

You Said	We Did – how this informed the service specification	Next steps
<p>83% of the carers who took part in the survey said they were registered with the Carers Support Service based 1 Town Hall Square. Some of the community groups we spoke to were not aware of the service.</p>	<p>It was encouraging to see that awareness of the service was high amongst carers who completed the survey. We want to ensure all carers in NEL have the opportunity to access Carers' Support Services. As a result, there is a section of the specification dedicated to community engagement and awareness raising in NEL, as well as a section on reaching out to hidden carer groups.</p>	<p>The current service provider was successful in continuing the service; they have started a LGBT group at the centre for adults, which has spawned a children's group of the same. Such groups need to be built upon going forward.</p> <p>The provider is scheduled to run awareness raising at supermarkets, major local events, etc., but is also starting to raise awareness in hairdressers and other key services to promote the centre to non-registered carers; this programme will expand moving forward.</p>
<p>We asked carers to rank their satisfaction with services they had received from the Carers Support Services. Overall, 84% of services were rated very good or good.</p>	<p>The provision of all these services was incorporated into the service specification, with adjustment to the provision of some of the services which were marked lower by carers and staff.</p>	<p>NEL CCG will continue to monitor these services through contract meetings, to ensure that the right balance of services is being offered and that carers are satisfied. The contract also requires ongoing consultation on its services by the provider.</p>
<p>80% of respondents were in the "key" age range (early 40s to early 70s) for being mid to end working life (skilled) carers – a lack of available support available to</p>	<p>We ensured the specification required that there is a minimum of 1 late night opening (until 7:00pm), plus access and appropriate support for all young carers groups in the evenings as required. The specification also</p>	<p>A few groups and activities already run outside of the core carers' centre hours (i.e. the carers' choir); we need to work towards extending this offer and developing a range of activities across Saturday opening times.</p>

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working carers was identified, owing to opening times, times of activities, etc.	requires a Saturday provision (10:00am until 2:00pm), to ensure working carers can access services at the weekend.	We are working with the carers' support service in partnership to build employer awareness and support structures for their own working carers. There will be an event to explain the value of working carers and showcase the support available to businesses to support their carers in late March 2019.
Some issues with accessing the services at all were cited, owing to difficulty leaving the cared for person.	A short-term replacement care service for adults caring for adults requirement was built into the specification - carers can attend appointments for support and services, bringing with them their cared for person, who will be supported during the carer's appointment to allow the carer to attend. (please note, prior booking and assessment of the cared for person's needs is required).	Development of a wider range of "shared" groups, to allow the carer and cared for to attend events or activities together is currently being looked at.
"Advice, signposting and information" and "holistic therapies" are considered excellent (91% satisfaction each).	This service has been continued as previously laid out in the specification, with an ongoing requirement for partnership working, awareness raising and involvement in information gathering.	The service will be exploring options to take on production of the carers' directory (which sources discounts and deals available to carers) as an additional information offer.

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Some specialist groups (adults' Asperger's, LGBT, cooking groups, peer groups for male carers, etc.) would be helpful.	The requirement for a range of training and groups was built into the specification. As a result of the feedback and ahead of the launch of the new service, a men's group now runs, as does an adult and young person's LGBT group. There is also cooking training provided. Originally, provided specialist groups, like the bereavement group will continue to run.	Group provision will be built upon going forward, and will be linked directly to the needs of carers – this need created the young person's LGBT group.
Coffee mornings or events where people can sit together and meet/chat would be good	The need for social interaction and forming social relationships is built into the specification. A special education needs coffee morning runs for parent carers, and a number of the activity groups have social time built into them.	The carers' support service is required to support the carers' forum in carer projects throughout the contract. They are currently looking at isolation and loneliness and various ways in which people can connect (face to face, online, through hobbies, etc.).
Some popular groups/activities are always booked out by the same people and waiting lists can be long as a result	A question about inappropriate access or waste through cancellations was placed in the tender document, which allowed bidders to explain mechanisms for minimising/resolving these issues	The service is tasked to respond to demand. As such, the service will be looking to implement its plans to control groups and activities being accessed by the same few, as well as minimising cancellations. For ongoing popular options, the service will look at increasing the volume of sessions offered (i.e. with volunteers).

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<p>The service should cater to all carer ages, with age appropriate activities and general support</p>	<p>The specification and tender both contained requirements for the service to support the council's young carer workers in-house to deliver to young carers effectively (i.e. by providing volunteers to support sessions, and access to appropriate spaces in the centre). The specification also requires the service to develop a memorandum of understanding with the council, to ensure the stability of support to all carers.</p>	<p>The provider is running a LGBT group for young people, run by a carers' support service member of staff. There is now the opportunity for all age events and outings to be run, in conjunction with partners, to allow whole family involvement. The carers' forum is also looking at disability beech wheelchairs and bikes, and investigating better use of the resource to aid involvement by the whole family in ongoing activities.</p>