

Carer's Charter and Memorandum

Wiltshire Council

Carer's Charter and Memorandum 2024

Carer's Charter

A carer is anyone who cares, unpaid, for another person usually a family member or friend who due to physical or mental illness, disability, frailty, or addiction could not always manage without this support. This is not the same as someone who provides care professionally or through a voluntary organisation. This Charter applies to unpaid carers of all ages including Young Carers and Parent Carers.

At Wiltshire Council we are grateful to the unpaid carers who are employed by us, and those in the community, for the hard work and dedication they have to their unpaid caring role. We know that unpaid carers in the community keep the social care sector afloat, and unpaid carers employed by us ensure that Wiltshire Council remains successful every day.

To create a Charter and Memorandum allows Wiltshire Council to show our commitment to unpaid carers and ensure the respect for and value of unpaid carers is always upheld within our organisation.

This Charter has been co-produced with our unpaid Carers Champion, Helen Dowse, and unpaid carer & Independent representative of carers, Anne Ward Ongley, both extremely valued by Wiltshire Council, and with many years' experiences in their respective roles.

Our commitment to carers:

- Training to social care staff working with unpaid carers as part of their role.
- Training to unpaid carers to support with their role.
- Co-produced unpaid carers strategies
- Co-produced contract for unpaid carers services
- Creation of unpaid carers champion role

Training to social care staff:

Social care staff for both children and adults play a major role in identifying people who do not know they are unpaid carers, supporting unpaid carers to continue their caring role, and maintaining regular contact with unpaid carers regarding the person being cared for. Social care staff receive training; however, we do know that there is nothing like hearing from the people affected personally to allow a greater understanding of what the caring role means. Therefore, Wiltshire Council commit to reviewing the unpaid carer training in social care and ensure that lived experience runs throughout the training.

Training to unpaid carers:

Regardless of unpaid carers being employed by Wiltshire Council, unpaid carers are undertaking caring roles that can cause damage to themselves. To ensure that we support unpaid carers to be able to care for longer, and protect their physical and mental health, Wiltshire Council commit to training unpaid carers each year on basic first aid, manual handling, and stress awareness, without charge. The training will be made available across Wiltshire, face to face or online.

Co-produced unpaid carer's strategies:

A strategy helps plan the actions and goals for Wiltshire Council for several years ahead, and Wiltshire Council use strategies as a form of commitment to Wiltshire residents but also to set a precedent for other strategies and contracts affecting the group of people it is committed to. Strategies normally commit up to 5 years for the Council to support any actions created. Co-production and engagement are important to ensure that unpaid carers of all ages, and caring for people of all diagnosis's past, present or future, are aware when a strategy is being created and support feeding into the creation of the strategy.

Robust and co-produce contract for unpaid carer's services:

Wiltshire Council and Wiltshire Integrated Care Board (ICB) currently co-fund a Wiltshire unpaid carers contract that commits to support services in Wiltshire. This is to ensure that whilst great work is happening inside Wiltshire Council, there is also great work happening in the community with partners from the voluntary sector. Wiltshire Council is responsible for the commission of this contract and again must use the unpaid carers' voices and experience to ensure the best use of public funds in the support to unpaid carers.

Creation of unpaid carers champions role:

The unpaid carers champion role is a voluntary role for Wiltshire Council specifically supporting unpaid carers in the community. Wiltshire Council holds this role in high regard as carers champions enable Wiltshire Council officers and members to hear the unpaid carers' voices in the community. They also do a crucial job of supporting unpaid carers that choose to seek guidance from them. Wiltshire Council commit to shape a varied volunteer role to support unpaid carer initiatives in the community and to support our champions with sharing unpaid carers voices inside the Council.

Memorandum of Understanding

The value of unpaid carers in Wiltshire has been recognised with the signing of the unpaid carer Memorandum of Understanding (MoU) by representatives in the council, to commit to a suitable working environment for unpaid carers at Wiltshire Council as well as for unpaid carers living in Wiltshire.

The MoU was developed by Wiltshire Council unpaid carers commissioner, a Wiltshire Council unpaid carer's champion and an unpaid carer & Independent Wiltshire unpaid carers representative, to promote the importance of unpaid carers and the support they give to Wiltshire Council.

"People who have caring responsibilities are proud to be a carer and we are incredibly grateful for their support, it is therefore vital that we help them carry out their responsibilities and this is our commitment to do just that."

Richard Clewer, Leader of Wiltshire Council & Chair of the Health & Wellbeing Board

“It is important that our carers are able to access the support they need. I am pleased to support this charter for carers of all ages and hope it supports them to enjoy their lives and achieve their potential whilst caring for their loved ones.”

Terence Herbert, Chief Executive, Wiltshire Council

“Our unpaid carers pay a high price for looking after those they care for, day in day out. They make sacrifices and put other people's needs first. We want our unpaid carers to feel supported to be able to enjoy life and achieve their goals and ambitions while they are caring. We want to ensure those people have opportunities to have a break, have support for the person they are caring for and also have access to the many opportunities available to them and a network of peers and those who can help”.

Cllr Jane Davies, Cabinet Member for Adult Social Care & SEND & Inclusion

“In this charter we seek to build on achievements made to date and will look to improve outcomes for young carers and young adult carers further. It is important that the carers journey is a positive one, particularly for young carers and those carers who receive a statutory carers assessment.”

Cllr Laura Mayes, Lead Member for Children's Services

“Carers are the true epitome of the term unsung heroes, and even though most of their day-to-day work takes place behind closed doors, and without much fanfare, the impact of these every day heroes is something that cannot be overlooked.

“Not only do carers offer a lifeline to friends and loved ones living with debilitating physical, as well as mental, conditions, their invaluable work contributes millions of pounds worth of immeasurable value to the NHS each and every single day, and I know I speak for my whole organisation when I say we are very much in their debt for all that they do.”

Sue Harriman, Chief Executive. BANES, Swindon & Wiltshire ICB

“Our priorities and commitment to carers has been co-produced with them; they know what they need and what more we can do to support them. We will continue to work together as we develop our services in Wiltshire.”

Emma Legg, Director for Adult Social Care

“Carers, adults and children, show unwavering commitment to their loved ones, day in day out. I hope this charter shows them how we value their contribution and our commitment to support them continue to care for their loved ones whilst living a fulfilling life themselves”.

Lucy Townsend, Corporate Director for People & DCS

From the 2021 census data in Wiltshire 42,260 people were looking after someone without being paid when the census was carried out, 8.6% of the population over five years old in the area, with estimated care costs of £273 million.

By signing the MoU the representatives place on record their commitment and thanks to recognise and support unpaid carers according to the priorities set out in the 2024 strategy.

Priority 1- unpaid Carers are identified, recognised, and offered support if they need it, at the earliest opportunity.

Priority 2- Unpaid Carers with different needs can access the right support and information on financial matters, and their rights.

Priority 3- Unpaid Carers have fair access to support and information on financial matters, and their rights.

Priority 4- Young unpaid carers can thrive and develop educationally, personally, and socially, and are protected from excessive or inappropriate caring roles.

Priority 5- Unpaid Carers have access to information and services which support their health and wellbeing.

Priority 6- Unpaid Carers are supported to transition from their caring role when the time comes.

Priority 7- Unpaid carers can share their experiences and have a wide range of social opportunity to reduce isolation.

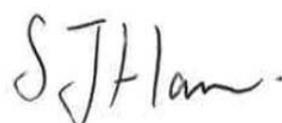
Priority 8- Awareness raising in communities, within schools and workplaces and services. Unpaid carers to be expert partners in the growth and monitoring of services.

Additional priorities:

- Supporting young carers in education setting to achieve their full potential and raise the young carers attainment data in Wiltshire.
- Explore ways to support unpaid carers who are members of staff to continue employment at Wiltshire Council.

Representative of Wiltshire Council have signed the MoU:

Job Title	Signature	Print
Chief Executive of Wiltshire Council		Terence Herbert
Commissioning director of Wiltshire Council		Alison Elliott
HR Director of Wiltshire Council		Tamsin Kielb
Adults social care director of Wiltshire Council		Emma Legg

Childrens social care director of Wiltshire Council		Lucy Townsend
Chair of the Health and Wellbeing Board		Cllr Richard Clewer
Leader of Wiltshire Council		Cllr Richard Clewer
Deputy Leader and Cabinet Member for Children's Services, Education and Skills		Cllr Laura Mayes
Cabinet Member for Adult Social Care, SEND and Inclusion		Cllr Jane Davies
Chief Executive, Banes, Swindon & Wiltshire ICB		Sue Harriman

