



Nottinghamshire  
Carers  
Association

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Carer-friendly  
Employer 22/23

## Community Engagement - Case Study

### Inspire - Culture, Learning, Libraries

Inspire are a charitable community benefit society delivering cultural and learning services across Nottinghamshire on behalf of Nottinghamshire County Council.

Their list of services include:

- Public Libraries
- Places of Welcome
- Archives and Heritage (includes Nottingham City)
- Arts in the community
- Learning and Skills Service
- Adult Learning
- Education Library Service (includes Nottingham City)
- Instrumental Music Teaching in Schools
- Nottinghamshire Music Hub
- Records Management for the County Council
- Services for schools
- Youth Arts

### The Challenge

Inspire already had a wide range of inclusive, sociable and adapted services and support available to the wider community, including mobile libraries, eResources & home deliveries within library services.

There were no adapted services for Carers directly, although many known & not known Carers were more than likely accessing the libraries, cultural services and adult education.

It was noted that whilst Inspire were aware of people with additional needs & disabilities being supported by a Carer when visiting them, they did not necessarily know how to help the carer or fully understand the role of a carer. Information wasn't available to share and they were unsure who to signpost carers to.

### The Solution

Nottinghamshire Carers Association (NCA) delivered Carer Awareness training to 180 library staff, members of the IAG team and also to over 20 key Adult learning staff and key tutors. That's front facing staff across all 63 Inspire Libraries and Inspire Adult Learning areas in Nottinghamshire who are now more Carer aware, and able to support & signpost Carers in a more proactive way.

Inspire have the following initiatives in place for Carers:

- Flexibility with charges if books become overdue.
- We could offer to change the library registration status to Housebound which means no further charges for overdue books.
- Links added to the Inspire website for Nottinghamshire Carers and TuVida, under 'Health Information'
- Reading Well collections contain books of interest to carers.
- Promoting other resources e.g. Learning offer both in person and online (Mindfulness, Healthy Eating, Employability, Hobbies, Study Skills etc.)
- Carers specific information bookmarks to be used in Wellbeing bags and mobile libraries
- NCA supporting Health Information events in libraries
- Carers in Employment involvement at NCA
- Attended as a key speaker to a Carers Space event and a Carers Champion meeting

Staff feedback following training:

- 'I'm more aware of how we can help carers'
- 'I'm a lot more aware of the pressures on carers'
- 'I need to think that the person on the phone may be a carer, and may need more help when calling'
- 'Proactively include carers'
- 'To think more about how we can make the library accessible and a safe space for carers and people with hidden disabilities!'
- 'Think about carers'

### Feedback

Fiona Littlewood - Principal Librarian (upto May 2023)

*'Inspire are delighted to be working with Nottinghamshire Carers Association and for their presentation at our library staff conference, which starts us on our journey to becoming a Carer Friendly organisation. For many of our staff and customers, this will be their lived experience, but we all benefit from having a deeper understanding of the issues involved. This knowledge will help us to provide a better and more tailored service to our communities. We look forward to exploring ways in which we can strengthen this partnership in the weeks and months to come.'*

