

30th of May 2024

Dear West Northamptonshire Council and Commissioners,

RE: Consultation: Your views on the (draft) West Northants Carer Strategy 2024-2029

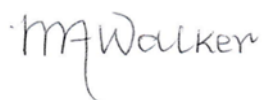
Thank you for sharing the 'Consultation: Your views on the (draft) West Northants Carer Strategy 2024-2029' with our organisation. We have taken the time to review the details of the consultation, with a focus on the new draft strategy for carer support.

Our comments and views of the consultation are detailed in the bullet points below.

- It would be helpful to have a statement that explains that answering questions is optional. The first page asks the individual if they are a carer and allows for yes or no answers, however when asking the age range of the cared-for person, there is no option to select an answer for someone who is not a carer.
- We are pleased to see that this strategy was developed collaboratively with West Northants Experts by Experience carers, as it is key that carers have a voice in the work being done to improve their experiences. The strategic priorities which were provided by the Experts by Experience carers show their involvement in the process and that many discussions around their need to be heard in the community occurred.
- The priority to work towards health and social care being more joined up to avoid multiple conversations, is one which we wholeheartedly agree on. Our only concern is whether the general public answering the survey would understand what is meant by this, as it could have been explained in more detail.
- The need for a directory for carers to access support that is easy to follow is a current gap in service delivery, so this was important to see as part of the strategy.
- Using an outcome framework to measure the progress against the strategic priorities and aims of the strategy is a great approach to ensuring progress is being made for carers.

- The ability for people to help shape service delivery and to get involved in the work being undertaken for carers by contacting the email listed is a good approach, however, we feel that including a space for participants to include their email addresses to be contacted by the ASC Coproduction team would make it easier for people to register their interest and more people would be likely to engage if they did not have to take the time to send an email directly to the team.
- We queried whether there is a reason why the age ranges offered in the demographics section are different to the age ranges asked for who is being cared for?

Yours sincerely

A handwritten signature in black ink that reads "Morcea Walker". The signature is written in a cursive style with a large, stylized 'M' and 'W'.

Morcea Walker MBE DL

Chair

On behalf of Healthwatch North and West Northamptonshire