



Carers

Strategy

2023-2028

How we are doing 2025 - 2026

Contents Page

1. Introduction - **Page 3**
2. Ten key areas of the strategy - **Page 4**
3. Our year in summary: what we have achieved together - **Page 5**
4. What do the Carers Commissioning team do? - **Page 6**
5. Partner updates - **Page 7**
 - Carers Hub Service - **Page 8-9**
 - Young Carers Notts - **Page 10-12**
 - Nottinghamshire Carers Association - **Page 13-15**
 - Nottingham Recovery Network - **Page 16-17**
 - Change, Grow, Live - The Place - **Page 18-19**
 - Nottingham University Hospitals NHS Trust (NUH) - **Page 20-21**
 - Nottinghamshire County Council Adult Social Care - **Page 22-25**
 - Nottinghamshire County Council Children's Services - **Page 26-27**
 - Nottingham City Council Adult Social Care- **Page 28-30**
 - Nottingham City Council Childrens Services - **Page 31-34**
 - Your Notts Directory - **Page 35**
 - Tuvida Respite - **Page 36**
6. Update on priorities from 2025/26 - **Page 37-39**
7. Involvement opportunities - **Page 40**
8. Glossary - **Page 41 - 43**

Introduction

Who is an unpaid carer?

The Care Act 2014 defines a carer as “an adult who provides or intends to provide care for another adult” and “A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally, or through a voluntary organisation”.

The Children and Families Act 2014 defines a young carer as “a person under 18 who provides or intends to provide care for another person”.

The Children’s and Families Act 2014 also defines a parent carer as “a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility”.

A carer doesn’t necessarily have to live with the person they care for to be a carer – some carers don’t live in the same town or city as the person they care for, but their lives are still affected by their caring role. Anyone can become a carer, and often caring responsibilities for a family member, loved one, friend or neighbour can arise unexpectedly.

Many carers, especially early in their caring journey, do not see themselves as carers or see that the support they provide is helping someone close to them who is in need due to disability or illness.

Last year, we shared our first progress report on the Joint Carers Strategy 2023–2028. This set out how we plan to improve support for carers across Nottingham City and Nottinghamshire County.

Since then, we’ve listened to your feedback. You asked us to make things clearer and easier to understand, so this year’s report uses plain English and aims to pass the “kitchen table test” — something you could easily talk through at home.

We have explained how the Carers Strategy is led and managed by our Commissioning teams.

This strategy is about working together with carers to make sure you are recognised, supported at the right time, and treated fairly. Your experiences continue to shape what we do, alongside our work with the organisations that provide support.

We are proud of the progress we have made, but we know there is still more to do. This report shares what we have achieved between April 2025 to March 2026 and what happens next.

Ten key areas of the strategy

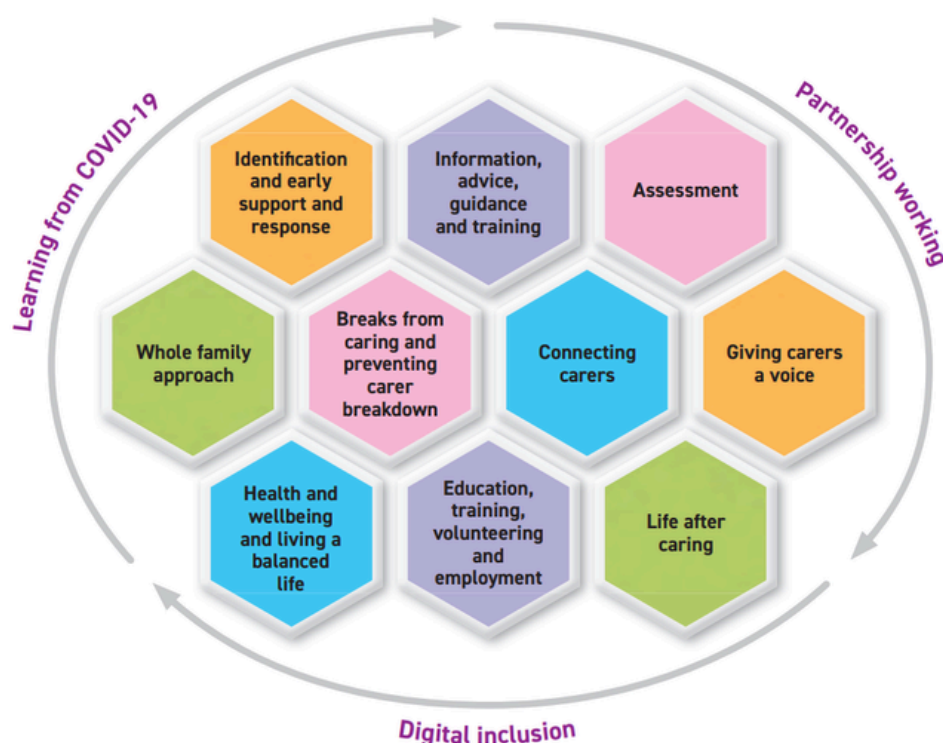
In the strategy, we set out ten key areas where we want to improve support for carers. For each area, carers described what good support should look like using “I” statements. In response, partner organisations wrote “We” statements explaining how they would meet carers’ needs.

Partners made pledges, linked to the key areas that are most relevant to their services. These pledges set out the actions they will take to improve support for carers. They have been regularly updating the Carers Strategy Implementation Board on their progress. This board is made up of representatives from each local authority, our commissioned carers support providers, voluntary service providers, health partners and unpaid carers who help to oversee the delivery of the strategy.

We explained the key area in last year’s progress report, and are including it again in case some carers have not seen it before.

This year, the ten key areas (called ‘key components’ in the strategy) are shown below. Following on from this, we have explained what we have achieved together, with each partner having their own update page. Where their progress links to a key component, this is shown.

We know your time is valuable, so the contents page of this report allows you to go straight to the partner updates that are most relevant and important to you.



Our Year in Summary: What We Have Achieved Together

Over the past year, partners across Nottingham City and Nottinghamshire County have continued to work together to improve support for unpaid carers of all ages. Through the Joint Carers Strategy 2023-2028, we have made real progress in helping carers to be identified earlier, access support more easily, have a stronger voice in shaping services, and improve their health and wellbeing.

Some of our key achievements during 2025/26 include:

More than 1,800 carers were connected to the Carers Hub Service, with over 1,600 carers' assessment conversations completed and 800 carers supported to access respite services and breaks from caring.

Over 4,000 conversations with carers took place through Nottinghamshire County Council Adult Social Care, alongside more than 2,000 carers' assessments and nearly 1,800 reviews.

Young carers benefited from improved support through Young Carers Notts, including travel card schemes, residential trips, creative projects, awareness activities and stronger transition arrangements into adult carer services.

New opportunities were created for carers to influence decisions and shape services through initiatives such as The Big Conversation, Carers Space Notts, listening events, discussion groups and Adult Social Care Listening Sessions.

Support for carers in health settings improved through closer working with Nottingham University Hospitals NHS Trust, including better identification of carers, improved information and stronger involvement in hospital care and discharge planning.

A range of new resources and initiatives were introduced, including the launch of Your Notts Directory, development of accessible information for carers, and the introduction of technology to improve assessment conversations and reduce the need for carers to repeat their stories.

We continued to focus on reaching under-represented carers, supporting the development of new grassroots groups (small, local community-based groups), strengthening support for young adult carers, and improving links with specialist services and community organisations.

Organisations across Nottingham and Nottinghamshire became increasingly Carer Friendly, with more employers, schools, health services and community organisations achieving Carer Friendly Employer awards and increasing awareness of carers' needs.

While there is still more to do, these achievements demonstrate the commitment of carers, partner organisations and local services to making Nottingham and Nottinghamshire a place where carers are recognised, valued and supported. This report highlights the progress made during 2025/26 and outlines the next steps we will take together.

Carers Commissioning team

What do the Carers Commissioning team do?

Our commissioning teams are responsible for planning and funding support services. We work to understand the needs of local people and carers, and plan how best to meet them. We analyse data and work alongside social care and people who use services to understand their views and aim to design services with them. We then decide whether support should be provided by the council or commissioned from external organisations, while also developing and delivering strategies to improve carers' outcomes.

Who are we?

Linzi and Lisa – Nottinghamshire County Council
Amy and Charlotte – Nottingham City Council

What is the Commissioning team's role in leading the implementation of the Carers Strategy?

We lead and manage how the Carers Strategy is put into action. We chair the Strategy Implementation Board. This is a meeting held every other month where progress towards improving support for carers is discussed with partners and carers. We work with partners to sign up to the strategy and make pledges about how they will improve support for carers. We ask partners for updates in writing every six months on the actions they are taking so we can understand what's going well and where they might need help from us or other partners.

We work closely with our contracting teams (City) or manage carers support contracts ourselves (County) to make sure services are delivering support in line with the aims of the strategy and meeting carers' needs. We also lead, champion and set up new projects linked to the strategy, such as the community group funding to support the start-up of new carers' groups or the Carers wellbeing budget in the City. We promote and champion the strategy within our council social care services, making sure that carers and young carers remain a priority, even when services are busy.

Supporting carers is everyone's responsibility. We share our strategy widely with partners and encourage them to put it into practice in their own organisations. This includes helping services that may not usually see themselves as supporting carers to recognise when the people they work with may also have caring roles. We also run sessions to reach people whose voices are not always heard, and use surveys to hear directly from carers.

We bring all this together by creating and publishing this annual report to tell you what we've been doing and our plans for the future.

Partner Updates

Our main partners are our councils' Adult Social Care Services, Children's Services and Leaving Care Services.

We also work with services we jointly commission to support carers:

- **Carers Hub Service**, provided by Carers Federation, which supports adult carers
- **Young Carers Notts Service**, provided by TuVida and Nottinghamshire Carers Association, which supports young carers aged 5-17
- **The Place** provided by **Change Grow Live (CGL)**, which supports children, young people and families affected by alcohol and drug use

Nottingham City Council also commissions **Nottingham Recovery Network**, which supports adults affected by drug and alcohol use, as well as their carers.

Nottinghamshire County Council commissions **Nottinghamshire Carers Association** to support work with engaging and involving carers with co-production activities and awarding organisations with the Carer Friendly employer or community awards. Co-production is when organisations, professionals, and people with lived experience (such as carers) work together to design, deliver and improve services. Everyone's views are valued equally, and decisions are made together.

Please note that partners have different roles and responsibilities in supporting carers. This means some partners will have updates for certain key areas and not others, depending on the services they provide.

The Carers Hub Service supports adult unpaid carers across Nottingham City and Nottinghamshire County. Support is free and confidential for all adult unpaid carers and includes information, advice and guidance, access to carers support groups, access to respite or carers grants and needs assessments. The service is commissioned by Nottingham City Council and Nottinghamshire County Council.

How have we supported carers in the last year?

Identification and early support and response (key component 1)

- Over 1800 carers have been referred to our service this year
- We have worked with local hospitals to improve identification of carers
- We have attended community events to promote our service and carer awareness
- We have supplied carers with a [letter](#) that they can present to their GP to register themselves as a carer to make this process easier

Information, advice, guidance and training (key component 2)

- Our monthly newsletter is distributed to over 3500 carers and professionals
- We have developed a [calendar](#) on our website to advertise carer events
- We have reviewed our website to make it more accessible

Assessment (key component 3)

- We have provided 1600 assessment conversations of carers' needs this year
- We have connected 300 carers to other support and information services

Whole family approach (key component 4)

- We have conversations with carers considering the needs of the whole family
- We provided parent carer groups and an event in October 2025, attended by 62 parent carers
- We have supported additional parent carer support groups by providing grassroots funding to SEND PaCT (Parents and Carers Together) for Nottingham City and Nottinghamshire County carers to access

Breaks from caring and preventing carer breakdown (key component 5)

- We have referred 800 carers to respite services providing a break from caring
- We have developed a [contingency planning](#) document to assist carers to prepare for emergency situations.
- We have supported carers of people with dementia by providing grassroots funding to Radford Care Group (for Nottingham City and Nottinghamshire County carers to access) and the Open Door Project (for Nottinghamshire County carers to access)

Connecting carers (key component 6)

We have provided 160 carer support groups across Nottingham & Nottinghamshire including a new support group in [Eastwood](#) that has been running since January 2026.

"I really look forward to coming to the group, I love the laughter"

Giving carers a voice (key component 7)

- We have developed a new [satisfaction survey](#)
- We have provided opportunities for feedback on hospital and home care services
- We have developed our ["Let's Talk, Let's Listen"](#) programme for carers to help shape our service

"Was brilliant, well attended, very insightful, very helpful & had the opportunity to voice opinion"

Health and wellbeing and living a balance life (key component 8)

- Gym memberships were provided for 138 carers during the year
- We have developed a health and wellbeing programme for carers and have been in collaboration with [MySight Notts](#) and [Stroke Association](#)
- We have organised 6 [warm hubs](#) and given warm packs to 160 carers

"I thoroughly enjoy accessing the gym membership provided by the Carers Federation. It's something that greatly benefits my wellbeing."

The activities of the Carers Hub have positively impacted the lives of many carers in achieving the main aims set out in the Carers Strategy

Plans for 2026/27

We will:

- Continue to develop our website to make it easier to access information
- Continue our health and wellbeing programme to provide information and training
- Provide more opportunities for carers to get involved in shaping our service
- Undertake more "joined up" work with hospitals to improve carer experience
- Launch the new [Carers Wellbeing Budget](#) for carers supporting an adult living in Nottingham City, with first payments being made to eligible carers in April 2026

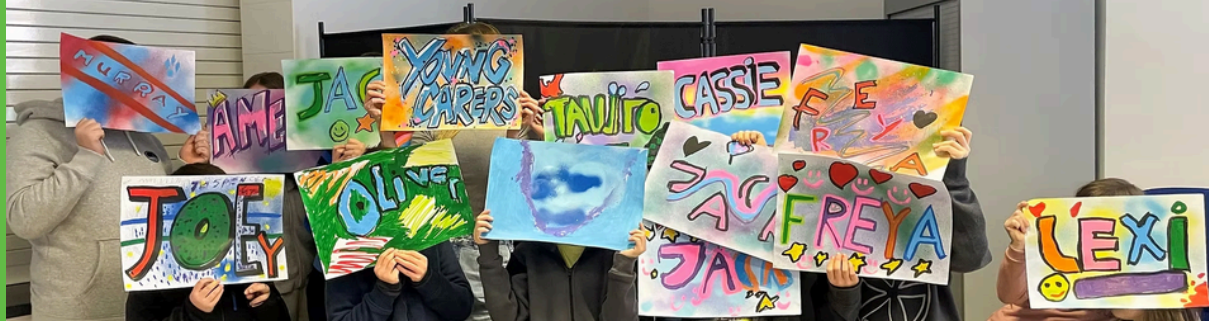
Want to get in touch?

Call us on: 0808 802 1777

Email: carershubinfo@carersfederation.co.uk

WhatsApp or Text : 07814678460

Website: <https://carershub.carersfederation.co.uk/>



Young Carers Notts is jointly commissioned by Nottingham City Council and Nottinghamshire County Council to provide information, advice and practical support to young carers aged 5-17. The service helps young carers manage the impact of their caring role, access peer support, and have opportunities for positive activities away from caring responsibilities.

How have we supported carers in the last year?

Health and wellbeing and living a balance life (key component 8)

Travel cards which offer free travel to registered young carers, in both Nottingham City and Nottinghamshire County have been popular, showing a clear need and appreciation for practical and positive support for young carers. We have issued around 500 under 19 cards in Nottinghamshire County and around 200 Robinhood passes in Nottingham City.

Assessment (key component 3)

This year we redesigned our young carers' assessment tool in Nottingham City; capturing more detail about a young carer's role and identifying support needs.

The My Life Now assessment in Nottinghamshire County has been updated so we ask more direct questions. This helps staff gather more information about the young carer and gives us a clearer picture of their daily life. Questions that have been particularly helpful include:

What does a normal school day look like for you?

What does a normal weekend or school holiday look like for you?

What does the future mean to you, and do you have any plans or goals?

We have also strengthened our approach to planning for the future, yearly check-ins and reviews. This was developed because the team recognised that not every young carer needs a full My Life Now assessment repeated, especially if they regularly attend groups or if their previous assessment did not identify any concerns. The yearly check-in allows the team to contact the family, have a conversation, understand what may have changed and identify whether any further support is needed. A full My Life Now assessment can still be completed where needed, helping us balance time and resources so support is focused on those who need it most.

Giving carers a voice (key component 7)

Nottinghamshire Carers Association continue to work alongside us to support with co-production work, and this year young carers have been involved in The Big Conversation in Nottinghamshire, as well as speaking to the digital inclusion team. Work around getting ID cards more established in the local community and with a young carers leaflet continues.

Identification and early support and response (key component 1)

School engagement work is ongoing, led by Nottinghamshire Carers Association, and we are seeing more referrals in from different schools and colleges which is great news. This means more young carers are identified and can access support earlier.

Breaks from caring and preventing carer breakdown (key component 5) & Connecting carers (key component 6)

Some of the highlights from the last year

The High Sheriff of Nottinghamshire's Tea Party

This was a celebratory event held just after the summer holidays and was a moment for all young carers to get together and join in with games and treats.



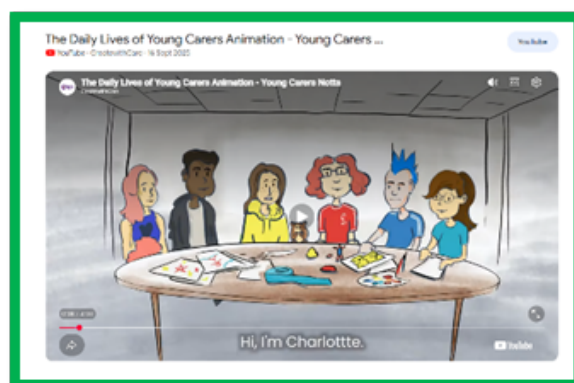
Creative Writing

Over the summer we had a group of young carers who got together to put together an anthology of work. They then performed their work at the Nottingham Royal Concert Hall for family and friends.

Animated Video

We also had a group of young carers produce an animated video around being a young carer and what that looks like. They had support from an illustrator who helped to bring their ideas to life, and then were part of a sound and recording session to help capture young carers voices.

[Click here to watch the video](#)



Christmas Parties and Pantos

In December and January we organised five panto trips and several Christmas Parties and ice skating.

For some young carers this was the first opportunity to go to a theatre trip they may have had – and it certainly helped us all get into the magic of the season.



Residential trips to Go Beyond

We have had two residential trips over the last year to Go Beyond in Ashbourne. This was a chance for some young carers to step back and get a full break away from things at home and to have lots of fun, activities include trampolining, rock climbing, swimming, exploring.

Young Carers Action Day

This year we had two trips to celebrate fairer futures for young carers with an aim to run adventure days that saw young carers who hadn't had the opportunity previously to take part in outdoor activities. One trip was to Walesby Forest, the other was to the Mill Adventure centre.



We have continued to partner with various organisations to ensure a variety of great support, opportunities and fun or new experiences for our young carers.

We have been working with the Carers Hub to introduce some of our 16 and 17 years olds to the Young Adult Carers part of the Hub service. This has been warmly welcomed by young people who are quite nervous about the next steps in their education, work or future plans, and balancing that with a caring role.

Contact us

Phone: 0115 824 8824

Email: youngcarers@tuvida.org

Website: <https://www.youngcarersnotts.co.uk/>



Nottinghamshire Carers Association

Nottinghamshire Carers Association are commissioned by Nottinghamshire County Council to provide promotion of carer support and services and engagement with public facing organisations and employers. We are also funded to lead on coproduction, Carer Voice and involvement via our Carers Space Notts network.

We work in partnership with Young Carers Notts to deliver the Education, Health and Social Care engagement element of their work.

How have we supported carers in the last year?

Carers Space: Information, advice, guidance and training (key component 2) & Giving carers a voice (key component 7)

Carers Space continues to be developed as a central place for carers to find information and get involved. The website includes details of Carers Roadshow events, chances for carers to get involved in shaping services, and updates on how the Carers Strategy is being delivered.



Connecting carers (key component 6) & Giving carers a voice (key component 7)

Visits to carers groups have included parent carer groups, dementia support groups, and other carer support groups across Nottinghamshire. The purpose of these visits continues to be to hear carers' voices and find out what they are finding helpful or what's not working for them within systems and services. We then share the feedback.

Our monthly Carers Discussion group has continued, focusing on topics such as engagement and accessibility of meetings, health services, hospital discharge, identifying carers and balancing caring with work. Carers' views are shared with the Carers Strategy Implementation Board, and the Carers Space Planning Group. This helps shape decisions and improvements, and has led to new information resources, stronger links with hospitals and staff being involved in steering groups.

Carers Roadshow events took place throughout the year, with 15 events held in 2025. These free neighbourhood events bring together services and charities from across the region, making it easier for carers to get information and speak to people face to face.

Staff have also supported carers to take part in co-production activities. This includes working on Carers Space Notts and Our Voice, developing guidelines for sharing opportunities, improving co-production in mental health services (Integrated Care Board (ICB) Co-production project) and developing crisis information for carers and families (Nottinghamshire Foundation Healthcare Trust).

Community Engagement: Identification and early support (key component 1) & Information, advice, guidance and training (key component 2)

NCA Community Engagement Service continues to work with organisations across Nottingham and Nottinghamshire to help them become more Carer Aware. Twelve new organisations joined this work during the year.

The following organisations achieved or renewed their Carer Friendly Quality Mark, showing that they have trained Carers Champions, promoted carer support services and taken steps to better meet carers' needs:

- Reach UK Notts
- Inspire Culture, Learning and Libraries
- Ashfield District Council
- Mansfield Building Society
- Macmillan (Nottingham University Hospital sites)
- Radford Care Group
- The Alzheimer's Society Dementia Wellbeing Service

'It's been great having a contact at Nottinghamshire Carers Association. We've learnt plenty of new things and gained a better understanding of how we can support people around us. It's brilliant that our organisations can work together to help others.'

Bridie O'Shea - Quality Assurance Lead / Carers Champion - Mansfield Building Society

Carers in Employment: Identification and early support (key component 1) & Education, training and employment (key component 9)

Twenty-one new employers worked with NCA Carers in Employment Service this year to improve support for carers at work. This included training managers, setting up Carer Champions and building staff support networks.

The following organisations have been awarded or re - awarded their Carer Friendly Quality Mark:

- Sherwood Forest Hospital Trust
- Newark and Sherwood District Council
- Nottinghamshire County Council
- Eastwood Primary Care Centre
- Bassetlaw Action Centre
- Mansfield Building Society
- Primary Integrated Community Services (PICS)

'We are so pleased to have received the Carer Friendly Employer Quality mark and appoint our Carers Champion. In doing so we aim to encourage staff, volunteers and the clients we work with in our local community to recognise when they are a carer and support and advise them accordingly.'

Bassetlaw Action Centre

Young Carer Education Engagement: Identification and early support (key component 1) & Information, advice, guidance and training (key component 2)

The Young Carer Education Engagement with schools and education providers continues across Nottingham and Nottinghamshire. The aim is that schools will have a trained Young Carer Champion in place, clear ways to identify young carers and support in place for pupils who have caring roles. Awareness has also been raised through staff training, school assemblies and workshops. During the year, almost 2,000 staff and students across around 70 schools took part.

Young Carer Health and Social Care Engagement: Identification and early support (key component 1) & Information, advice, guidance and training (key component 2)

During the year, 821 health and social care professionals across Nottingham and Nottinghamshire attended both online training and in-person events. This helped increase understanding of young carers and awareness of the support available through Young Carers Notts.

The following services achieved the Young Carer Friendly Quality Mark:

- Focus on Young People in Bassetlaw
- Barnsley Premier Leisure
- Plains View Surgery
- Healthy Families Team
- Family Intervention Team
- Family Hubs Team
- Support through Sport
- Youth Service

'Working with NCA has been great! Knowing they are there to offer support and guidance has really helped develop our input with young people. The fantastic training was inspiring and motivational.'

Julia Wilkinson - Senior Health Promotion Specialist, Healthy Family Teams

Young Carers Panel: Giving carers a voice (Key Component 7)

Support has continued for Young Carers Notts to listen to young carers and involve them in shaping services with the **Young Carers Panel**. This has included helping develop resources, Young Carers ID cards and the roll-out of Young Carers Travel Cards, which offer free travel to registered young carers.

Reach out to Nottinghamshire Carers Association for enquiries or assistance:

[Contact Us - Nottinghamshire Carers Association](#)



We provide free, confidential help and treatment for anyone affected by drugs or alcohol who is living in Nottingham City. We run a Family and Carers support service for anyone supporting a loved one who is struggling with drug or alcohol use.

How have we supported carers in the last year?

Who We Support

Identification and early support (key component 1)

We support family members and carers whose loved one uses drugs or alcohol and lives in Nottingham City. Our aim is to help carers as early as possible, make support easy to access, and offer help that is shaped around each person. This means carers can get support before things reach crisis point.

What We Deliver

Identification and early support (key component 1)

We offer a 16 week support programme led by trained staff and shaped by carers with lived experience. Carers set their own goals at the start of the programme, which are reviewed regularly so progress is clear and support can change if needed.

The programme has been developed with carers who use the service. Their experiences and feedback have helped shape the content, ensuring it reflects what carers say matters most and stays relevant and supportive.

Further information and contact details can be found here: **[NRN - Information for family members and carers](#)**

Early Help & Safety

Assessment (key component 3)

We have updated our assessment process so risks can be identified earlier. This helps us respond more quickly to safeguarding concerns and support carers to feel safer and more stable, reducing harm for individuals and families.

Partnership Working & Visibility

Identification and early support and Information, advice, guidance and training (key components 1 & 2)

We have strengthened links with local organisations including GPs, libraries, community centres, faith groups, social care, the police and voluntary organisations. This has helped raise awareness of the service, increase referrals and reduce barriers to getting support.

The service now has a dedicated Family & Carers logo as well as new outreach materials such as cards, leaflets, flyers and window stickers to help carers recognise and access support.

Peer Support & Coproduction

Identification and early support & Giving carers a voice (key components 1 & 7)

Peer mentoring continues to grow. Volunteers with lived experience are trained to lead support groups and offer guidance. This helps carers feel understood, listened to and less alone.

Carers are also involved in shaping the service, ensuring their voices continue to influence how support is delivered.

Impact for Carers

Carers tell us they feel more confident, better informed and more connected to others. Many report improved wellbeing and reduced feelings of isolation.

Carer feedback includes:

“Made me realise there is hope for me and the future.”

“It helped me understand substance use and that I’m not alone.”

A parent carer has shared their lived experience of supporting a family member affected by drug and alcohol use, and how Nottingham Recovery Network’s support made a difference.

Read the full story here: [Carers Story](#)

Looking Ahead

Following a recent move, we are developing a dedicated space for carers. We also plan to launch new peer support groups for young adults, women, men and carers from culturally specific communities.

We will continue to involve carers in shaping the service through feedback, podcasts and videos, and will update our pledges to reflect all the work we deliver.

Further information and contact details can be found here: **[NRN - Information for family members and carers](#)**

Phone support:

Call: 0800 066 5362



Change Grow Live (CGL) - The Place

The Place is a free support service run by Change Grow Live (CGL) and funded by Nottingham City Council and Nottinghamshire County Council. The service offers confidential and non-judgemental support for:

- Children and young people under 25 who are affected by drug or alcohol use, either their own, or that of their family or friends, and
- Families, friends and carers who are affected by a child or young person's drug or alcohol use

You can watch a short video explaining The Place service and how it supports children, young people and carers here: [CGL - The Place video](#)

Information, advice, guidance and training (key component 2)

Information on how to make a referral is found here:

[The Place - Nottingham | Change Grow Live](#)

Our pledge

We have made a pledge that supports the aims of the Joint Carers Strategy:

We will improve support for both young carers and adult carers who are affected by drug or alcohol use. This includes young and young adult carers under 25 who are affected by drug or alcohol use in their family or friendship group, and adult carers supporting a child or young person under 25 who uses drugs or alcohol.

We will do this by providing safe and welcoming spaces, offering the right support for each person, helping services to identify all carers earlier, and working with young people and families to create helpful information and resources.

Our progress

Breaks from caring and preventing carer breakdown & Connecting carers (key components 5 & 6)

We have already made progress in improving support for young carers. During the Easter holidays, activity days were delivered at the local CGL office, with young carers included in these sessions.

These activity days provided a safe and welcoming space for children and young people affected by drug or alcohol use in their family. Young people reported feeling more included, listened to and connected to others, and more aware of the support available to them.

Identification and early support & Whole family approach (key component 1 & 4)

CGL also continues to identify and support carers as part of day-to-day practice. Staff take time to talk with families, listen to carers' experiences, and offer help in flexible ways that fit around family life. We work closely with other services so that carers' needs are recognised and support is joined up where needed.

Health and wellbeing and living a balanced life (key component 8)

Support for carers is increasingly part of how CGL works overall, rather than only being offered through specific activities. Carers and families are becoming more visible within the service, and greater attention is being given to their wellbeing and needs.

Looking ahead

Information, advice, guidance and training & Whole family approach (key components 2 & 4)

Further work is planned, including developing new information and resources with carers and continuing to build long-term relationships with families. Strong foundations are now in place, meaningful activity has already taken place, and clear progress is being made.

Contact us

Phone: 0115 948 4314

Email: theplace@cgl.org.uk

Nottingham University Hospitals NHS Trust (NUH) is one of the largest NHS hospital trusts in the UK, providing a wide range of hospital and specialist healthcare services for people across Nottingham, Nottinghamshire and the wider East Midlands. The Trust operates Queen's Medical Centre, Nottingham City Hospital, Ropewalk House and the National Rehabilitation Centre.

Nottingham University Hospitals NHS Trust (NUH) is committed to recognising and supporting unpaid carers as partners in care, providing information, support and involvement in discharge planning to help ensure patients can return home safely and receive appropriate ongoing support.

How have we supported carers in the last year?

Connecting Carers (key component 6)

NUH has an established **Carers Working Group**, bringing together unpaid carers, patient representatives, hospital staff, the Carers Hub Service and other partners. The group continues to grow, and work is ongoing to make sure carers from different services and backgrounds are represented. Carers' feedback and learning from this group are shared across the Trust to support changes and improvements.

Identification and early support (key component 1)

Carers are identified when someone is admitted to hospital, using digital hospital systems. Reviews have shown that this information is not always fully recorded.

Work is now underway to improve how carers are recorded, use clearer and more inclusive language, and make sure unpaid carers are properly recognised. This helps carers to be involved earlier and supports a whole-family approach to care.

The Trust has also received training to better recognise carers from the armed forces community.

information, advice and training (key component 2)

NUH works closely with the Carers Hub Service to make carer support visible across hospital sites. This includes posters and online training for staff.

A Carers and Care Partners leaflet has been developed to provide clear, accessible information for carers supporting someone in hospital.

Visiting guidance and carer involvement (key component 1)

Hospital visiting guidance has been updated to clearly state that carers should be recognised and involved as partners in care, wherever possible.
Listening and engagement.

Giving Carers a Voice (key component 7)

Carers' views are gathered through a carers survey and listening events. The survey is promoted across the Trust, through GP practices and via the Carers Hub.

Feedback is reviewed regularly and used to shape improvements. The use of ['About Me' documents](#) continues to be encouraged to provide more personalised care.

Following carer feedback training will also be provided on the use of [ReSPECT forms](#).

Awareness events and partnership working

Information, advice, guidance and training (key component 2)

NUH supports national awareness events such as **Dementia Action Week** and **Carers Week**, with activities and information shared across hospital sites. The Trust also promotes the **Carers Wellbeing Budget** and works with local dementia partners to share helpful resources, including the ["Meal Times Matter"](#) leaflet.

Supporting staff who are carers

Health and wellbeing and living a balanced life (key component 8)

NUH works with Human Resources to support staff who are also unpaid carers. This includes raising awareness of available support and promoting wellbeing, helping staff stay in work while balancing caring responsibilities.

Nottinghamshire County Council Adult Social Care

Our Vision for Adult Social Care

We want every person in Nottinghamshire to live in a place that they call home with the people they love, in communities where they can look out for one another, doing the things that matter to them. To achieve this vision, we will ensure that people and carers are:

- Living the life they want, keeping safe and well
- Having the information, they need, when they need it
- Keeping their family, friends and connections
- Receiving their support their own way
- Staying in control
- Supported by a valued workforce

Adult Social Care supports adults who may need help because of age, disability, illness or other life circumstances. This includes people who pay for their own care. It is about helping people stay safe, well and independent, and live the life they want to lead. Under the Care Act 2014, people have the right to good information and advice, a proper conversation about their needs, and support that promotes their wellbeing and helps prevent things getting worse where possible.

Unpaid carers are a vital part of life in Nottinghamshire. Thousands of family members, friends and neighbours — including young carers — support someone who could not manage without help. Caring can be rewarding, but it can also affect a carer's health, work, money, family life and wellbeing. Carers have rights too. Under the Care Act 2014, carers have the right to their own assessment, focused on their needs and what matters to them. Carers should be recognised, listened to and supported in their own right, not only as part of someone else's care.

How do you contact us if you need to?

If you want to get in touch with Adult Social Care, you can:

Call us on 0300 500 8080.

Contact us online or via a language translator, text and sign relay service

Make a referral for care and support

If you need support in an emergency out of office hours, please call 0300 456 4546.

Identification and early support (key component 1)

We continue to promote the Joint Carers Strategy with partners across Nottinghamshire, focusing on identifying carers earlier and helping them access support quickly. We commission and work closely with the Carers Hub and Young Carers Notts so carers of all ages know where to turn for help and support. By having conversations sooner, around 45% of carers received support without needing a formal carers assessment. We are also improving how we work so carers do not have to tell their story more than once.

Information, advice, guidance and training (Key component 2)

Carers can contact our Customer Service team by phone as the main first point of contact. The team answers questions and connects carers directly to the Carers Hub for further support. Information is also available on our website, and a refreshed community directory is being developed with Nottingham City Council to make finding local support easier. This went live in April 2026: [Your Notts Directory](#).

Following feedback, face-to-face drop-in sessions were introduced in Bassetlaw and Gedling and are now being expanded. Easy-read and large-print versions of the carer's booklet "Do you look after someone?" have also been produced by our easy read team.

Assessments (key component 3)

Carers' needs are recognised in their own right. In 2025-26, we had over 4,000 conversations with carers, completed more than 2,000 all age carers assessments, and carried out nearly 1,800 reviews. Conversations focus on how caring affects daily life and wellbeing, including emotional support, finances, breaks from caring and personal budgets. A co-produced [quality framework](#) helps us check we are providing good support and learning where improvements are needed.

Using technology to improve conversations (key component 4)

An AI tool called Beam has been introduced to allow assessments and reviews to be recorded (with permission), meaning staff spend more time listening and less time writing notes. This helps carers feel heard, reduces the need to repeat information, and supports better, more joined-up decisions. Alongside our Carers Dashboard, this is helping to reduce waiting times for carers assessments and reviews.

Whole family approach (key component 4)

We take a whole family, strengths-based approach, focusing on what matters to everyone in the household. Our systems now better support staff to identify carers, and shared learning sessions with the Carers Hub have helped improve how strengths-based conversations are held and recorded.

Breaks from caring and preventing carer breakdown (key component 5)

We are reviewing our short breaks and respite offer following feedback from carers, with the aim of making it simpler, more flexible, and clearer — including during emergencies. Technology-Enabled Care (TEC) continues to play an important role in preventing carer stress and breakdown. In 2025-26, 723 carers at high risk of breakdown were supported through TEC.

Carers have told us how much difference this support makes. One carer said:

"The equipment for Mum was lifechanging, and the cost of the service is next to nothing for something that changes people's lives for the better."

Another carer shared:

"It made caring for Mum possible and wouldn't have been do-able without it."

Connecting carers (key component 6)

Carers are supported to connect with others through our Customer Service team, the Carers Hub and Young Carers Notts, giving access to local groups and peer support across Nottinghamshire. Carers can also attend the Making it Real Forum, where they work as equal partners to help shape Adult Social Care priorities and plans. Workshops during the year focused on listening to people as equals, accessible information and exploring named social care worker approaches.

Giving carers a voice (key component 7)

Co-production is central to our work. In 2025, our second [The Big Conversation](#) engaged carers and people who use services across Nottinghamshire to share what works well, what needs to improve and what matters most. We reached a broader and more diverse group of people, including young carers, and this feedback continues to shape Adult Social Care priorities. We commission and work closely with Nottinghamshire Carers Association to ensure that carers voices are heard and treated as equal partners.



Health and wellbeing and living a balanced life (key component 8)

The Dementia Wellbeing Service for Nottingham and Nottinghamshire,

delivered with Alzheimer's Society and Radford Carer Group, supports carers of people with dementia. The service provides practical information, emotional support, help planning for the future, advice on dementia-friendly homes and links to local support groups.



Education, training, volunteering and employment (key component 9)

In September 2025, Nottinghamshire County Council received the Carer Friendly Employer Award. This recognises a wide range of support for colleagues with caring responsibilities, including colleague carer champions, a colleague unpaid carer peer support network, access to information, advice and guidance, five days paid carers leave, and training for staff and managers.



Nottinghamshire County Council Children's Services

Nottinghamshire's Children's Services support children, young people and families who need help to make sure they stay safe, well, and have the best start in life. Some families include young carers – children or young people who help look after someone, usually a parent or a sibling.

Social workers and Early Help workers may identify young carers as part of their everyday work. They check that any caring being provided by a child or young person is suitable for their age and they make sure young carers can get the right support when they need it.

Whole family approach (key component 4)

Nottinghamshire's Children's Services recognises that families may need different levels of support at various times of their life and depending on their circumstances.

The Pathway to provision 2025 sets this out in detail and provides examples of the range of services available to provide help and support to families. This ranges from support available to all families through to those who need more specialist support.

What's been happening over the past year?

During 2025/26 Nottinghamshire Children's services have rolled out Family Hubs across Nottinghamshire.

Nottinghamshire's Family Hub Networks are a clear 'front door' to support, bringing services together locally and making them easier to access. They help ensure:

- Early identification of young carers
- Clear pathways to specialist support when needed
- Joined up working across education, health, early help, social care and the voluntary sector
- Whole family support that reflects children's and adults' needs

Family Hubs reduce duplication, so families tell their story once and get the right help at the right time. This work has been supported by wider children's services developments, including Family Hubs, Young Carer Friendly accreditation across children's services teams, school engagement activity reaching around 70 schools, and training for health, education and social care professionals to improve identification and support for young carers.

How have we supported carers in the last year?

Assessment (key component 3)

Nottinghamshire County Council Children's Services completed **52 new assessments** for children and young people caring for a sibling in 2025/26 and **223 annual reviews** for young carers.

Whole family approach (key component 4)

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. The assessment and plan will take account of the support needs of children and young people caring for an adult or sibling within their household.

Connecting carers & Giving carers a voice (key components 6 & 7)

There are lots of opportunities for children, young people, parents and carers to share ideas and get involved decisions and services. If you want to take part in conversations, consultations, co-production and co-design opportunities, and help improve the support available, more information on how to do that is [here](#). This includes:

- Our monthly online coffee morning is for parent experts by experience, who access social care services, it continues to be something we are trying to develop and grow. This is a space to share experiences, peer support and to support service improvement and development.
- **The Social Butterflies**, our children's coproduction group. Young people working alongside social care professionals to design some tools which would help children to better understand their family's support plans. These tools and the learning from our work with the children has led to a new mandatory training called 'Helping children understand their plans' where the tools and good practice is shared with Colleagues.

For more information about the group, please watch this [video](#).

We want to ensure that participation activities and the difference they are making for children, young people and families in Nottinghamshire are highlighted, [click here to read some of those highlights](#).



Adult Social Care

What does Adult Social Care (ASC) do?

Adult Social Care is there to support adults aged 18 and over to live as well and as independently as possible. We begin with what matters most to the person needing care and support. This will start with having a conversation through Nottingham Health and Care Point about their needs and goals and if necessary, having their own assessment to understand what support might help. This is our single point of access and front door for adult social care and community health services, run jointly in partnership between Nottingham City Council and Nottingham CityCare. We also work with carers and family to help make everyday life safer, easier and more in their control.

The aim is to provide the right help at the right time supporting people to stay safe, maintain their wellbeing, build on their strengths, and live in their own home for as long as possible, while also recognising and supporting the needs of carers.

For unpaid carers, this means being recognised early, getting the right support at the right time, and being helped to keep caring whilst maintaining your wellbeing. Adult Social Care will connect carers to practical help, communities, respite and other carers and seeing the carer as a person in their own right, with their own needs, choices and life beyond caring.

Our Progress

Partnership working with the Carers Hub Service: helping carers tell their stories

Identification and early support, Assessments, Connecting carers, Health and wellbeing (key components 1, 3, 6, 8)

We have strengthened our partnership working. Adult Social Care and the Carers Hub work together regularly to find the best ways to support carers, share useful resources, and keep our joint processes up to date making it easier for carers to be recognised and get support sooner.

We are continuing to reduce the need for carers to repeat their story, we are listening carefully and valuing their experiences by making sure information is shared clearly and accurately between Adult Social Care and the Carers Hub. Carers are offered an carers assessment, which is a conversation to understand their caring role and support needs. This usually takes place through the Carers Hub, but where appropriate, it may be a joint assessment through Adult Social Care with the carer and the person being cared for, helping us better understand how each affects the other. Because of this, our services may refer into each other.

To support this further, Nottingham City Council Adult Social Care has introduced a secure transcribing tool ([Beam](#)). This allows social workers to spend less time writing notes and more time listening to carers. The tool accurately records conversations so practitioners can focus on what carers are saying and respond with care and attention.

Adult Social Care Listening Sessions: Giving carers a voice (key component 7)

We have introduced regular Adult Social Care Listening Sessions for carers who support someone living in Nottingham. These take place at the Carers Hub in Nottingham City and are attended in person by the Strategic Director of Nottingham City Adult Social Care, who listens directly to carers' experiences and feedback. The sessions offer a safe and welcoming space to share what is working well, what could be improved, and what matters most to carers. Some sessions have focused on key changes, including the draft new Adult Social Care Strategy. Carers views help shape strategy and future services.

What are our next steps for 2026–2027?

Publishing Gloriously Ordinary Lives Adult Social Care Strategy

Giving carers a voice (key component 7)

A public consultation on the new Gloriously Ordinary Lives Adult Social Care Strategy took place between 13 April and 22 May 2026 giving carers and the public the chance to share their views. We will review the feedback, finalise and publish the strategy, and then focus on putting it into action over the next five years to improve support for carers and the people they care for.

Transition of young adults from Childrens Services into Adult Social Care Information, advice, guidance and training & Whole family approach (key component 2 & 4)

We know that moving from Children's Services into Adult Social Care can be challenging for young people with a disability or a long-term health condition and their families. Over the next year, we will work to improve this transition, with greater focus on supporting carers so they feel informed, involved and supported during this change.

Carers Wellbeing Budgets

Breaks from caring and preventing carer breakdown & Health and wellbeing and living a balanced life (Key components 2, 5, 6, 8)

Carers Wellbeing Budgets launched in April 2026, they are small council funded payments designed to help carers take a break and support their wellbeing. These can be used for wellbeing activities, such as a gym or National Trust membership, or by paying for replacement care, for example through a care agency or a personal assistant.

The council asked the Carers Hub Service to manage these budgets and support carers to access them, offering a simpler 'one stop shop' as most carer assessment conversations already happen through the Carers Hub along with other advice and support. The commissioners and the Carers Hub worked together to create clear, easy-to-understand information to help carers access the **Carer's Wellbeing Budgets**. Our aim over the next year is to communicate this information more widely and consider ways to make it more accessible such as in different languages or formats.

Over the next year, Adult Social Care, Commissioning and Contracting teams will carefully look at how these budgets are making a difference. This will be done by listening to carers' stories and feedback shared through the Carers Hub, to understand the impact on carers' wellbeing and daily lives.

How do you contact us if you need to?

If you want to get in touch with Adult Social Care, you can:
Call the Nottingham City Health and Care Point on **0115 8763330**

Online information:

[Health and Social Care portal](#)

Contact us online or via:

- [Translate - Nottingham City Council](#), which translates the Council website into different languages.
- [Contact Us in British Sign Language \(BSL\)](#) - Nottingham City Council, which allows D/deaf people to contact the Council through SignVideo and a qualified BSL interpreter.

Make a referral for care and support [here](#)

If you need support in an emergency out of office hours, please call 0300 456 4546.



Nottingham City Council Children's Services and Leaving Care Service

What do our teams do?

You told us it is not always clear how our social care services are set up. We have listened and included an overview explaining the different teams, what they do, and how they work together.

We support children and young people where their families need help to make sure they stay safe, well, and have the best start in life. Some families include young carers children or young people who help look after someone, usually a parent or a brother or sister.

Social workers and family support workers look out for young carers as part of their everyday work. They check that the caring role is suitable for the child's age and make sure young carers can get the right support when they need it. For example, a worker might notice a child helping and advocating for their sibling who has a physical disability or autism. They may spot a young person supporting a parent who is experiencing problems with their mental health or drugs or alcohol.

If you make the decision to contact Children's Social Care, and the child or young person lives in Nottingham City contact:

Multi- Agency Safeguarding Hub (MASH)

Phone: 0115 876 4800

Email: candfdirect@nottinghamcity.gov.uk

Contact us online or via:

- **Translate - Nottingham City Council, which translates the Council website into different languages.**
- **Contact Us in British Sign Language (BSL) - Nottingham City Council, which allows D/deaf people to contact the Council through SignVideo and a qualified BSL interpreter.**

The Multi-Agency Safeguarding Hub (MASH) acts as the front door into Children's Social Care. MASH receives referrals where there are concerns about a child or where a family may need support. Staff work alongside partner agencies, including the Police, Health and Education, to review information and decide what help may be needed. Where appropriate, referrals are directed to the most suitable service, such as a Locality Team, Family Help and Partnership Service, or the Children's Disabilities Service.

Family Help and Partnership teams support families with early practical support to help with everyday challenges to prevent problems from getting worse and build strengths and confidence while keeping children safe at home. They listen to what matters to families and help connect them with schools, health services and local support so children and young people can do well.

Locality Teams work with children and families where a social care assessment or ongoing support is required. They listen carefully to children and families, assess what is happening in a child's life and identify what help is needed. They work with families and partner agencies to promote children's safety and wellbeing and to make sure the right support is put in place at the right time.

The Children's Disabilities teams work with children and young people who have a lifelong disability and need extra support and their families. This may include learning disabilities, autism, physical or sensory disabilities, or complex health needs. They support families by assessing needs and helping with things like short breaks, home support, advice and linking families to other services such as the Occupational Therapy key working service.

A variety of support may be offered through both the **Locality and Children's Disabilities teams** such as a Child in Need plan. Some families may also be involved in court decisions about children's care. The main aim is keeping children safe and well and helping them stay with their families wherever it is safe to do so.

The Leaving Care Service supports young people aged 18-25 who have previously been in care as they move into adulthood.

Leaving Care workers, called Personal Advisers, work alongside young people to help them achieve their goals, build independence and access the support they need. Together, they agree a plan for the future and regularly review this to make sure it reflects the young person's ambitions, strengths and changing circumstances.

Getting in Touch

Our Leaving Care duty service is available Monday to Friday between 10.00 - 4.00pm on:

**Tel: 0115 876 1341 or 0115 876 1333 or you can email duty:
LeavingCare.Duty@nottinghamcity.gov.uk**

If you need support out of usual working hours you can contact:
Emergency Duty Team (EDT) Tel: 0115 8765600

Contact us online or via:

- **Translate - Nottingham City Council, which translates the Council website into different languages.**
- **Contact Us in British Sign Language (BSL) - Nottingham City Council, which allows D/deaf people to contact the Council through SignVideo and a qualified BSL interpreter.**

The service helps young people with important areas of their lives, including finding a home to live in and maintaining it, accessing education, employment and training opportunities, managing finances, improving their health and wellbeing, and developing positive social and community connections. The service also supports young people to build and maintain safe, supportive and lasting relationships.

Personal Advisor's ensure that young people's views are heard and work with a range of organisations to help them build stable, positive and fulfilling adult lives. The service aims to provide consistent support that recognises each young person's individual experiences, identity, relationships and aspirations.

What's been happening over the past year in Children's Services

Over the last year, Children's Services at Nottingham City Council has gone through some big changes. We've been setting up new teams, including a new **Family Help and Partnerships Service** and moving our support for disabled children from our Whole Life Disability Service into a **Children's Disabilities Service**.

Most of our time has been spent making sure these new services are working properly, that social care and family support workers understand their roles, and that teams work well together.

Because so much effort has gone into getting this right, we know that some areas have not had as much attention as we would have liked. One of these areas is support for young carers. We want to be honest that progress here has been limited during this time, and we recognise this needs to improve.

The new **Family Help Service** brings different teams together so they can work more closely with families. This helps them spot young carers earlier, share information better, and offer clear, joined-up support that looks at the needs of the whole family. This makes it less likely that young carers will be missed and helps them get the right support sooner.

The new **Children's Disabilities Service** means support is designed especially for children and families. The teams working with disabled children are better placed to notice when brothers or sisters are helping with care at home. This helps young carers be identified earlier and linked quickly to advice, support and activities so they can stay well and enjoy everyday life.

Although outside the reporting period covered by this report, a further Children's Services restructure took place from September 2026. This created new **Locality Teams**, bringing together the previous Duty and Assessment and Fieldwork teams. The aim of this change is to provide greater continuity for children and families by reducing handovers between teams and enabling social workers to build more consistent relationships with families and stability.

What we're committing to next

We know things need to improve and are committed to making this happen over this next year. Across Children's Services our teams will all commit to the following three pledges. We will then review our progress before deciding on the next steps.

Children's Services pledges

Pledge one: improve awareness of young carers and help more young carers access Young Carers Notts. We aim for social care workers to complete Young Carer Awareness training which includes information on support available for them. This will help staff understand the role of young carers, how to recognise them earlier and support them to access our Young Carers Notts support service.

Pledge two: improve awareness of the parent carer role and help more parent carers access the Carers Hub Service. We aim for social care workers to attend a Carers Hub Service information session about the parent carer role and support available for them. This will help staff understand the parent carer role, how to recognise them earlier and support them to access our Carers Hub Service.

Pledge three: keep an up-to-date list of all our young carers within families we are working with. We will make sure all our social care workers record all children and young people with a caring responsibility through their knowledge of the families they support.

What's been happening over the last year in the Leaving Care Service

Recognising caring responsibilities amongst care experienced young people and connecting them to support has not previously been a specific focus within the Leaving Care Service.

What we're committing to next

We know things need to improve and are committed to making this happen over the next year.

Whilst relatively few care experienced young people are likely to have caring responsibilities, some may provide regular support to a family member, friend or another person with additional needs. Within a group that may already have reduced support networks and experience additional vulnerabilities, unrecognised caring responsibilities can have a significant impact on wellbeing, education, employment and independence.

Through planning and regular conversations with young people, the Leaving Care Service is well placed to identify caring responsibilities early and connect young adult carers to appropriate information, advice and support, including the Carers Hub Service where needed.

Our Leaving Care teams will all commit to the following pledge. We will then review our progress before deciding on the next steps.

Leaving Care Service Pledge

Pledge one: improve awareness of care experienced young people who may have caring responsibilities and help them access the Carers Hub Service. We aim for Personal Advisers to receive training and guidance to help them recognise when some care experienced young people may also have a caring role at an early stage and what support they can access. This will help Personal Advisers understand the role of young adult carers, how to recognise them earlier and support them to access our Carers Hub Service.



Nottingham
City Council



Nottinghamshire
County Council

Nottingham City Council & Nottinghamshire County Council
Your Notts Directory

<https://www.yournottsdirectory.org.uk/>

Making sure carers can access clear information (key component 2 and 9)

Councils have a responsibility to make sure people can find clear, reliable information about care and support. Your Notts Directory is a new online directory commissioned by Nottingham City Council and Nottinghamshire County Council to support people to find help and support across Nottingham and Nottinghamshire. It brings together information about local adults and children's services, activities and support all in one place, replacing Notts Help Yourself and Ask Lion.

It's been created with input from carers, local people and those working in health, care and community organisations over the past year. Through workshops, surveys and feedback, people helped shape a clearer, easier-to-use website, making it simpler for people to find the support that is right for them.

Access Your Notts Directory [here](https://www.yournottsdirectory.org.uk/)

TuVida / Nottingham City Carers Respite Service

TuVida's Nottingham City Carers Respite Service provides flexible, person-centred respite support to unpaid carers, enabling them to take a break from their caring responsibilities whilst ensuring the person they care for continues to receive safe, high-quality support in their home.

The service is designed around the needs of carers and offers flexible daytime, evening and weekend support, helping carers maintain their health, wellbeing and independence. Through tailored respite arrangements, carers can attend appointments, access employment and education, participate in community activities and take time to focus on their own wellbeing.

How have we supported carers in the last year?

In 2025/26 we:

- Supported 229 carers
- Provided 7,477 hours of respite care
- Responded to emergency referrals within target times

Positive Outcomes / Resilience: Health and Wellbeing (key component 8)

A key achievement during the year was the significant positive impact the service had on carers' wellbeing and quality of life. Survey results demonstrated improvements across all measured outcome areas, including health and wellbeing, quality of life, independence, experience of care and support, personal dignity, and choice and control.

Impact for carers: Breaks from caring (key component 5)

The service made a clear difference to carers' wellbeing and daily lives:

- 97% rated the service as good or excellent
- Improvements reported in health, wellbeing, independence, quality of life, dignity, and choice and control
- Many carers supported provide over 40 hours of care each week

Carers told us the support helped them attend appointments, stay socially connected, take part in activities, and have time for themselves—reducing isolation and helping them continue in their caring role.

Reach & Diversity

The service has also improved its reach to carers from different communities. During 2025-26, 28% of carers accessing the service identified as coming from Black, Asian and Minority Ethnic communities, the highest level of engagement achieved by the service to date. This is an encouraging first step, but we know there is still more to do. We will continue to work with carers and communities to better understand their needs, improve access, and reach other groups who are currently underrepresented.

Carers Strategy Implementation Board: Updates from 2025/2026

Underrepresented Group of Carers

Last year we committed to focus on under-represented carers who we know statistically don't access statutory support services as often. This included:

- 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 have been working with several groups and communities to remove barriers and ensure that carers are identified and aware of support they can gain from carers services.

To achieve this, we have:

- Developed new carers groups through our grass roots funding where we know we have inequalities and gaps in services.
- Encouraged 'condition specialist' groups to identify and connect carers to carers supports services.
- Worked to make carer information accessible.
- Invited specialist services and partners to make a carer pledge and attend our Carer Implementation Board.

We have really valued working with new partners to implement the carers strategy meaning carers are accessing the support they need and services are and becoming more 'carer aware'.



Key outputs delivered to drive improved outcomes for these groups

- **Nottinghamshire County Council** have created an easy read and large font version of the Carers Booklet after receiving feedback from sensory groups.
- **Carers Hub Service & Young Carers Notts** run regular young adult carer pizza nights – we have created a carer peer support group specifically tailored for young adults and those transitioning to adult service (16-25).
- **Nottingham City Commissioning** developed an underrepresented groups self-assessment to support partners to reflect honestly on how well their services currently meet the needs of different communities, and to identify strengths, gaps and opportunities for improvement.
- Community funding is awarded to start up new groups to address inequalities or remove barriers to accessing carer support services.

Timeline

This action plan for underrepresented groups is a long-term project working with multiple partners, continuing into 2026 and beyond.

Next steps new areas of focus identified

The groups below have been identified as a priority for the following year, to explore what unique challenges and barriers they may face in being identified as a carer and accessing support. We can then work together to offer some tailored support that will overcome these challenges.

Emerging priority groups

Veterans and serving military personnel - Both veterans and serving personnel are a priority group, whether they are a carer or the person being cared for. As carers, they may face challenges such as frequent moves and the demands of service life. As the person being cared for, they may have needs linked to injury, trauma, or military culture, alongside expectations within the Armed Forces community.

Working carers - The balance of maintaining employment and caring responsibilities for working carers can mean carers have less opportunities to access support and as a result experience poorer health and wellbeing outcomes. Achieving the Carer Friendly Employer award will make a big difference to working carers. This has been achieved in Nottinghamshire County Council and is a future aim for Nottingham City Council.

Rural carers - we believe that some carers living in rural areas such as farming communities can be geographically isolated from services and support. This has a negative impact on their health and wellbeing therefore creative approaches are needed to address and remove the barriers to support.

Support for carers in hospitals

We continue to work with health partners to identify and support carers in our hospitals. The Carers Hub have been working with colleagues from Nottingham University Hospital (NUH) to share resources and information about the carers support offer. Leads from NUH now attend our Carers Implementation Board and an update on progress is contained earlier in this report. 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.

How to tell us about your experience or get involved

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, share their experiences, raise concerns and provide feedback on local services. The group also gives carers an opportunity to feed into the Carers Strategy Implementation Board. The group meets monthly online, and we can offer other ways to get involved e.g. phone calls, emails or in person visits.

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, challenge information contained within this report, tell us about a different experience, or get involved in shaping future 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

Carers Strategy Implementation Board meetings (held every two months)

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, concerns and suggestions for improvement. Your input is valuable for ensuring our work addresses the real issues affecting unpaid carers.

We recognise that carers may have experiences that differ from those described in reports or performance updates. We welcome constructive challenge and encourage carers to tell us when their experience does not reflect what is being reported, so that we can better understand gaps and identify areas for improvement.

You can find further information, join our mailing list, and watch recordings of the Carers Strategy Implementation Board meetings on [**Carers Space Notts**](#)

Glossary Assessment

Assessment

A conversation to understand a person's needs, situation and what support may help them. For carers, this includes talking about how caring affects their daily life, health and wellbeing.

Carer-Friendly Employer

An organisation that recognises and supports employees who have caring responsibilities outside of work.

Commission

To plan, fund and arrange services that meet the needs of local people. Councils may commission services from charities, community organisations or other providers.

Commissioner

A person who works for a council or organisation and is responsible for planning, funding and improving services to meet local needs.

Community-Led (Grassroots) Group

A local group created and run by people in the community, often based on shared experiences, interests or needs.

Co-production

When professionals, organisations and people with lived experience, such as carers, work together as equal partners to design, improve or review services. Everyone's views are valued and decisions are made together.

Contingency Plan

A plan that sets out what should happen if an emergency occurs and a carer is unable to provide support.

Engagement

Activities that help organisations listen to, involve and gather feedback from carers and local people to help improve services.

Implementation Board

A group of carers, organisations and professionals who meet regularly to oversee progress and make sure the Carers Strategy is being delivered.

Integrated Care Board (ICB)

An NHS organisation responsible for planning and improving health services across a local area.

Lived Experience

Knowledge and understanding gained through personal experience of a situation, such as being an unpaid carer.

Partner Organisation

An organisation that works alongside others to help deliver support, services or improvements for carers.

Peer Support

Support from someone who has similar experiences and understands the challenges you may face.

Personal Budget

Money allocated to help meet eligible care or support needs and provide more choice and control over how support is arranged.

Referral

When a person is directed or connected to another service that may be able to provide support or advice.

Respite

Temporary support that gives carers a break from their caring responsibilities.

Review

A follow-up conversation to check whether support is working well and whether anything has changed.

Safeguarding

Actions taken to protect children and adults from abuse, neglect or harm.

Social Care

Support that helps people remain independent, safe and well in their daily lives because of age, illness, disability or other circumstances.

Statutory Service

A service that councils, the NHS or other public bodies are required by law to provide.

Strengths-Based Approach

A way of working that focuses on a person's abilities, skills, relationships and community support, rather than only on their problems or needs.

Transition

The process of moving from one service to another, such as from Children's Services to Adult Social Care.

Under-Represented Carers

Groups of carers who are less likely to access support services or have their views heard, often because of barriers such as age, culture, disability, location or life circumstances.

Voluntary Sector

Charities, community groups and not-for-profit organisations that provide support and services.

Whole Family Approach

A way of working that considers the needs, strengths and circumstances of everyone in the family, rather than focusing on just one person.

Young Adult Carer

A carer aged 18 to 25 who provides unpaid support to a family member, friend or neighbour.

Thank you for reading our update report and your continued support

The Carers Strategy Implementation Board.



Nottingham
City Council



Nottinghamshire
County Council



Integrated
Care System
Nottingham & Nottinghamshire



Nottingham and
Nottinghamshire

Tü Vida
Respite

YOUNG
CARERS
NOTTS



Carers
Hub
Service



Change
Grow
Live



The
Place
Nottingham



Nottingham
Recovery
Network