1. **Please describe the standard journey of an unpaid carer in your local authority area from identification through to a Carers Needs Assessment. If this is modelled in your local authority, then please feel free to share this with us**.

We have a number of ways in which a carer can progress through to a Cares Needs Assessment and the basic flows for each are documented below

**Process for unpaid carers via contact with the Carers Unit**

**Process for unpaid carers via Porth Gofal Sift**

*Referral received via CS (SCE form) or directly into SIFT.*

*SIFT gather/review referral information and/or provide information and advice*

*SIFT signpost on to other agencies/carers unit as agreed with carer*

*SIFT will create assessment request as appropriate and notify the appropriate assessment team.*

*Information received by team and either proportionate/full assessment completed*

1. **In what ways can unpaid carers receive information and advice from your local authority and how many unpaid carers received information and advice through these sources?**

We have a dedicated Carers and Community Team who provide information and guidance to unpaid cares and in 2023/24 had over 1,300 enquires. It is this team that are also responsible for sharing information to our unpaid carers.

We issue monthly newsletter to all those signed up to our Cares Information Service, and in addition to this we issue 3 Carers Magazine per year, which are available electronic but in 2023/24 we also issued over 8700 hard copies a year of the magazine.

As of the end of March 2024 our Carers Information Service had 2219 members (Up 30%) and our Young Carers Information Service had 231 members (Up 54%)

In addition to our mails shots and magazines we also have a [comprehensive website](https://www.ceredigion.gov.uk/resident/wellbeing-and-care/support-for-carers/) to support carers which includes sections on:

* Money and Benefits
* Carers Assessments
* Carers Rights
* Ceredigion Cares Card
* Carers Information Service

Our commissioned carers support service [Gofalwyr Ceredigion Carers](https://www.gofalwyrceredigioncarers.cymru/) are also providing information, advice and emotional support an individual basis, group activities including training and social opportunities, and help to access support for break from caring.

1. **What carer-related training and development do staff supporting unpaid carers receive and how many staff have accessed carer-related training and development? This could include customer service, social workers/OTs, carer teams, housing teams etc.**

Please see the information below for Carer related training between 01/04/23 and 31/03/24:

* Carers Rights (this relates to staff who are also unpaid Carers) – 21 people attended training.
* Carer Aware Training for Social Workers – 13 people attended training.
* Carers Awareness – 25 people attended training.
* Starting the Conversation (this relates to staff who are also unpaid Carers or their colleagues) – 3 people attended training.

1. **How many fulltime equivalent posts were available and able to undertake Carers Needs Assessments in your local authority and/or funded by your local authority?**

Cares Needs Assessments are completed by various qualified Social Workers and Social Work Assistants across our Through Age and Wellbeing structure this includes our Intake and Assessment Team for new enquires, along also staff within our Disabilities Team

1. **How many Carers Needs Assessments have been undertaken in your local authority area? Please define the total number of Carers Needs Assessments and how many were stand alone and how many were part of a combined disability needs assessment.**

Number of new Carer Assessments completed between 2023-04-01 – 2024-03-31 = **436**

Unfortunately, we are unable to separate the figures between stand alone assessments and combined disability needs assessments

1. **On average, how long did a Carers Needs Assessment take in your local authority, from referral to when carers are informed of the outcome of their assessment?**

Average using assessment start and assessment end = **81.72 Days**

Average using referral start date and assessment end = **161.5 Days**

During the data collection period a waiting list was held for Carers Assessment, there is currently no people awaiting a Cares Assessment

1. **Within the relevant 2023-24 budgets, how many Carers Needs Assessments could be theoretically delivered each calendar year in your local authority area? (We understand this may be an estimate)**

This is not possible to as we do not have staff dedicated to completing Carers Needs Assessment.

1. **How many unpaid carers were in receipt of a support package or direct payments? If possible, please split between where a carer has been included as part of a disabled person’s support package and where a carer gets support in their own right.**

Number of the 436 Carer Assessments completed in the year where the outcome was ‘Needs could be met with a care and support plan’ = **59** (Taken from PIF Metrics)

Number of carers with a Care and Support Plan on 31st March 2024 = **137** (Taken from PIF Metrics)

1. **What is the cost of an average support package or direct payment over a financial year for an unpaid carer?**

We are currently only able to cost packages for those receiving direct payment, each package is bespoke to the Carer but the average yearly cost is £6390.08, with packages ranging from £45 pw to £242.9 pw.

**Section 2: Please can you tell Carers Wales:**

1. **What new services for unpaid carers were commissioned and delivered by the local authority in the financial year April 2023 to March 2024?**

We did have some small scale activities such as:

* Age Cymru Dyfed delivered Virtual Carers Breaks experiences for us in 23/24.
* CDHT – ran sessions for carers of children with disability and the cared for at the Moody Calf.
* Exercise buddies scheme to accompany unpaid carers to wellbeing centres.

1. **What ongoing services for unpaid carers continued to be funded and delivered by the local authority in the financial year April 2023 to March 2024?**

**Outsourced**

* Adult Carers Outreach Services – GCC. Including group and individual support and preventative replacement care.
* Young Carers Outreach Services – GCC. Including assessment and planning, group and individual support and in reach into schools.

**In House:**

* Carers Information Service inc. online and magazines, info bursts and newsletters.
* Carers Card – and associated offers.
* Carers Breaks – including funded access to Wellbeing Centers and Swimming pools in the county
* *Carers Emergency Card*

**Please provide examples and how these have supported unpaid carers so we can share good practice.**

Please see p8/9 of Carers Annual report – case study 3 and 4

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**Section 3:**

**There is currently a gap between the aspirations of the Social Services and Wellbeing Act regarding unpaid carers receiving information, advice and support and the reality of carers receiving this. We understand that this is due to a variety of reasons. How do you think the gap could be closed and more specifically, what would help your local authority to do this**?

We acknowledge that as part of the 2021 census Ceredigion was identified as having 9,955 people were identified as unpaid Carers, at the end of March 2024 we had 2219 unpaid carers who were registered to our Carers Information Service, and this was a 30% increase on the previous year.

Ceredigion County Council is committed to the promotion of carers rights and developing our Cares Services, as is evidenced via a dedicated Carers Team who promote the service via various drop in session across the county, engaging with community group, and also digital promotion.

Further information about the service provided in detailed in the 2023/24 annual Carers Report which is due to be approved at Cabinet on 1 October 2024