Implementation Board to check how we are doing against the Joint Carers strategy. We do this by measuring what we are doing to meet carers needs and outcomes. This forum meets bi-monthly and is attended by carers and professionals.

Nottinghamshire County Council Children's Services completed 60 new assessments for young carers in 2024/25 and around 390 reviews for young carers.

Nottingham City Council Adult Social Care has revised its combined assessment form to ensure collaborative working with carers in agreeing on outcomes. In addition, a 'Waiting Well Pack' is being developed.

Nottingham City Council Whole Life Disability Services (WLD) continues to offer parent/ carer assessments as part of Children and Family Assessments.

Nottingham City Council Children's Services Family Help and our Social Work Service complete assessments of children and their families, to aid identification of young carers an assessment question asks if the child who is being assessed is a young carer.

Carers Hub Service provides the first point of contact for an adult carer, giving information via the telephone which is then followed up by a welcome pack and a light touch assessment. The new "Waiting Well" pack developed by Nottinghamshire County Council is included in the welcome pack. We adopt a strength-based approach during conversations and assessments with carers. A support plan is developed with the carer as part of the assessment to identify actions for both the carer and carers hub service as required.

"It's been really good to have the opportunity to have a carers assessment, for me as a carer, so professionals are able to understand the impact of my caring role and importance of being able to take a break" Carer Feedback

Young Carers Notts adopt a flexible approach that fits in with the whole family, in visiting schools or home to complete an assessment, using a range of formats that meets the needs of the young carer.

4 Whole Family Approach

Vision: Appropriate support and guidance is given to all family members (including extended family networks) and their needs and impact of the person they care for's condition are considered continually.

Nottinghamshire County Adult Social Care Our strengths-based, practice model is based on the Three Conversations Approach, with the focus on listening to what matters to people and carers, delivering a strengths-based, person-centred practice and support. This whole family approach is embedded throughout the person's journey from Customer Service Centre to our community teams. We have made further good progress in embedding the practice shift we want people and carers to experience through the implementation of our Practice Framework, which was launched in 2023.

Nottinghamshire County Council Children's Services adopts a whole family approach when providing support to families. When families are referred for support, a holistic whole family assessment is completed and a multi-agency plan put in place to ensure the family receive the support they require.

Nottingham City Council Adult Social Care has developed strengths based practice guidance for practitioners. This guidance encourages a whole family focus and a person-centred approach. It references the East Midlands Practice Framework and Standards.

Nottingham City Council Children's Services and Whole Life Disability Service our assessments are underpinned by the whole family working principle, we consider parental support needs and routinely make referrals to Adult Social Care if required.

Carers Hub Service have launched a Parent carer support group which works in partnership with SEND Parents and Carers Together (Parent led carer support group). We also have a dedicated parent carer support worker and webpage.
As part of our assessment we take into account the needs of the family.

5 Breaks from caring and preventing carer breakdown

Vision: Carers should be able to access different types of respite, depending on their needs, including short breaks, sitting services, weekly breaks. This should be easy to access. Carers should be supported from an early stage with plans in place for changes/emergencies and access to breaks for their own wellbeing.

Nottinghamshire County Council Adult Social Care our Carer respite and short breaks offer needs to be flexible, offer choice and control and support carers in emergencies too. Hence, we continue to make improvements to achieve this, these include:

- increasing the number of hours and flexibility on when the respite break can be used.
- our developments using technology, aims to prevent carer breakdown and provide
- reassurances to carers. through digital enablement we have supported 647 carers assessed as at high risk of carer breakdown between 1 Apr 2024 – 20 Feb 2025.
- 89% of carers said TEC had reduced their stress levels.

There is still ongoing work taking place to ensure that access to regular planned short breaks is part of the cared for person's overall package of support, which will be person centred for the cared for and carer. The outcome of this work will simplify the process of agreeing planned short breaks support, and what is needed to best meet the needs and outcomes of both the carer and their cared for.

Nottingham City Council Adult Social Care we are implementing Carers Personalised Commissioning via Direct Payments giving carers greater flexibility and control in how their wellbeing/ support needs are met.

Nottingham City Council Whole Life Disability Service we currently provide short breaks via community support, direct payment support, overnights and group sessions. Short breaks are accessed via a self-referral or a full children's assessment and are tailored around identified needs incorporating parent carer breaks. We have recruited two full time personalisation officers.

Nottingham City Council Whole Life Disability Service aim to provide flexible and diverse short breaks activities which provide greater choice and control meeting individual children/ young people with disabilities and their families' needs. To achieve this Nottingham City Council has recently completed an exercise to develop more short break options, including activity groups, individual support in the community or support at home, which are now available for those eligible for short break services. We will also be working on providing better information about universal services which those caring for a disabled child may benefit from.

Carers Hub Service encourage carers to complete an emergency plan in the event of them being unable to carry out their caring role (e.g. the carer has an unexpected hospital admission). Feedback from carers is that this will reduce anxiety, should the unexpected occur. We also issue Carers ID cards which identifies the person as a carer, which gives peace of mind that in the event of an emergency, the person they care for will be looked after. Carers who require a break from their caring role are connected to respite services.

Young Carers Notts offer a wide range of fun activities and events for Young Carers. This includes Christmas parties, ice skating, White Post Farm, visit to the pantomime and Wollaton Hall Horrible History tour. These activities are aimed at improving health and wellbeing through exercise, such as swimming, laser tag and bowling. Access to the Young Carers Travel Card enables more independence by providing free travel for city and county young carers. We are aiming to offer new or exciting opportunities with things like residential trips or days out.

Nottinghamshire Carers Association have created links with various leisure operators, and Inspire libraries through awareness raising, offering easier access for carers and requiring the service/organisation to consider what they can offer carers or how to make their service more carer friendly. Our Carer Friendly Employers work supports employers to support carers, enabling carers to work and be supported in work, reducing the need to leave work due to caring responsibilities.

6 Connecting carers

Vision: Peer support for carers needs to be accessible for all. Carers can learn from each other and share experiences.

Nottinghamshire County Adult Social Care co-production with people and carers with lived experience, is one of our key strengths and has been recognised nationally and locally in peer reviews, through the work we are doing in developing our key strategies. We are proud that our Nottingham and Nottinghamshire's Joint All Age Carers Strategy was co-produced with people and carers at every stage. Since launching the Carers Strategy, we have co-produced and improved our carers' offer in many ways:

- Better conversations - Changing our approach to have better conversations with carers, so they are not having to repeat their story twice, connecting carers to the right support more effectively.
- Personal budgets - 2508 all age carers have been provided with a personal budget/direct payment to meet their needs and improve their health and wellbeing during 2024/25.
- Carers review fact sheet - We have co-produced a new carers' review fact sheet. This enables carers to understand what will happen before, during and after the review of their support. It helps carers plan for a meaningful conversation to support them to achieve their outcomes.

Carers Hub Service offer 12 monthly face to face and 3 monthly online support groups providing an opportunity for carers to connect. We also manage funding which has been made available to six independent self-run, peer support carers groups. These groups provide the valuable peer support where carers learn from each other.

Young Carers Notts provide a safe space for young carers to make friendships and encouraging engagement. We've linked smaller groups of young carers together, when the thought of a larger youth group is too much. We provide online groups, including creative writing which have been well attended and helpful to those unable to get to groups in person. Our Young Carers panel has also been great at encouraging young carers to get together to help shape the future of the service, but also to link, make friends and support each other.

Nottinghamshire Carers Association offer a Carers Roadshow programme for 2025 which has been co-produced alongside carers and partners. We have 14 place-based events planned. This builds on the success seen in 2024, which delivered 16 community events, with 7113 visitors and 757 connections to further carer support and other services across Nottingham City and County.

Our Carers Strategy discussion group brings carers together to share issues and feed into the wider strategy work, having an influence. Additionally, Carers in Employment (NCA) encourages employers to introduce peer support groups, which are now in place across several organisations.



7 Giving carers a voice

Vision: Carers feel valued and that their views and experiences are listened to by professionals and others. Opportunities to give feedback and have a say are frequent, relevant and have a purpose/impact.

Nottinghamshire County Adult Social Care held a Big Conversation and that feedback plus benchmarking against neighbouring authorities has told us that whilst satisfaction amongst carers is good once support is provided, we still need to make improvements in relation to how easy it is for carers to get the support they need. Considerable progress has been made to address this position, and this will remain a priority until we see and hear a positive impact of these actions on the experience of our carers, their health and wellbeing and quality of life.

Nottingham City Council has recently appointed a Stakeholder Engagement Officer who has begun working closely with local carers' groups. We are currently exploring ways to broaden engagement opportunities with carers, with the aim of strengthening dialogue between carers and professionals, and ensuring that their insights actively inform both practice and policy development.

Carers Hub Service have a link to a feedback form on every email sent from the hub encouraging carers to feedback, both good and bad, to help us improve our service. Material/ideas for comment have been taken to the support groups on behalf of our own and other organisations for carers to comment and influence future development.

Young Carers Notts has developed a number of initiatives to encourage young carers voices, this includes:

- The Big Questionnaire of the Year, we have had some responses and continue to gather info on this with support from NCA.
- Our Young Carers Panel have had several sessions this year, we now have around 9 regular members. They helped to choose the winning ID card design, (from Max added 9) (all young carers were sent a survey on what the card needed to contain.) The panel continues to work on a booklet for young carers; written by young carers to help support others on their caring journey. They also are running a photography project to highlight what is helpful and what is not helpful to them as a young carer.
- Monthly feedback link on our newsletters each month helps us to see what has gone well and what could be better.

We have also included suggestion boxes at some of our youth groups to encourage ideas about what activities and events are wanted by Young Carers.

Nottinghamshire Carers Association support with an online carer discussion group. This is a place carers can discuss key topics, share information and have supported with a number of co-production activities. The group recently reviewed the Carers Information booklet. The group focuses on reviewing progress and influencing decisions related to the strategy and five key priority areas for 2024-2025:

- Support for carers at GP surgeries
- Support for carers of loved ones at end of life
- Support for parent carers
- Amplifying voices of underrepresented carers
- Support for young adult carers
- Our Carers Space network now has 214 members (127 carers and 107 professionals) offering opportunities to share information and for Carers' views and opinions to be heard and acted upon. Staff from Carers Space visit carers' groups to hear from wider voices.

8 Health and wellbeing and living a balanced life

Vision: Carers should have their wellbeing prioritised as well as that of their cared for. Carers should be able to access respite and support so they can look after their own health and wellbeing needs, access relevant support easily and take breaks.

Nottinghamshire County Adult Social Care Our Jointly Commissioned Dementia Wellbeing Service to supports people and their families on their dementia journey, including information, education sessions and working with the Carers Hub to support carers of people with dementia.

Carers Hub Service provide carers with access to wellbeing sessions at 12 gym facilities. We have provided creative writing workshops & a healthy eating workshop to encourage carer wellbeing. The carer support groups and drop in sessions provide carers with an opportunity to receive informal 1 to 1 support, peer support and general advice to aid wellbeing. The monthly carer support groups provide information and advice on a variety of topics to support carer wellbeing e.g. first aid, condition specific information (dementia), Talking Therapies, information to support financial wellbeing

Young Carers Notts have introduced Young Carers travel cards, gym memberships across Ashfield and an Active Notts project offering sports sessions in Bassetlaw schools for young carers. We're also working with Newark and Sherwood District Council on a young carers' art project and have a creative writing group running monthly alongside our regular youth groups. Our Create workshops run 4 times a year and have included art, dance and drama. Residential trips have given young carers a break away including a Go Beyond trip, Walesby Forest adventure day and weekend away at Hathersage.

Nottinghamshire Carers Association have trained Carers Champions at Worksop Town FC, Retford Tennis Club, Community Health services, Inspire libraries, Barnsley Premier Leisure, Focus on Young People in Bassetlaw. Meaning these organisations are aware of the needs of carers and have considered what to do to make their organisation 'Carer Friendly' increasing opportunities for leisure for carers.



9 Education, training, volunteering and employment

Vision: Carers are able to access courses, employment and opportunities without their caring role limiting their options. They are supported to do this.

Nottinghamshire County Council

Within our whole organisation we know that:

- 1 in 9 workers in Nottinghamshire have unpaid caring responsibilities
- 48% of carers have left work or study due to their caring roles
- 15% of carers have reduced their working hours.

In response to ensuring we support our colleagues who are juggling work and caring, we are working towards achieving the NCA Employer Carers Quality Mark. The Council commissions Nottinghamshire Carers Association to support local employers and communities to become carer friendly via the achievement of the Employer Carers' Quality Mark.

As one of the largest employers in the county, the Council is also working towards achieving the Employer Carers' Quality Mark which indicates that the Council is a supportive employer for unpaid carers. We have also introduced an employee's carers peer support network group and made improvements to the information we provide colleagues to support them at work and remain in their caring role.

Quote from a member of the employee's carer peer support group:

"I recently returned to work, after several years caring for my young child with complex health needs. Finding an employer who was 'carer aware/friendly' was very important to me and I was pleased to find the monthly unpaid carers support group and join this dedicated platform which is available to all staff who are also juggling caring responsibilities and work. The group has been a hub of information which has helped me in both my professional and personal life."
Adult Social Care Worker

Carers Hub Service offer training to carers online and face to face through the support groups on a variety of topics, chosen by the group participants. We have had a young adult carer join our volunteering team. This will support in delivering a better offer to YAC's.

Young Carers Notts provide access to free bus and tram travel for carers under 19 Nottingham City and Nottinghamshire, which is a great benefit in helping young carers getting to their place of education or work, meeting up with friends and other activities that enable them to have a break from their caring role.

9 Education, training, volunteering and employment continued:

Nottinghamshire Carers Association have worked with employers in Nottinghamshire to gain the Employer Carers' Quality Mark. This means that employers are more carer aware and able to support employees to remain in employment alongside their caring responsibilities.

'As you are aware Rushcliffe achieved our quality mark around this time last year – a year goes so fast! Having carers champions in place has helped us to support and signpost of employees who are unpaid carers. We have since put together an unpaid carers register to help us identify anyone who may need support and to get an idea of how many employees across the council are juggling work and unpaid carer responsibilities. Having carers champions within the council have helped us raise awareness and we have actively looked at ways we can promote the support conversations, it is clear that our employees feel able to come and speak to us about their caring responsibilities.'

Our carers champions at Rushcliffe are holding the next event on Tuesday 10th June to promote the national carers week which I know is around caring about equality. Our plan is to provide support and guidance around the carers passport and to help individuals think about what would help them. We will also be holding the same support at our depots. We feel it is important that we support our employees with completing carers passports which they can then discuss with their manager, particularly as some individuals may struggle with completing forms.

Thank you again Jayne for your continued support and guidance, it really is appreciated.'

Quote given by a Carers Champion at Rushcliffe Borough Council: Carers in Employment.



10 Life after caring

Vision: Recognise and put support in place to enable carers to be supported to see their life outside of caring while they are receiving support as a carer, so they are prepared when their role changes.

Nottinghamshire County To support carers when their caring role reduces or ceases, we are working closely with hospices and [Bereavement support | Nottinghamshire County Council](#) to share information about support for carers.

Carers Hub Service We have funded Self Help UK (through Beyond Diagnosis Team) to set up a carers group, both virtual and face to face for all unpaid carers supporting loved ones at the end of life. We have connected with Notts Hospice to develop joint working opportunities to support carers, including identification of carers whose caring role has ceased who may want to become a volunteer within the carers hub service. We encourage carers whose caring role has come to an end to continue to attend the support groups as part of their important social network.

What's next?

Whilst we're proud of the progress we've made, the Carers Strategy Implementation Board are aware that there is still more work to be done. We are continuing to bring new partner organisations on board with the Strategy work and making more contacts to raise awareness of the strategy across the city and county. These are some of the plans and priorities.

Carers Roadshows 2025

Nottinghamshire Carers Association have been working with Trevor Clower (carer) to develop the Carers Roadshow events in 2025. These have been planned in partnership with local district councils, health partners and other charitable organisations. For details of the events please visit:

<https://www.carersspacenotts.com/roadshows.html>



New partner pledges

We are always looking for new organisations to work with implementing the Carers Strategy. One of our newest partners is Nottingham Recovery Network.



The organisation - Nottingham Recovery Network is a partnership service offering a single point of free support, advice, and treatment in Nottingham City. We provide a wide range of services for individuals who are facing issues with alcohol and drug use.

The family and carers service sits within the Nottingham Recovery Network structure and is delivered by the family and carers team. The service provides a wide variety of support to individuals who are impacted by their family members or loved one's substance use. The support is delivered both 1-1 and in groups face to face or remotely. The support provided is person centred and aims to accommodate support on a needs basis ensuring inclusivity for all and providing positive outcomes.

<https://www.nottinghamrecoverynetwork.com/family-carers-support/>

Nottingham Recovery Network's Pledges

- We will ensure that carers have access to the right information, advice and support when they need it and help support planning for emergency situations.
- We will ensure carers can consider their own personal needs and goals as well as those relating to their caring role.
- We will work together with key partners across the system to identify carers and provide signposting and support. This will include GP practices, schools, healthcare providers (including hospitals), and care providers.

Nottingham Recovery Network - Family Story

Three members of the same British Pakistani Muslim family, who have been impacted by their loved one (A's) drug use accessed support from NRN.

A's drug use had resulted in the breakdown of his marriage, and conflict with different family members. A was also struggling with his mental health.

Cultural shame within the Muslim community was a significant impact expressed by the family.

We worked with the family to ensure the support was culturally responsive and efficient. The family wanted to understand how they could better support and understand what A was going through.

The family did not want to attend the group setting so accessed 1-1 support and attended the educational support together. They covered a wide range of areas which included: what is addiction, enabling, co-dependency, conflict, self-care, work around suicidal thoughts and why they happen and so much more.

Over time the family relationships significantly improved, conflict was less, and the wife and children moved back into their family home.

All family members expressed how they had seen significant positive changes.

They were changing their behaviours towards A and had a much better understanding on what A was experiencing and going through and how to approach supporting him through these periods.

They all expressed how their own mental health and emotional wellbeing had significantly improved.

"Just wanted to say thank you for all the support you're providing the family. They're really benefitting from it and I think so is my brother - now mum and our older sister know better how to handle difficult conversations/interactions".

"Thank you for all the support you have provided to my family. The service is amazing and has had a massive positive impact on both me and my family. I could not be happier".

Get in touch with Nottingham Recovery Network

Phone: 0800 066 5362

Email: familiesandcarers@frameworkha.org

Website: Family and Carers support - Nottingham Recovery Network

Based at: Nottingham Wellbeing Hub, 73 Hounds Gate, Nottingham, NG1 6BB

The Wellbeing Hub opening times:

Mon- Tues: 09:30am-4.30pm

Wed: 09:30am-6:30pm

Thurs-Fri: 09:30am- 4:30pm

Sat: 09:30am-12:30pm

Priorities for 2025

Under-represented Groups

Data has shown us that, compared to the general population, only small numbers of the carers within the groups listed below have been identified as carers and regularly access carer support services:

- Young Adult Carers (age 18-25)
- Ethnic minority communities (including Refugees, Asylum Seekers, Travellers/ Roma/ Gypsy communities)
- D/deaf and/or Visually Impaired Carers
- Carers/ concerned others for people who use substances and alcohol

We think this might be due to barriers such as:

- Communities trust and confidence in services/ authorities
- Caring responsibilities are expected as the 'norm' in some cultures
- There is stigma around people who use substances and alcohol
- Support groups are unappealing they are tailored to older carers
- Some carers can't access information easily (need an interpreter/ different delivery method)

Carers have also told us improvements are needed here:

- **Support for carers in hospitals**

Due to the above reasons, we made the above groups of carers our priority for 2025.

Action Plans: Under-represented Groups

Partners who support carers in Nottingham and Nottinghamshire including commissioned carer support services, the Councils and the ICB are working together to come up with action plans to:

- Identify carers: how many carers from these groups live in Nottingham/shire?
- Work together better: support carers from these groups to access the tailored support they need, and be connected to 'tell their story once'
- Talk to carers from these groups and find out:

What prevents carers seeing themselves as a 'carer'?

What particular barriers do carers face accessing information and support?

What type of support do they want?

Develop improved and tailored carer support offers for each group across Nottingham and Nottinghamshire.

Action Plans: Support for carers in hospitals

We are working with colleagues from Nottingham University Hospital (NUH) to share the Joint Carers Strategy and the adult and young carers support offer, across the Trust.

Carers have been involved in reviewing the Trust's Carers and Care Partner Leaflet and have provided detailed feedback. This feedback has been well received and the leaflet amended to include it.

Nottinghamshire Carers Association continue to gather feedback and insights directly from carers, of their experiences within hospital settings. This feedback is gathered centrally and shared with the Integrated Care Board.

Colleagues at the **Carers Hub** have been working with discharge leads and several specific wards at both NUH and Sherwood Forest Hospital, sharing resources and information of the carers support offer.

Timeline

This action plan will be a long-term project working with multiple partners. Some goals will be achieved in shorter periods (weeks, months) and some will be ongoing into 2026 onwards.

We want to achieve the right outcomes for carers and building trust with under-represented communities by listening to different voices and will take time to do this well.

Involvement opportunities

Carers Strategy Implementation Board meetings (held bi-monthly)

Our online meetings track all partners' progress towards making improvements to support for carers. Carers are welcome to attend the meetings; our regular agenda includes dedicated time for unpaid carers to share their thoughts and experiences. Your input is valuable for ensuring our work addresses the real issues affecting unpaid carers.

You can find further information, join our mailing list, and watch recordings of the Carers Strategy Implementation Board meetings on **Carers Space**

Carers Discussion Group

Nottinghamshire Carers Association run an online monthly informal discussion group which is a friendly space just for carers to discuss topics relevant to them and give them an opportunity to feed into the Carers Strategy Implementation Board.

Want to get involved? Get in touch

If you are an unpaid carer for someone, or a concerned other, and wish to share your experiences and get involved with our work then we would love to hear from you. Please get in touch with Helen Yates at Nottinghamshire Carers Association to discuss involvement opportunities:

carersspacenotts@nottinghamshirecarers.co.uk

01773 833 833

We want to hear from all carers but are particularly interested in hearing from carers with lived experience in under-represented communities.

This includes carers/ concerned others who are:

- Young adults (age 18-25)
- D/deaf and or Visually Impaired
- Come from an ethnic minority community
- Supporting someone who uses alcohol/ substances

**Thank you for reading our update report and your continued support – The Carers
Strategy Implementation Board.**



**Nottingham
City Council**



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County Council**



**Integrated
Care System**
Nottingham & Nottinghamshire



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