

Re-designing the support offer for informal carers

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Co-producing the new offer – who we'll involve

Carers & their families

- Carers and their families – any carer caring for someone in Cheshire East (those who currently use the Carers Hub services and those who we may not yet know about)
- Members of the Carers Voice Group, People Panel and other local carer-led networks.
- Across all protected characteristic groups, tapping into local community groups/networks
 - Parent Carer Forum
- Cheshire East Council Carers Staff Forum

Voluntary Community Sector Such as....

Age UK , Alzheimer's Society, End of Life Partnership
Deafness Support Network, East Cheshire Eye Society,
Healthwatch, Advocacy Service, CAB
Black Minority Ethnic Refugee community orgs/groups:
e.g. O.C.E.A.N Cheshire, The Ubele Initiative
Vesta (support for polish families)
Town & Parish Councils
LGBTQ+ services e.g. Technicolour, CarerLinks+
Local walking groups

Strategic Boards

- Carers Partnership Board (due to launch Winter 2025/26)
- Mental Health Partnership Board
- Learning Disability Partnership Board
 - Suicide Prevention Partnership
 - Adults Safeguarding Board

Public sector professionals

- Adult Social Care community teams
 - Progression to Adulthood Team
 - OT Teams
 - Care4CE
 - Hospital Discharge
 - Primary Care
 - Home care providers
 - Care Communities
- Community Development Team
 - Housing
- Financial Welfare Team
- Adults & Children's Commissioners
 - Leisure Services

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Co-producing the new offer – how we'll do it

- Extensive engagement and coproduction will be undertaken to ensure the recommendations for a future service reflect the needs and wishes of carers.
- Local carers will have opportunities to be involved in several different ways and through different mediums, to ensure as many people as possible are able to express their views and wishes.
- A carers co-production steering group will be established
- A multidisciplinary project group will also be formed including representation from adult social care, community development team, health and the VCS.
- A four-phase engagement plan has been developed to maximise accessibility.

Approach to engagement and coproduction

Phase 1 Needs analysis

July – November 2025

- Review of current service performance and national evidence/guidelines
- Collating information about experiences of carers on a national and local level that have been gathered to date
- Comparing the Cheshire East offer with other Cheshire, Merseyside and Northwest areas
- Reviewing alternative delivery models.

Phase 2 Broader Stakeholder Engagement

Oct 2025 – Jan 2026

- Engagement with carers, their families, professionals across social care, health and other public sector services, Voluntary and Community Sector (VCS). This will include:
- Attending different carer groups (those facilitated by the Carers Hub and independent carer-led groups/networks), as well as other local community groups across the borough and the Carers Voice Group, facilitated by the Carers Hub
- Session at Carers Rights Day event (20 Nov) hosted by Carers Hub
- Two public events aimed at carers and their families (1 online in eve, 1 daytime in person)
- Online public survey for carers – launched Nov
- Sessions with key stakeholder networks including Learning Disability, Mental Health and Carers Partnership Boards and the Parent carer Forum
- Themed workshop sessions with professionals from wider stakeholder groups
- For community-based groups and social care team meetings that commissioners are unable to physically attend, a crib sheet and survey will be provided, which enables organisations/services to hold their own discussion sessions and to feedback responses to commissioners.

Phase 3 Co-design

Jan – March 2026

- Commissioners will work with a smaller steering group of carers and staff across social care, health and the VCS, to complete an appraisal of options around the commissioning approach and service delivery model, and to codesign the recommended approach.
- Feedback gathered in phases 1 and 2 will also help to inform this process.
- Carers will be selected to be part of the steering group through expressions of interest gathered during phase 2.

Phase 4 Implementing the recommended option

April-Dec 2026

Council officers will work with experts by experience (local carers) who are part of the steering group to co-design the new service model and implement the recommended delivery option, which may be through a tender process and/or developing services within the council.