

Nottinghamshire Engagement, Promotion and Carers Space Service April 2024 – 2025



The past year has been a busy one for the Engagement, Promotion and Carers Space Service. Our key priorities have been to raise awareness of carers, their needs and the support available to them with organisations, professionals, employers and carers across the county. The team have worked tirelessly and with huge enthusiasm to deliver the contractual obligations and much more.

The team working on the service include:

Claire Battelle: Administrator and Communications Link

Matt Bird: Team Leader

James Breeze-Stringfellow: Carers Space and Engagement

Diane Naylor: Community Engagement

Jayne Davies: Employer Engagement

Beth Choo: Carers Space and Engagement

Helen Yates: Service Manager



Headline figures



52 consultation opportunities with over **231** participants

240 Carers Space members

2000 resources shared

220 employment based professionals trained

Carers Space Notts



2024 – 25 has seen a change in Carers Space Notts. At the start of the year we were struggling with the existing format of online meetings covering different topics, with fewer people attending and fewer views on the subsequent recordings shared. Due to this, the Carers Space planning group reviewed and evaluated the progress of the network; revisiting the key purpose of a listening space.

Since the evaluation in July 2024, the planning group has met monthly to strive to push the network forwards. The intention is to produce several videos to be shared widely, covering issues and providing information about topics identified through conversations with carers. With this aim, the first video, about the progress of the Carers Strategy, is being created. The intention is to re-launch Carers Space Notts along with this video, strengthening the branding around a listening space, where we want to hear carers' experiences and views.



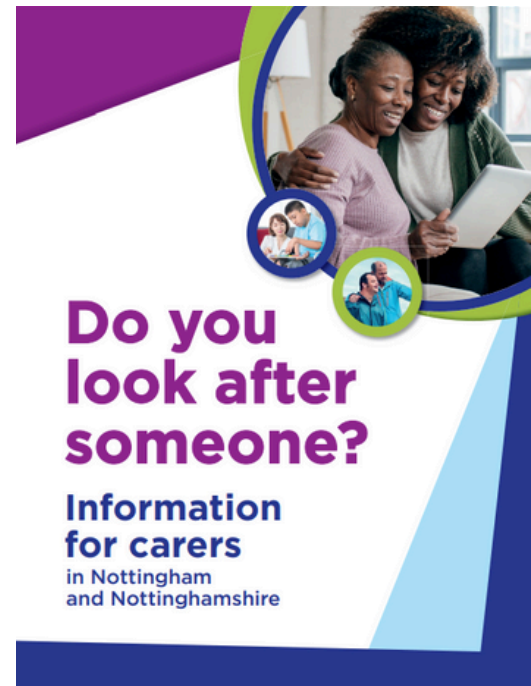
For the second half of the year, staff have been visiting carers groups, making sure that we're hearing as many voices as possible. Visits to groups have identified future topics carers would like information about including: accessing respite, Carers Assessments, care agencies, Attendance Allowance and PIP. We also have a renewed connection with the Carers Hub, ensuring that Carers Space is promoted with carers who are accessing support from the Hub.

The Carers Space website has been further developed to include a clearer space for involvement opportunities, information about Carers Roadshow events, and a members' only area bringing together resources for the planning group and for the members of the Carers Strategy Implementation Board. This ensures it is a central communication tool.

Coproduction

A key coproduction project was completed this year. The Carers Booklet content was finalised at the end of 2024. Alterations and edits continued to be made by a group of carers supported by our team. The booklet is now being distributed.

We've continued to be engaged with wider County coproduction developments, such as the Co-production team workshop in Hucknall in May. We've also supported Pohwer, listening events for ICB projects and council projects, bringing groups of carers together for some projects and promoting others.



The Carers Discussion group has met frequently throughout the year. The group now has a mailing list of 18 carers and is attended by an average of 5 carers per monthly session. The discussion group feeds directly into the Carers Strategy Implementation Board. Topics discussed and shared this year have included: Training content for staff workshops, communication regarding the strategy, GP surgeries, End-of-life, Carers we don't hear from, Parent Carers, Sharing information and the Respite service. Many of the carers also attend the Carers Strategy Implementation Board meetings.

We're working with the County Council coproduction team, Notts Healthcare Trust, Nottingham and Nottinghamshire ICB Engagement team and the Carers Hub to join together involvement opportunities as far as possible, making sure carers are clear of what's been asked and duplication is avoided.

Community Engagement

The community engagement service have engaged with numerous organisations this year. Engagement takes different forms and can be tailored to the organisation depending on size and need. Some organisations come across the service by attending an online training session, and then seek further contact; others via networks and word of mouth set up individual meetings with our Community Lead. Online training sessions have been held monthly and attended by individuals from a variety of organisations. We've also developed some e-learning for Inspire for their intranet which has been accessed by over 50 employees.

Organisations engaged with:

Ashfield Drama Workshops	Mansfield Building Society	Bluebird Care
Barnsley Premier Leisure	Bina Menz Law	Bassetlaw Action Centre
Community Dental Services	Ground work Nottingham	Ashfield Foodbank
Nottingham CVS	Teenage Cancer Trust & Young Lives vs Cancer	NUH Volunteer Services
Nottinghamshire Police	Radford Care Group	Reach UK
Inspire Culture, Learning and Libraries	Fire Service Notts	Transform Training
Family Interventions Team	Middlestreet Beeston	MENCAP
Age UK	Rushcliffe MP teams	

To achieve a Carer Friendly Organisation Quality Mark, organisations have to appoint a Carers Champion, attend Carer Awareness training and demonstrate how their organisation is supporting and advising carers.

Nottinghamshire Carers Association



Carer Friendly Organisation Quality Marks have been presented to: BCVS, Macmillan Information and Support Service (NUH) and Radford Care Group

BCVS



Rebecca Stanser (Social Prescribing Link Worker) and Becky Law (Head of Service)

"BCVS are proud to have been awarded the Nottinghamshire Carers Association, Carer Friendly Service Quality Mark. The Quality Mark acknowledges our commitment to ensuring that Carers are listened to, supported and are in connection with the community services and groups they may need".

Macmillan Information and Support Service (NUH)

"We feel very lucky to work alongside NCA, who have supported us to improve our support to carers of people living with and beyond cancer. Being accredited with the NCA Carer Friendly Award is a proud achievement for us, providing not only recognition for being a carer friendly service but also giving us a quality standard to maintain and strive to improve upon. As a Service we will continue to provide high quality information and support to all carers who access us."

Alison Hall – Macmillan Cancer Information Specialist NUH



Ellen McMahon (Patient Experience & Engagement Matron for the Trust), Emma Fisher (Partnership Quality Lead), Alison Hall – (Macmillan Cancer Information Specialist NUH), Diane Naylor (NCA), Stephen Henaghan (Speciality General Manager Oncology NUH)

Employment Engagement

In a similar approach to our community engagement work, employers are able to engage at different levels. Many employers have engaged via awareness raising training, with others putting Carers Champions in place and beginning to work towards our Carers Friendly Employers Quality Mark.

ATTFE College	Framework Housing Association	Nottinghamshire County Council
Bluebird Care – Mansfield and Ashfield	Newark and Sherwood District Council	Rushcliffe CVS
Rushcliffe Borough Council	Nottinghamshire Hospice	PICS
Mansfield Building Society	Mansfield District Council	Broxtowe Borough Council
Nottinghamshire Police	Sherwood Forest Hospital Trust	Reach UK
West Notts College	National Careers Service	Framework Housing
Futures	Wellbeing at Work Team (Derby University)	MENCAP

Our Employer Engagement Lead holds a quarterly Carers Champions network, attended by an average of 8 Carers Champions from different organisations. This enables a sharing of good practice and a support mechanism for the Carers Champions. We have also visited drop ins and peer support groups at various employers to extend the support available.

Carer Friendly Employer Quality Marks have been presented to:



Mansfield Building Society

Rushcliffe Borough Council



Ashfield District Council



All of these employers have introduced support such as: Carer's policy, Carer's passports, specialised training, carers champions and peer support

Carers Roadshows

Since the end of 2023, we have worked with Trevor Clower to support his Carers Roadshows across Nottingham and Nottinghamshire. In 2024, this included the introduction of the Carers Roadshow Planning Group – an involvement group made up of professionals and carers interested in supporting and progressing the Roadshows. 2024 saw 15 roadshows across City and County and were well attended by stall holders and members of the public.

The Roadshows seek to provide information, advice and guidance to carers and their families, at accessible locations, linking carers to services covering everything from legal advice, energy advice through to health condition specific support.



2024 – 25 has seen the Roadshows develop to start a partnership model. This involves working collaboratively with other teams and organisations, such as District Councils and Health partners to produce locally relevant Roadshows at community venues. This reduces costs, increases relevance and capacity for promotion, with the hope of increasing footfall.

We have taken over full coordination of the Roadshows in 2025, enabling Trevor Clower to take a step away. Following the planned 2025 programme, we will again evaluate the success of the events and consider how to proceed into 2026 with our partners and key stakeholders in the planning group and beyond.

Partnerships

Working in partnership across the Health, Social Care and VCSE sector and further is vital to extending the reach of our awareness raising work.

Some of the key networks we engage with regularly include:

East Midlands Chamber	DANN/RDAN	East Midlands Public Service Compact Group
Carers Trust	Community Engagement Group (CEG) Broxtowe	CEG Beeston
CEG Stapleford	CEG Rushcliffe	Eastwood Neighbourhood planning team
Broxtowe Education and Skills Partnership	ICB Engagement	Cotgrave Local Design Team

We're always looking for more opportunities to engage with networks and create more partnerships. We attend the Carers Strategy Implementation Board and the two workshops for the priority areas, 'Carers we don't hear from' and 'Young Adult Carers'. We are also building a stronger working relationship with the Carers Hub, increasing information and resource sharing.

Further developments

For 2025 – 26:

Our engagement work will continue across community organisations and employers. This will include the awarding of more quality marks and the delivery of more training.



Carers Space will develop to be the place for carers to share their views and be heard. This will include continued work to build partnerships, enabling us to share carers' feedback and issues they've faced to influence change.



Carers Roadshows will deliver information, advice and guidance, making sure that these events remain relevant and useful to carers.



We are continuing to evaluate and develop our use of communications to promote our services and advocate for carers across the county.