

## **Example of template - possible Suffolk strategy layout**

### **All Age Carers' Strategy**

2022-2027

#### **VISION**

All Carers will be empowered towards achieving their goals and aspirations

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**Foreword (to be written)**

DRAFT

## Introduction (Purpose and background)

It is likely many of us will be young carers or adult carers for loved ones at some point in our lives, and this can happen unexpectedly. It may be that you have been a carer and may be a carer again in the future. Carers UK estimated 4.5 million people became carers in 2020 due to the pandemic, finding themselves in positions of financial hardship, reducing or stopping work, deterioration in their health, school pressure, breakdown in relationships, isolation.

In this document, when we use the word carers, we mean carers of all ages, for more examples see the 'Examples of carers in Suffolk' page.

In 2020, research from Carers UK indicated that there were 13.6 million unpaid carers in the UK, which it is estimated saved the country in the region of £193 Billion during the COVID-19 pandemic alone.

In the 2011 census, 17,194 carers in Suffolk said they provided 50+ hours of care per week. Our previous Carers Strategy came to an end in December 2021 and it was clear that our next strategy needed to go further and include carers of all types and ages.

With that in mind, we have been working with carers and other stakeholders to draft the first co-produced **Suffolk All Age Carers Strategy 2022-2027** and accompanying Action Plan.

Carers tell us that caring can be challenging but also very rewarding, and that carers need to be celebrated. We agree, and we know that all carers are unique - there is no such person as a typical carer. You may be looking after a family member, friend, a child, parent, sibling, neighbour, or a combination of loved ones. You are essential in supporting the health and social care system but more than that: you matter, and your needs also deserve to be met.

With all that in mind, Suffolk's first All Age Carers Strategy is being co-produced with carers at the very centre of each stage. We hope you can join us on this journey to improve support for carers in Suffolk. We understand that the care you provide to the people you care for is invaluable to them.

# Scope

This strategy has been developed in partnership with young carers and adult carers across Suffolk.

Although carers are already represented as members of the Family Carers Partnership Board and the Suffolk Care Fund to develop new services, we understand that there is much more to do, particularly as the cost of living and the pandemic has impacted carers further.

We worked with young and adult carers to identify these five priorities:

1. Early identification of carers
2. Improved information and advice
3. Young carers to have the same priority as adult carers
4. Systems and services that work for and support all carers
5. Improved health and wellbeing for carers

Many carers do not identify themselves as carers for approaching 2 years - they are reluctant to do so; any research, therefore, may be limited by this and a key goal within this strategy is to reduce this timeframe

This strategy will lead to an action plan built around something we call the "place based/locality approach": for young carers and adult carers to get the right kind of quality support at the right time, in the right places and in the right way.

The two key legal frameworks for carers are the Care Act 2014 and the Children and Family Act 2014. Further links to the legal and policy framework can be found in the appendix at the end of the strategy. The appendix provides further details of legal and policy background for this strategy.

## National research

Research by Carers UK estimates that each carer in the UK saves the country an average of £19,336 each per year. The national savings by carers had been estimated £119 Billion per year in 2011, £132 Billion per year in 2015 and £193 Billion per year in 2021 during the pandemic: more than the cost of the NHS.

Carers UK research to coincide with the launch of Carers Week 2013 showed that:

- 75% of carers felt unprepared for all aspects of caring.
- 81% of carers say they were not aware of the support available.
- 35% believe they were given the wrong advice about the support on offer.

Carers Trust - Our survey on the impact of Coronavirus on young carers and young adult carers 2020:

- 69% of both young carers and young adult carers are feeling less connected to others since Coronavirus.
- 7.74% of young carers and 14.94% of young adult carers who responded to the survey, said that they are now spending over 90 hours a week caring for a family member or friend.
- 40% of young carers and 59% of young adult carers say their mental health is worse since Coronavirus.
- 58% of young carers who are caring for longer since Coronavirus are spending on average ten hours a week more on their caring responsibilities. Among young adult carers the proportion is even higher at 63.6%.

Carers UK state of caring report 2021:

- 61% felt uncertain about what practical support they may be able to access in the next year.
- 24% had a carer's assessment or re-assessment in the last 12 months.
- Only 24% felt that their need to have regular breaks was thoroughly considered within the assessment.
- 30% said their mental health was bad or very bad.
- 1 in 8 carers (13%) had to reduce their working hours during the pandemic.
- 64% of carers said their physical health has got worse as a result of caring in the pandemic

## About Suffolk

Suffolk is a large county covering approximately 1,466 square miles, mainly comprised of low-lying arable land with the wetlands of the Broads in the North East, the Suffolk Coast and Heaths Area of Outstanding Natural Beauty in the East, and the sandy heathlands of Breckland in the North West. Suffolk has a mix of vibrant market towns and includes Britain's biggest and busiest seaport in Felixstowe. Being a rural area offers unique challenges and requires us to work together with all sections of the rural community.

From 1st July 2022, Suffolk and North East Essex Integrated Care Board will take on the NHS Planning functions previously held by the Clinical Commissioning Groups (CCGs) – West Suffolk, Ipswich and East Suffolk and North East Essex. Waveney will have a similar partnership. Suffolk is committed to work together to improve the health and care system in for all carers. By working together in an Alliance we can have an impact on wellbeing, care and physical and mental health outcomes for all carers.


Although the broad County outline of Suffolk remains the same, on 1 April 2019 the geographical boundaries within Suffolk changed. Suffolk now has 5 district and boroughs:

- Babergh
- East Suffolk (previously Suffolk Coastal and Waveney)
- Ipswich
- Mid Suffolk
- West Suffolk (previously Forest Heath and St Edmundsbury)

In August 2018, there were nearly 8,400 individuals in receipt of carer's allowance in Suffolk, of whom 3 in 4 were female. This represents a small subset (11%) of the unpaid carers identified in the 2011 Census (77,745).

The state of Suffolk report 2019 found that the population growth since 2011 has been exclusively in older age groups. This is expected to continue, with the number of people aged 65 and over increasing while the proportion aged under 65 falls. Currently, about 1 in 5 people living in Suffolk are aged 65 or over. Over the next 20 years, this is forecast to change, with 1 in 3 Suffolk residents being aged 65 or over, compared to 1 in 4 for England. Projections suggest that the number of people aged 65 and over who provide unpaid care in Suffolk will increase between 2019 and 2035, from 25,300 to 33,700 (an increase of 33%).

## About carers in Suffolk

	<p>Largest age band of carers was 55-64 years in Survey of Adult Carers in England 2018/19</p>	<p>Whilst there are no clear statistics on LGBT+ carers, the ONS calculates this figure at 1.5% of the population. Carers UK 2019</p>	<p>8.9% of the population in Suffolk is not White British, in England this is 20.6% (2011 census)</p>
<p>The population of Suffolk is estimated to be 772,553 people in 2022</p>	<p>Nationally the estimate of young carers in the UK is 1 in 12, that equates to an average of 2 children or young people in every classroom across the country.</p>	<p>77,745 unpaid carers in Suffolk (2011 Census)</p>	<p>Suffolk Family Carers now predict 98,000 (2022)</p>
<p>Estimated value of carers in Suffolk, in 2001 was £714 million, in 2011 this increased to £1,385 million, in 2015, this increased again £1,485 million</p>	<p>The average age of Sandwich carers - those caring for more than one person was 40-54, CARERS UK</p>	<p>67.8% of adult carers are female (Survey of Adult Carers in England 2018/19)</p>	<p>61% of young carers identify as female (Healthwatch 2019)</p>
<p>These figures will change, data is being gathered from the Survey of Adult Carers in England (SACE), 2021-22</p>	<p>17,194 each provided 50+ hours of care per week in Suffolk (2011 census)</p>	<p>4,700 young people aged under 25 identified themselves as unpaid carers (2011 census)</p>	<p>1 in 7 employees are carers, 1 in 6 carers give up work or reduce their hours to care - Carers UK</p>

## Examples of carers in Suffolk

*We know that caring looks different from carer to carer. We've put some examples together below, not to label you but to help people understand what caring might look like in different circumstances.*

**Young Carers** My name is Amy I am 9 years old and live with her Mum who has recently been given a diagnosis of MS. There have been some big changes in a short space of time such as thinking about moving home to get mum the support she needs.

**Sibling Carers** My name is Ahmed I am 11 and live with my brother who has been diagnosed with anxiety, this means my life is quite different to my friends.

**Young Adult** I am 17. I care for my mum who has stage 4 cancer. I am struggling emotionally to process this as well as having to assist her with things around the house such as cleaning and tidying. I am trying to keep studying as I know that's what mum wants but it's hard to concentrate.

**Transitions Carers (Moving to adulthood, 14+ years to 24 years)** My name is Julie, I am 17 and care for my mum, I am hoping to go to university.

**Parent Carers** My name is Amanda I am a parent carer for my 7-year-old son who is Autistic. I have 3 other children and work part time. I have recently accessed further information advice and guidance, activities unlimited, household fund support and food parcel.

**Adult Carers** My name is Susan I care for my partner who has a neurological condition and cancer. I am currently concerned about my partner getting COVID, so tend to go out earlier in the morning to avoid people. I link with services to support my partners' needs and my caring role.

**Sandwich Carers** My name is Sarah I care for my 25-year-old son who lives in my home and also my mum who is 86 a lives in her home.

**Working Carers** My name is Robert, I work full time and feel at some point I may need to give up work due to the needs of my caring role. I care for my father who is 88 and has dementia, I support him with daily living skills and have Power of attorney. I also support a neighbour by undertaking shopping and doing DIY jobs. I am waiting for a needs assessment for my father, I have just had a carers assessment.

**Carers over 75** My name is Jane, I am 86 and care for my husband who is 88, I have cared for him for the past 9 years. He has sight loss and dementia. Due to his dementia, he can sometimes be calm and I cope very well, however sometimes he is verbally aggressive to me, which is difficult as he is a different person than he was before having dementia. We live in independent supporting accommodation, so I get support when I need to.

**Life after caring/between caring** My name is Jane, I cared for my sister Kate for many years. Kate has now moved to a care home; I still visit and help my sister to go into the community or with some shopping and managing money. I have friends who's loved one's have passed away, they don't stop caring though.

## **What was achieved previously**

### **Key achievements to date**

- ✓ Family Carers Partnership Board (FCPB) established.
- ✓ FCPB involved in commission of carers' contract.
- ✓ Suffolk Carers' Fund provides the opportunity to involve carers in the support being developed.
- ✓ Acknowledgement that an All Age Carers Strategy would benefit carers in Suffolk.
- ✓ Strong Adult Carers and Young Carers contract.
- ✓ Suggested updates to carers website pages.
- ✓ Collectively supported carers during the pandemic.
- ✓ Further development of advocacy support for carers.
- ✓ Suffolk Carers' Fund includes carers in the development of new support applications.

### **Opportunities within the 2022 – 2027 Strategy**

- ✓ Further development of support available for all carers
- ✓ Measurable outcomes with responsibility and accountability for the delivery of the strategy
- ✓ Increasing visibility and clarity of data.
- ✓ Further opportunities for carers to be involved.
- ✓ Age inclusive strategy for family carers.
- ✓ To create a seamless transition for young carers into adulthood.

## What Young Carers said

<p>Q: What has been working well for you?</p> <p>A: 'Monthly activities, school visit.'</p>	<p>Q: How do you know this has been working well for you?</p> <p>A: 'Someone to talk to.'</p>	<p>Q: When thinking back over the past year, what have been the challenges for you as a young carer?</p> <p>A: 'It can be hard to know that my mum is going through all of that and I have to help her.'</p>	<p>Q: When thinking back over the past year, what have been the challenges for you as a young carer?</p> <p>A: 'Not being able to go back to work.'</p>
<p>Q: When things weren't going so well what was happening?</p> <p>A: 'I feel I can't help him. It's not nice for me to see dad in the condition he's in. I feel sorry for him.'</p>	<p>Q: What do you think needs to happen to support young carers</p> <p>A: 'More people to help with my problems and to support my mum.'</p>	<p>Q: What do you think needs to happen to support young carers</p> <p>A: 'More wellbeing and getting together.'</p>	<p>Q: What do you think needs to happen to support young carers</p> <p>A: 'Transport so you can get to more things.'</p>
<p>Q: How would we know this is happening?</p> <p>A: 'We would tell you.'</p>	<p>Q: What would life be like for a young carer?</p> <p>A: 'Wouldn't feel so lonely.'</p>	<p>Q: What would you be telling the strategy makers?</p> <p>A: 'That sometimes we need extra support if we feel overwhelmed as it would help us emotionally.'</p>	<p>Q: What difference would it make to you</p> <p>A: 'Something to look forward to.'</p>

## What Adult Carers said

<p>Q: What's been working well for you?</p> <p>A: 'Having one professional who sees the bigger picture really helps.'</p>	<p>Q: What's been working well for you?</p> <p>A: 'Formation of carers groups.'</p>	<p>Q: What's been working well for you?</p> <p>A: 'Employer's understanding and practical support made a massive difference.'</p>	<p>Q: What's been challenging or not working well?</p> <p>A: 'Having priority for accessing health care as a carer.'</p>
<p>Q: What's been challenging or not working well?</p> <p>A: 'Not having the same Social Worker means having to repeat the same information.'</p>	<p>Q: What happened?</p> <p>A: 'Finding supported accommodation difficult.'</p>	<p>Q: What happened?</p> <p>A: 'Not knowing what to do or who to call in a crisis.'</p>	<p>Q: What needs to happen going forward?</p> <p>A: 'GPs to ask who is looking after you.' (organisation)</p>
<p>Q: What needs to happen going forward?</p> <p>A: 'A system put in place to identify carers.'</p>	<p>Q: What needs to happen going forward?</p> <p>A: 'Frequent assessments to stop situations escalating and carer breakdown.'</p>	<p>Q: What needs to happen going forward?</p> <p>A: 'Breaks for carers.' (organisation)</p>	<p>Q: What needs to happen going forward?</p> <p>A: 'Keep carers top of the agenda as easy for carers to drop off the radar.' (organisation)</p>

## Existing Support for carers

There are a number of statutory and community services that help to support carers, offering both practical and health and wellbeing advice

Peer Support	Support Groups	Information and advice	Family/friends network
Community Groups	Community Activities	Advocacy support/assessment	Carers Assessment
Education environment	Department for Work & Pensions	Voluntary, Community and Social Enterprise	Health/hospital/GP

## Pathway to develop this strategy

- December 2021 - Family Carers Partnership Board was briefed and All Age Carers Strategy preferred format agreed.
- February 2022 - Cabinet member report sent with good news story regarding the All Age Carers Strategy.
- February 2022 – Counties outside of Suffolk contacted to learn from experience.
- February - May 2022 – Online carers focus groups for young carers, adult carers, Voluntary Community and Social Enterprise (VCSE), Adult and Community Services (ACS), Children and Young People's Services (CYP) and Clinical Commissioning Groups (CCGs).
- February - May 2022 – Adult carers and young carers groups contacted and visited.
- March/April 2022 - Suffolk County Council Adult and Community Services and Children and Young Peoples Management teams briefed.
- March/April - ACS and CYP Leadership teams briefed and agreement to continue All Age Carers Strategy.
- March 2022 - Radio and news articles presented by councillor regarding All Age Carers Strategy.
- March 2022 - Health and Wellbeing Programme Office Meeting.
- May 2022 - West Suffolk Alliance.
- May 2022 - Health and Wellbeing VCSE network.
- May 2022 - Briefing with SCC councillor.
- May 2022 - Follow up co-production meeting with carers, VCSE, CYP, ACS, CCGs to comment on draft strategy before consultation.
- June 2022 - Sign off of draft strategy, surveys by CYP, ACS, CCG's for consultation.
- June - August 2022 - Formal Consultation, online survey, postal survey, telephone follow up.
- August 2022- Make any changes required following consultation.
- September 2022 - Planned sign off for All Age Carers strategy 2022-2027 but ACS, CYP and HWBB.
- October 2022 – Planned launch of All Age Carers Strategy 2022-2027.
- October/November 2022 - Initial Action Plan developed.
- 2022-2027 - Annual review of strategy; Monitor, embed and review action plan using co-production throughout year.

## Development of priorities

Between February 2022 and May 2022, 54 Young Carers and 28 Adult Carers have so far been involved in the development of this strategy. More carers will be contacted in the future through groups, surveys and further co-production. Three key questions were asked during the development of the strategy using a 'Signs of Safety' approach:

- What is working well?
- What are you worried about?
- What needs to happen?

Focus groups were initially set up, but carers reported that they would find it difficult to attend additional groups, preferring instead to give input via their existing groups.

It was recognised that carers of all ages must have a voice in the development of the strategy and action plan. An Equality Impact Assessment was completed and published in March 2022, designed to ensure that a policy or service does not discriminate against any disadvantaged or vulnerable people and that, as far as possible, any negative consequences are eliminated or mitigated.

From this data gathered and working with the consultation team, carers voices were heard and the priorities developed.

The Action plan that will follow will be where these priorities will see change and make a difference for all carers across Suffolk.

Although there is not space to list everyone we have spoken to, a list is provided in the appendix.

In the next section you will find the five priorities that were co-produced with carers, these priorities are numbered for ease reference, not in order of priority.

## **Priority 1: Early identification of carers**

### **What is working well?**

- 1) Carers were identified for early COVID vaccines.
- 2) Someone to speak to at school.
- 3) Hospitals referred carers for on-site carers support.

### **What are you worried about?**

- 1) Not being seen as a carer.
- 2) Not understanding who a carer is.
- 3) Not knowing the support available until crisis.

### **What needs to happen?**

#### **We will:**

- 1) Identify gaps in systems so you do not have to keep telling your story before you are recognised as a carer.
- 2) Develop links with education, schools, university, public health, employers, marginalised carers groups and other partners to ensure more carers are identified earlier.
- 3) Encourage people supporting your loved ones to ask if they have a carer.
- 4) Develop resources and training for staff to help identify carers as well as you in your other roles as a child, parent, sibling, friend etc.
- 5) Review how we are progressing and make changes to the action plan as required.

## Priority 2: Improved information and advice

### What is working well?

- 1) Young carers said they had someone to talk to at school.
- 2) Digital technology can help to find information, such as smart speakers.
- 3) Clubs, activities and groups help with providing information.

### What are you worried about?

- 1) Not everyone has the internet.
- 2) Too many leaflets.
- 3) Difficult to find information.

### What needs to happen?

#### We will:

- 1) Further enhance digital information and advice.
- 2) Ensure information is clear, comprehensive (including financial advice) and accessible to all.
- 3) Ensure timely information and advice is provided to carers at time of discharge from hospital.
- 4) Ensure that those supporting you have access to the information that you need.
- 5) Ensure statutory, voluntary and community organisations local to them are able to identify carers and provide appropriate information and advice to meet their individual needs.

### **Priority 3: Young carers to have the same priority as adult carers**

#### **What is working well?**

- 1) Clubs in schools.
- 2) Someone to talk to in school.
- 3) Activities to help me get out of the house and feel happier.

#### **What are you worried about?**

- 1) Helping out around the house rather than having fun.
- 2) Worry about school attendance.
- 3) I feel stressed find it difficult to sleep.

#### **What needs to happen?**

##### **We will:**

- 1) Understand where the gaps are for the advice and guidance specific to you, and that this is co-produced with you as this is different to adults.
- 2) Understand where the gaps are in clubs, breaks and transport.
- 3) Identify gaps and what is needed to see you as children first, that your caring role is appropriate and then through transition to adulthood as a carer.
- 4) Develop systems to support you and your families in your wellbeing and mental health so you are happier.
- 5) Develop more places for you to access someone to talk to, whether this be a safe place at school or other places you other places you can access.

## **Priority 4: Systems and services that work for carers**

### **What is working well?**

- 1) Having one professional to see the bigger picture.
- 2) Priority as a carer to access key health services.
- 3) Having one contact helps.

### **What are you worried about?**

- 1) Inconsistency on services depending on where you live.
- 2) It is confusing and not sure if you had a carers assessment, so many people visit.
- 3) Uncertain when hospital discharge will happen and the support that will be in place.

### **What needs to happen**

#### **We will:**

- 1) Improve the way statutory services work together, including breaks for carers.
- 2) Simplify the carer's assessment process and ensure you are seen as an individual and not only a carer or an extension of the person you care for.
- 3) Improve communication prior to hospital discharge.
- 4) Support and raise awareness of housing and accommodation needs for you and the ones you care for.
- 5) Have a plan in place in the event of an emergency where you are unable to provide care.

## **Priority 5: Improved health and wellbeing for carers**

### **What is working well**

- 1) You feel better after a break.
- 2) Groups and clubs help you feel better.
- 3) Someone to listen to you helps.

### **What are you worried about?**

- 1) You feel stressed and tired, you cannot sleep.
- 2) You cannot look after someone else properly if you are not looking after yourself.
- 3) You want your voice to be heard.

### **What needs to happen**

#### **We will:**

- 1) Celebrate and recognise the efforts of young carers and adult carers through carers rights day, carers week, young carers action day and key events.
- 2) Ensure that carers are not only seen as carers – to encourage others to remember that you have other identities as a relative/family member/friend etc of the person they care for.
- 3) Develop systems to encourage healthcare professionals to recognise and identify carers (eg doctors, dentists). To encourage that they give priority to carers as they need to be kept fit and healthy to do their role. For example, GP's to ask 'Who is looking after you?'
- 4) Reduce the risk of loneliness and isolation that may be caused by your caring role, supporting you to link with other carers if you want too or develop/continue your hobbies.
- 5) Develop support when providing end of life care and after death.

## Implementation of strategy and development of action plan

The Family Carers Partnership Board (FCPB) comprises representatives of Adult and Community Services, Children and Young Peoples Services, Clinical Commissioning Groups (Will be changing to integrated care board from 1st July 2022), Voluntary Community and Social Enterprise and carers themselves. The FCPB will, over the next five years, develop an action plan based on the five priorities.

### Governance and monitoring

The FCPB will oversee the day-to-day delivery of the All Age Carers Strategy and action plan that will follow.

The Suffolk Health and Wellbeing Board (HWBB) will have overall accountability and responsibility for the strategy and action plan with the FCPB providing 6 monthly updates. The HWBB will also be asked to have a young carer and adult carer champion on the board. (Pending meeting).

- Quarterly reports to the FCPB regarding the action plan
- 6 monthly reports will be made available for HWBB, Alliance members and other working partners.
- Annual review of the All Age Carers Strategy and any changes due to policy or legislation will be made as required following a co-production approach.

The action plan will be monitored, embedded and reviewed so it does not become a strategy and action plan only at the time of publication or one that sits on a shelf, continuing with a co-production approach.

The plan will be developed using the vision 'All Carers will be empowered towards achieving their goals and aspirations' and the S.M.A.R.T.E.R. model: Specific. Measurable. Achievable. Relevant. Time bound. Evaluate. Readjust.

Carers will have a voice in developing the right support in the right place at the right time.

If market engagement is required, carers will be a part of this to support any decisions made.

Any changes to the strategy and action plan will also need to be signed off at the appropriate level within CYP and ACS.

## Appendices

Thank you to the people who helped to co-produce the All Age Carers' Strategy

Young carers, sibling carers, Parent carers, Adult carers, Carers supporting those with Mental health, Carers supporting those with Learning disability and autism, Carers supporting those with Dementia, Carers transitioning to adulthood, Carers who completed the SACE survey.

Waveney, Ipswich/East, West areas of the council

Waveney, Ipswich/East, West Clinical Commissioning Groups

Family Carers Partnership Board

National Health Service

Public Health

District council

Healthwatch

Voluntary Community and Social Enterprise

Health and Wellbeing Voluntary

Community and Social Enterprise Network

Training, education, employment

Health and Wellbeing Programme Office

Safeguarding

Drug and alcohol support

Housing

Suffolk Family Carers

Transition to adults team

Supporting carers who are victims of crime

Cheshire West and Cheshire County Council, Central Bedfordshire County Council, Buckinghamshire County Council, Essex

County Council, Suffolk County Council, Norfolk County Council

Councillors

Although there is not space to list everyone involved, we appreciate everyone's input. We are extremely grateful for the time, effort, and input as well as feedback during the development and look forward to continuing to work together in the future to support carers in Suffolk.

## Strategy on one page

The co-produced Suffolk All Age Carers' Strategy 2022-2027 has five priorities.

<b>Vision:</b> All Carers will be empowered towards achieving their goals and aspirations.	<b>Priority 1</b> Early identification of carers	<b>Priority 2</b> Improved information and advice
<b>Priority 3</b> Young carers to have the same priority as adult carers	<b>Priority 4</b> Systems and services that work for carers	<b>Priority 5</b> Improved health and wellbeing for carers

## Useful Contacts

<b>Suffolk Family Carers</b> <b>Telephone 01473 835477</b> <b>Or visit</b> <a href="#">Suffolk Family Carers   Established Charity Helping Family Carers</a>	<b>Adult and Community Services/Customer First</b> <b>Customer First on 0808 800 4005.</b> <b>Or visit</b> <a href="#">Carers assessments   Suffolk County Council</a>	<b>Children and Young Peoples services/Activities Unlimited</b> <b>Activities Unlimited for parents and carers of children with SEND – 01473 260026</b> <a href="mailto:admin@activities-unlimited.co.uk">admin@activities-unlimited.co.uk</a>
<b>Early Help</b> <b>Customer First on 0808 800 4005.</b> <b>Or visit</b> <b>Social Care &amp; Early Help page</b> <a href="#">Social Care &amp; Early Help page</a>	<b>Suffolk InfoLink, your community directory</b> <a href="#">Community Directory (suffolk.gov.uk)</a>	<b>Advocacy</b> <b>Telephone 0300 456 2370</b> <b>Or visit</b> <a href="https://www.pohwer.net/suffolk-advocacy-service">https://www.pohwer.net/suffolk-advocacy-service</a>
<b>Dementia Connect Service</b> <b>Ipswich, East, and West Suffolk</b> <b>Telephone 0333 150 3456</b> <b>email</b> <a href="mailto:dementiaconnect@alzheimers.org.uk">dementiaconnect@alzheimers.org.uk</a>	<b>Specialist Integrated Dementia Support Service</b> <b>Norfolk and Waveney</b> <b>Telephone 01603 763556</b> <b>email</b> <a href="mailto:Norfolk@alzheimers.org.uk">Norfolk@alzheimers.org.uk</a>	<b>Parent Carers</b> <a href="#">Parent Carer Needs Assessments   Community Directory (suffolk.gov.uk)</a>

## Legal and policy framework

- NHS England (2019) [NHS Long Term Plan](#)
- NHS England (2014) [NHS England » Commitment to carers](#)
- NICE (2020) [Overview | Supporting adult carers | Guidance | NICE](#)
- Carers UK (2019) [Juggling work and unpaid care - Carers UK](#)
- Carers UK (2021) [State of Caring 2021 report - Carers UK](#)
- NHS Digital (2019) [Personal Social Services Survey of Adult Carers in England - NHS Digital](#)
- NHS England and NHS Improvement (2019) [NHS England » Supporting carers in general practice: a framework of quality markers](#)
- Department of Health and Social Care (2018) [Carers action plan 2018 to 2020 - GOV.UK \(www.gov.uk\)](#)
- Local Government Association (2018) [Supporting carers: guidance and case studies | Local Government Association](#)
- NHS England (2016) [NHS England » An integrated approach to identifying and assessing Carer health and wellbeing](#)
- NHS England (2014) [NHS commissioning » Commissioning for carers \(england.nhs.uk\)](#)
- Care Act 2014 [Care Act 2014 \(legislation.gov.uk\)](#)
- Children and Families Act 2014 [Children and Families Act 2014 \(legislation.gov.uk\)](#)
- Work and Families Act [Work and Families Act 2006 \(legislation.gov.uk\)](#)
- Association of Directors of Adult Social Services (2022) [Carers and safeguarding: a briefing for people who work with carers | Local Government Association](#)
- The Suffolk Observatory [Suffolk Observatory – Welcome to the Suffolk Observatory](#)
- Young Carers in Suffolk 2019 [Young-Carers-in-Suffolk-Healthwatch-final.pdf \(suffolkfamilycarers.org\)](#)
- Joint Health and Wellbeing Board STRATEGY REFRESH 2019-2022 [JHWS-2019-2022.pdf \(suffolk.gov.uk\)](#)
- Social Care Institute for Excellence (SCIE) [Quick guide: Supporting people who provide unpaid care for adults with health or social care needs | SCIE](#)
- Carers Trust [What We Do - Impact of Covid-19 Young Carers | Carers Trust](#)
- Suffolk County Council [Caring for someone | Suffolk County Council](#)