



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Carers Strategy



Consultation Paper

***Building Safe and Resilient Communities***

---

# CONTENTS

<b>Section</b>	<b>Subject</b>	<b>Page No.</b>
1	Background	2
2	What is the aim of the strategy?	2
3	What are the aims of this consultation?	2
4	When will the consultation take place?	3
5	Questions & Answers	3
6	How will the Council collect views and opinions?	4
7	Explanation of terms used in the context of this document	5
8	Feedback Form	6

## 1. Background

Neath Port Talbot Council is committed to supporting its most vulnerable citizens, including supporting unpaid carers to have a life outside of caring.

The draft strategy has been developed as a discussion paper for people who provide unpaid care, those who receive support from a carer, and those partners and organisations who provide support to carers.

## 2. What is the aim of the Carers Strategy?

Welsh Government has set out three national priorities for carers:

- Identifying and recognising carers
- Providing information, advice and assistance
- Supporting life alongside caring

We want to know how we can achieve these priorities for the people of Neath Port Talbot.

## 3. What are the aims of this consultation?

The aims of the consultation are to:

- Make sure that all interested parties are aware of the Council's draft strategy
- Make sure that people have all the information they need to come to an informed opinion
- Encourage people to give their views on the document (outlined in section 2)
- Make sure people know how to submit their views
- Collect feedback and consider this before a final decision is made

### 4. When will the consultation take place?

The Council will be collecting feedback for 90 days from XX April to XX June 2020 (see Section 6 for how to give your views).

As well as this document, Council officers will be visiting partners and services throughout the consultation period to explain the proposals face-to-face with service users, carers and other stakeholders. This will be a chance to ask questions and give views about how best to support unpaid carers.

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council's Cabinet. That report will set out the proposals and recommendations taking into account the feedback from the consultation.

### 5. Questions & Answers

There are a number of ways that you can submit questions and comments about this draft strategy during the consultation period (see Section 6). However, here are answers to some questions you may have:

**Q:** What is an unpaid carer?

**A:** A carer is anyone of any age, who provides unpaid care and support to a relative, friend, or neighbour who is disabled, physically or mentally ill, or affected by substance misuse.

**Q:** How will the Council agree if I need support in my caring role?

**A:** All existing and potential carers will be offered a carer's assessment. Based on their individual needs they will receive the most appropriate support or be signposted accordingly.

**Q:** What does the Council hope to get out of this consultation?

**A:** We want to know what advice and support carers need to help them maintain their caring role and reduce the impact of caring on their own wellbeing. With your help, we will develop an action plan to ensure carers get the advice or support they need.

### 6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on the draft strategy:

#### **i. Face-to-face meetings with service users and their carers**

Meetings will take place during the consultation. These will be an opportunity to find out more about the draft strategy, ask questions and give your views.

#### **ii. Team Staff Meetings**

Officers will attend social work staff meetings to raise awareness.

#### **iii. One to one meetings**

Individual meetings with service users and their carers / families will be arranged where requested.

#### **iv. Advocacy**

If required, an independent advocacy service will be made available to service users and carers.

#### **v. Display and Suggestion Box**

There will be an information display giving details of the draft strategy at Civic Centre receptions, Trem Y Mor Respite Service and Pan-Disability Day Services, together with a suggestion box where questions, letters and completed feedback forms can be deposited.

#### **vi. Consultation Portal**

The “Have Your Say” section on Neath Port Talbot Council’s website will allow you to view all supporting documents, make comments and provide feedback via the Internet: <https://www.npt.gov.uk/5907>

#### **vii. Meetings with partner agencies, groups and forums**

We will be discussing the proposal at meetings with key partner agencies, service user groups, carer forums and other stakeholder forums.

#### **viii. In writing**

You can write to us or complete the Feedback Form at the end of this booklet. Letters and forms can be put into the suggestion box or can be posted to:

## Carers Strategy

---

Carers Strategy Consultation  
Neath Port Talbot Council  
Social Services Commissioning Unit  
Civic Centre  
Neath  
SA11 3QZ

Or email [CCU@npt.gov.uk](mailto:CCU@npt.gov.uk)

### 7. Explanation of terms used in the context of this document

**Advocacy** is a service that represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

An **unpaid carer** is someone who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

**Partner agencies** - these are organisations who work together to provide services, e.g. the Council, Local Health Board, Carers Service, etc.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

#### **Alternative Formats**

This information is available in a range of formats including Welsh. All documents can also be accessed via the Council's website: <https://www.npt.gov.uk/5907>  
To make a request for another format, please ask one of the Respite or Day Centre Staff who will pass your request on to the Commissioning Unit, or email us directly at: [CCU@npt.gov.uk](mailto:CCU@npt.gov.uk)

## 8. Feedback form

Neath Port Talbot Council			
<b>Carers Strategy Consultation</b>			
<b>Feedback Form</b>			
If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:			
Carers Strategy Consultation Neath Port Talbot Council Social Services Commissioning Unit Civic Centre Neath SA11 3QZ			
If you wish to receive a response to any questions raised on this form please supply your name and address:			
Name:			
Address:			
		Postcode:	
Please indicate your interest in this strategy (please ✓):			
I am a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am related to a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am a carer for a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am a member of staff at a Service	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please specify)			

## Carers Strategy

### Getting advice or support

How easy or difficult do you find it to get information about what social care and support you can have? Please tick ✓ one box only:

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know

Please give reasons for your answer or provide further comments in the box below:

### Carers Strategy

To what extent do you agree or disagree with the draft strategy? Please tick ✓ one box only:

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

### Strategy impact

Do you think that the strategy would have a positive or negative impact on unpaid carers and those they care for? Please tick ✓ one box only:

Positive	Negative	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:



### Resources

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?

Please tick ✓ one box only:

Very important	Fairly important	Not very important	Not important at all	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

**Action Plan**

We want meet the Welsh Government's three national priorities for carers and develop an action plan. Do you agree with what we propose to do?

Please tick ✓ one box only:

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know

Please give reasons for your answer or provide further comments or suggestions in the box below:

**Gaps**

Is there anything you feel we have missed that should be included in the strategy?

Please provide further comments or suggestions in the box below:

**Advice and support for carers**

What do you think advice and support should consist of?

Please tick ✓ all that apply:

- Respite so that you can have a short break from your caring role
- Information / help with applying for benefits
- Better awareness / recognition of your role as a carer (e.g. by your school / employer / other people)
- General information / advice

## Carers Strategy

- Emotional support
- Meet other carers for mutual support
- Other (please specify below)

Please give reasons for your answer or provide further comments or suggestions in the box below:

### Any other comments

Please provide further comments or suggestions in the box below:

### About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

**Age:** (please ✓one answer)

- |                                   |                                |                                |  |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+               |
| <input type="checkbox"/> 16-24    | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29    | <input type="checkbox"/> 50-59 |                                |  |

**Welsh Language** – are you: (please ✓one answer)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer        | <input type="checkbox"/> Fluent speaker        | <input type="checkbox"/> Learner                |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> Little or no knowledge |

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

**Do you consider yourself to have a disability?** (please ✓one answer)

- |                              |                             |  |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

**Ethnic origin:** (please ✓one answer)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> White British                  | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African    |
| <input type="checkbox"/> White Irish                    | <input type="checkbox"/> Indian               | <input type="checkbox"/> Black: Caribbean  |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi          | <input type="checkbox"/> Chinese           |
| <input type="checkbox"/> Mixed: White & Black African   | <input type="checkbox"/> Pakistani            | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify):        | <input type="text"/>                          |  |

**Sex** (please ✓one answer)

- |                               |                                 |                                      |  |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

# Carers Strategy

## Religion/Belief: (please ✓ one answer)

- Christian     Buddhist     Hindu     Jewish     Muslim  
 Sikh     No religion     Prefer not to say     Any other religion

Any other religion (please specify):

## Sexual Orientation (please ✓ one answer)

- Heterosexual     Lesbian     Gay     Bisexual     Prefer not to say

## Nationality (please ✓ one answer)

- Welsh     Scottish     English     British  
 Irish     Prefer not to say     Other

Other (please specify):

**THANK YOU FOR YOUR TIME**