



# **Wigan Borough Carers' Strategy**

**Three Year Action Plan  
2006-08**

# Wigan Borough Carers' Strategy

## Year Three Action Plan 2006-08

This document is a summary of the Action Plan that was agreed in 2004/05. It includes updates for April 2006 and interim updates to March 2008. The New Deal for carers includes updating the National Strategy for carers and country wide consultation has taken place with carers. The new strategy should be launched in June 2008 and in line with this, Wigan's strategy will be reviewed and updated. A copy of the original Wigan Borough Carers' Strategy (2004-9) is available online at [www.wigan.gov.uk/Services/HealthSocialCare/Carers/](http://www.wigan.gov.uk/Services/HealthSocialCare/Carers/)

During 2006/07, Wigan Council's Department of Adult Services was successful, through the Beacon process, in accessing peer mentoring support from Sefton Council in relation to support for carers. There were several key areas of work with Sefton:-

- **Carers health:**
  - hospital discharge – benefits of providing support and information for carers at the point of discharge
  - training – methods of providing training and type of training/activities carers identify as beneficial
- **Direct payments for respite services** – review of flexible voucher schemes operated by other local authorities.

The outcomes from the above have been incorporated into the updated action plan.

The key area and focal point identified for all areas of support is a carer centre, the work undertaken with Sefton included:-

- Carer centre:
  - Review current service provision
  - Structure and capacity for future development
  - Proposal for the development of an independent carer centre
  - Resource requirements and recommendations for the future
  - Benefits of a new carer centre
    - Focus on carers – involvement of and consultation with carers to identify services
    - Premises – suitable to cater for demands
    - Partnership with the PRTC (Princess Royal Trust for Carers) – vision, mission, quality standards
    - New organisation and management structure – charitable status
    - Funding opportunities – statutory/voluntary

Since April 2006 the young carers service has been managed through the Children's Fund within the council's Children and Young People's Services, and partnership opportunities have risen from this arrangement which will be reflected in the 2007/08 strategy. However, it is agreed that by participating in the planned partnership arrangements for the carers centre, this could offer further opportunities for the young carers service.

The development of a new independent carer centre will help to achieve progress and action within all six standards of the strategy.

**Standard 1: Information**

To provide information for carers that is comprehensive, accurate and appropriate, accessible and responsive to individual needs

**Standard 2: Providing a break**

To provide 'short break' services for carers and quality services for the person being supported. Any service offering a break should work in partnership with the carer and person being supported, and should be flexible, reliable and give confidence

**Standard 3: Emotional support**

To provide carers with access to emotional support that meets individual needs, is confidential, offers continuity and is accessible to all carers

**Standard 4: Support that helps carers to care and maintain their own health**

To provide services that support carers to care and to maintain their own health and well-being by offering training, health promotion and other personal development opportunities

**Standard 5: Having a voice**

To provide services that support carers to have a voice, individually and/or collectively, and that are accessible to all carers. Also to ensure carers are consulted, listened to and responded to appropriately

**Standard 6: Recognition**

To ensure carers are recognised and valued as individuals with their own unique skills and needs. This includes recognition and support for those who do not identify themselves as carers

## Standard 1: Information

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
Production of information pack for older carers (18+)	April 09	Carers resource team	<p>This is moving forward linking with the Carer Equal Opportunities Act – which identifies the need to develop an A-Z directory of services for carers.</p> <p>Development of the directory has resource implications and there is a need to explore possible funding options to progress this work.</p>	<p><i>Funding identified, progress delayed as a result of unsuccessful tender process within the voluntary sector.</i></p> <p><i>Moving forward through the establishment of a temporary post to develop an A-Z directory for carers.</i></p> <p><i>Web based information to be developed – link to Mentoring project, Think Ahead Stroke Group (see Standard 6)</i></p>
Continue to promote and distribute young carers pack, particularly to local schools	✓ <b>Achieved</b>	Young carers workers	<p>Work with schools in Atherton and Tyldesley identified the possibility of setting up a new support group for young carers in Atherton.</p> <p>CAMHS have identified a worker (one day a month) to assist the young carers workers.</p> <p>The young carers service has now transferred to Children and Young People's Services.</p>	<p><i>Two school link workers have been appointed on 6 months contract to work in schools across the borough, supporting and raising awareness of young carers.</i></p> <p><i>CAMHS continue to work with young carers on a one each week basis.</i></p> <p><i>Funding agreed to pilot counselling service.</i></p>
Emergency contact card scheme for carers	✓ <b>Achieved</b>	Carers UK	Cards continue to be issued.	



Standard 1 – continued

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
Leaflets / information relevant to carers to be regularly distributed to carer groups	Ongoing	Wigan & Leigh Carers Helpline	Young carers workers are continuing to raise awareness about young carer issues. Promotional material to be re-launched in line with the move of the service to Children and Young People's Services.	<i>Website for young carers now designed. Information all in line with CYPS. All information and leaflets now updated in accordance with the corporate policy.</i>
Establish inter-agency Carers Information Group	✓ <b>Achieved</b>	Carers Strategy Group	Looking to develop a sub group from the partnership group and involve carers in identifying action.	<i>There is an active Carers Planning Group (a sub group of the strategy group), which undertakes planning for events especially in the provision of information for carers.</i>
Continue holding Carers Information Days at local public venues such as supermarkets and libraries	Ongoing	Carers Resource Team / Carers Strategy Group	Carers Rights Day - 2 December 2005 – events held at 5 venues across the borough providing information and sign posting carers to relevant support.  Looking to develop a calendar of events for 9 – 12 months during 2006 including Carers Supermarkets.  Carers Week 12 – 17 June 2006 Carers Day Monday 12 June 2006 Carers Rights Day	<i>New format for Carers Week 2007 – bus visiting 10 locations throughout the borough, information, blood pressure checks and relaxation sessions. Carer supermarket took place at Standish.  187 number of people visited the bus during the week.  Carers Rights Day 2007 – display and information stands planned at supermarket venues Wigan and Leigh.</i>
To make information available in other formats when required and to monitor requests made	✓ <b>Achieved</b>	Carers Information Group	Ongoing – can be contacted for specialist information.	<i>Through the contribution of the BME POPPS Carers worker we now have access to information posters in other languages</i>

**Standard 1 – continued**

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	<i>Achieved / updated as at March 2008</i>
Carers webpage to be regularly reviewed and updated.	✓ <b>Achieved</b>	Carers Resource Team	Member of carers team to receive training on how to update webpages.	<i>Wigan Council web site carers web page updated.</i>
Develop website for carers in mental health	✓ <b>Achieved</b>	Carers Resource Team / Carers Centre – Carers in Mental Health Group (CIMH)	Ongoing through the Carers Centre.	<i>Achieved – site set up within Carer Centre web site which is currently under re-construction, website address link not available at present.</i>



Standard 2 – continued

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
<p>Promote Carers Grant 'one-off' Payments Scheme with the aim of reaching more and new carers. Continue to promote one-off grants for new young carers.</p>	<p>Ongoing</p>	<p>Wigan and Leigh Carers Helpline / Carers Resource Team.  Young carers co-ordinators</p>	<p>Completion of the review of the two one-off payment schemes and consistency developed between both.  This year priority has been to enable new carers to access the one-off payment schemes.  The number of carers accessing the carer grant in this way during the last 12 months has increased.  Priority is given to new young carers.</p>	<p><i>Demand for both schemes continues to be high. Would be helpful to give an indication of what 'high' means – ie how many carers have accessed one-off grant.</i></p> <p><i>Priority for access continues to be new carers.</i></p> <p><i>44 Young carers received the grant in 2006/07</i></p>
<p>Raise awareness and inter-agency co-operation in supporting carers while they undertake training, learning, employment, social opportunities etc. Develop further training for volunteers</p>	<p>Ongoing</p> <p>✓ <b>Achieved</b></p>	<p><i>Carers Strategy /training sub group/Wigan and Leigh Crossroads Children's Fund voluntary programme</i></p>	<p>Link to the Joint Training Board and the carer training sub group. Training needs for carers identified through information provided by carers from the profiles (carer questionnaires).  Profile questions include are you:-</p> <ul style="list-style-type: none"> <li>• in employment full time, part time,</li> <li>• retired</li> <li>• interested in retraining</li> </ul> <p>Link to the Job Centre – return to work and Job Centre Plus, Adactus assisting the 50 + age range Links established with Children's Fund</p>	<p><i>Training sub group currently undertaking evaluation with carers of training provided to date.</i></p> <p><i>Wigan and Leigh Crossroads successful lottery bid – new project</i></p> <ul style="list-style-type: none"> <li>• <i>co-ordinating training for carers</i></li> <li>• <i>assisting with respite</i></li> <li>• <i>auditing training available for carers</i></li> </ul> <p><i>10 Volunteers supporting Young Carers Service</i></p>

**Standard 2 – continued**

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
Promote and raise awareness of Direct Payments amongst carers	Ongoing	Social workers and carers social workers	<p>Direct payments for carers continue to be promoted and are included and are prioritised in the White Paper.</p> <p>Training sessions explaining how direct payments work can be provided for carers.</p>	<i>The number of carers accessing direct payments is increasing.</i>

## Standard 3: Emotional Support

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
Monitor, evaluate and, subject to available funding, continue and further develop relaxation therapy sessions for carers	✓ <b>Achieved</b>	Wigan and Leigh Carers Centre  <i>Carer Resource Team/Training Sub Group</i>	The monitoring information will be used to develop future service provision throughout the borough.  Services to be extended to other locations within the borough.	<i>Relaxation sessions provided through Service Level Agreement (SLA) with carer centre.  Additional sessions arranged to cater for demand identified through returned profiles:</i> <ul style="list-style-type: none"> <li>• <i>pilot scheme with an external contractor</i></li> <li>• <i>pamper sessions provided by Wigan and Leigh College.</i></li> </ul>
Monitor, evaluate and, subject to available funding, further develop and promote counselling sessions for carers	✓ <b>Achieved</b>	Wigan and Leigh Carers Centre / Wigan and Leigh Scope (Embrace)	The monitoring information will be used to develop future service provision throughout the borough; consideration will also be given to flexibility of access to services for carers.	<i>Counselling provided for carers through SLA at carer centre and older people (including older carers) through the POPP scheme.  Monitoring information will be used to identify future service provision.</i>
Support and promote Carers Helpline which provides advice, support and information for carers	Ongoing	Wigan and Leigh Carers Helpline	Helpline service re-tendered Wigan and Leigh Pensioners Link to re-launch the Helpline service with new hours of operation.  All new carers identified through the GP scheme are provided with information about the Helpline.	<i>Continued monitoring and evaluation of Helpline Service.</i>

**Standard 3 – continued**

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 06	Achieved / updated as at March 2008
Develop Young Carers Helpline	Within 12 months	Young Carers Focus Group / Wigan and Leigh Carers Centre	<p>The young carer helpline is in place, 22 calls to date.</p> <p>Children and Young People's Services to consider the option for future development of the service.</p>	<p><i>Funding for young carers helpline was temporary and has now come to an end.</i></p> <p><i>Consideration as to how future service may link to the New Deal and the development of a national helpline for carers.</i></p>
Continue to develop befriending scheme for young carers	Ongoing	Young Carers Befriending Scheme Co-ordinator	<p>Permanent and temporary befriender co-ordinator currently in post, temporary post ceases in March 2006.</p> <p>7 new volunteer befrienders recruited, the scheme is now up to full capacity.</p> <p>Considering the option of setting up a friends of young carer group.</p>	<p><i>The Befriending Co-ordinator and Group work Co-ordinator continue in their posts.</i></p> <p><i>265 young carers are now on the database.</i></p> <p><i>Friends of Young Carers Voluntary group now in place and has charitable status. Links now formed with Children's fund voluntary programme.</i></p>
Ensure staff training programmes to include listening skills training and carer awareness training	Ongoing	Inter-agency training and development staff	<p>Carer assessment training session for staff has taken place; further sessions will be planned.</p> <p>GP practice training programme now in place.</p>	<p><i>Carer awareness training provided as part of TOPPS.</i></p>
Develop comprehensive training programme for Young carers befrienders and volunteers	Ongoing	Children's fund volunteer co-ordinators and Young Carers co-ordinators	<p>10 Volunteers recruited, trained and placed with Young carers service</p>	<p>10 volunteers - continuation of partnership arrangement</p>

## Standard 4: Support that helps carers to care and maintain their own health

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
More training courses for carers and volunteers who support them to be organised following success of recent events.	✓ <b>Achieved</b> Funding secured for more training sessions within next 12 months	Training Sub Group	<p>Link with the Joint Training Board and carer sub group to identify and promote training for carers.</p> <p>2 introductory sessions arranged for carers– one at Wigan and one at Leigh.</p> <p>Ongoing:</p> <p>Aim to develop specific training sessions for carers over a 12 month period.</p>	<p><i>Training programme for carers produced for 2006/07 and 2007/08.</i></p> <p><i>Evaluation currently being undertaken with carers.</i></p> <p><i>Link to Wigan and Leigh Crossroads new project.</i></p> <p><i>Links now formed with Children’s Fund volunteer programme.</i></p>
Carers to be targeted to join health / active living / wellbeing initiatives	April 09	Health and Active Living Teams	<p>Active commitment to promote this objective and will assist in making services available to carers who wish to access the services.</p> <p>POPP – older carers able to access healthy living scheme.</p>	<p><i>This is ongoing and continues to be promoted. POPPS also provides a wide range of sessions.</i></p>
Development of leisure and educational opportunities for young carers to access both during and outside school days	April 09	Young Carers co-ordinators. Friends of Young Carers	N/A	<p><i>Funding sourced for activities for 2007. Several activity days completed. 5 daytime school groups developed.</i></p>

**Standard 4 – continued**

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
More support to help carers get back to work to be provided. Series of 'Care to Work' events promoting NVQ qualifications for carers to be organised	March 08	Joint Training Partnership Board / Jobcentre Plus	No change	<p><i>Training programme for carers produced for 2006/07 and 2007/08.</i></p> <p><i>Carers have accessed NVQ level 2 training.</i></p>
Implement Information Technology (IT) project to develop IT computer/typing skills for carers returning to learning/work (also links to Standard 1)	<p>✓</p> <p><b>Achieved</b></p>	Carers Grant Development Officer / Wigan and Leigh Carers Centre	<p>Need to make links with the college to encourage carers to access courses – flexibility in accessing services e.g. time of course.</p> <p>Equal – access to IT suite at Wigan and option of lap tops which can provide access off site to other locations.</p> <p>Courses available to groups of 8.</p>	<p><i>IT course included in carer training programme 2006/07.</i></p> <p><i>Need to develop this further.</i></p> <p><i>Funding for the Equal Project has now come to an end.</i></p>
Continue to support and help develop new carers support groups	Ongoing	Carers Resource Team / Wigan and Leigh Carers Centre	<p>Development workers at the carer centre moving out into the wider community to develop support group for carers, e.g. information forums and outreach work.</p> <p>The aim is to develop a borough wide service that carers can access easily at a local level.</p>	<p><i>Promotion by the Carers Grant Monitoring and Development Officer to encourage groups to apply for funding in order to support their services to carers.</i></p>
Implement new project to support carers looking after someone with dementia	<p>✓</p> <p><b>Achieved</b></p>	Age Concern	Continues to operate through Age Concern.	

## Standard 5: Having a Voice

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
<p>Ensure carers are represented on relevant committees, boards, groups etc. with training/support as appropriate</p>	<p>Ongoing</p>	<p>Carers Strategy Group</p>	<p>Achieved in a limited way, carer representatives on:-</p> <ul style="list-style-type: none"> <li>• the Learning Disability Partnership Board</li> <li>• carer grant panel</li> <li>• joint training partnership board – carer training sub group</li> </ul> <p>Written to carers inviting them to become involved in carer issues, join and participate in group – 8 new carers involved in the carer panel and 11 carers expressed an interested in being involved in having a say about training.</p> <p>Support can be provided for carers interested in becoming involved - training, reimbursement of out of pocket expenses and assistance with respite.</p>	<p><i>Locally – this remains the same, although we have a number of new carers who have joined the groups. We are looking for carers to join the new Carers Centre management steering group. The carer profiles have identified some 70+ carers who are interested in 'having a say'. All of these were invited to take part in the consultation event in July 2007.</i></p> <p><i>Regionally - North West Mentor Scheme for Mental Health service users and carers Pilot scheme aimed at mental health service users and carers who already have or want to have an advisory role on committees, boards, networks, panels, groups etc.</i></p> <p><i>Advisors attend the Friends of Young Carers meetings.</i></p>
<p>Establish Carers Panel to help administer Carers Grant (this also links to Standard 2)</p>	<p>✓ <b>Achieved</b></p>	<p>Carers Grant Development Officer</p>	<p>Panel membership refreshed for the 2006//07 period and terms of reference drawn up to provide an operational framework for the panel.</p> <p>Two panel meetings scheduled to take place - April 2006 and August 2006.</p> <p>Clarification required for allocation process for Children and Young People's Services.</p>	<p><i>The panel continues to be very successful.</i></p> <p><i>Terms of reference agreed and partnership working with CYPF – formation of joint panel to consider joint applications.</i></p> <p><i>First meeting of joint panel in May 07.</i></p>

Standard 5 – continued

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 08
<p>More carers assessments to be carried out with carers informed beforehand that they will be having an assessment, so that they can prepare for it, and during the assessment so that they are aware when the assessment takes place</p> <p>Review young carers assessments.</p>	<p>Ongoing - this is a national target that is closely monitored</p> <p>March 08</p>	<p>All social workers /Adult Services Care Co-ordinators / Health Carers Resource Team /Carers Assessment Monitoring Group</p> <p>Sue Hughes</p>	<p>There is now additional ways to follow up carer assessments :-</p> <ul style="list-style-type: none"> <li>▪ information from the profile forms sent out following identification within the GP system</li> <li>▪ completed self referral form</li> <li>▪ Community Mental Health Teams – 3 dedicated social workers to undertake carer assessments</li> </ul> <p>Systems in place that are fit for purpose and align with CYPS systems.</p>	<p><i>The number of assessments undertaken is increasing.</i></p> <p><i>3 Carer social workers based within CMHT (community mental health teams) 117 carer assessments undertaken.</i></p> <p><i>Social workers linking to substance misuse team to set up a carer support group for this service area.</i></p>
<p>Carers to be encouraged to give their views on services and support received</p> <p>Young and parent carers participation</p>	<p>Ongoing</p>	<p>All agencies</p>	<p>Utilisation of the information gathered from:-</p> <ul style="list-style-type: none"> <li>▪ Evaluation from the profile form data</li> <li>▪ Evaluation from Carers Rights Day</li> <li>▪ Evaluation from Carers Day</li> </ul> <p>Link with participation strategic group</p>	<p><i>Carer Consultation day July 2007. Opportunity for carers to</i></p> <ul style="list-style-type: none"> <li>• <i>comment on services</i></li> <li>• <i>give views for future</i></li> <li>• <i>get information about and comment on New Deal</i></li> </ul> <p><i>Summary report produced and forwarded to carers following the event.</i></p> <p><i>Positive feedback from carers and interest expressed in the possibility of developing a carers forum.</i></p> <p><i>Processes and systems in place to link in with CYPS participation strategy</i></p>

**Standard 5 – continued**

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at December 2007
Ensure carers are informed about and have access to advocacy support with young carers	Ongoing	Patient Advisory Liaison Service (PALS), Voluntary organisations providing advocacy support to carers e.g. Embrace	To be promoted at Carers Rights Day.  Pilot scheme taking place at GP practices providing benefit advice involving WIAC and Paveways.	<i>Promoted during Carers Week and on Carers Rights Day</i>  <i>Links with CYPS Advocacy services</i>  <i>Age Concern provide an advocacy service for older people (including older carers).</i>
Establish Carers in Mental Health Group to increase their effective involvement in mental health services	✓ <b>Achieved</b>	Carers in Mental Health	The group is active, successful and ongoing.	<i>The group continue to meet on a regular basis and attend the Carers Strategy Group</i>

## Standard 6: Recognition

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at March 2008
Awareness of carers and their needs to be publicised and promoted as widely as possible	Ongoing	Carers Strategy Group / Carers Resource Team//Carer Centre	Ongoing - Carers Rights Day, meetings with local MPs, Partnership meeting. Carers Rights day publicised Borough wide – press paylips, Wigan web, GP's and MP's.  Promotion of Carers Day – Monday 12 June 2006.	<i>On going. Celebration events and media coverage planned for young carers in 2008  Carers week 2008 9<sup>th</sup> – 13<sup>th</sup> June.</i>
Carers' and young carers events, activities, information etc. to be targeted as widely possible to try and reach the maximum number of carers, especially 'hidden' carers who may not recognise themselves as 'carers' and/or those who do not want to be called 'carers'	Ongoing	Carers Strategy Group / Carers Resource Team / Wigan and Leigh Carers Helpline	Promotion through Carers News, Carers Rights Day and pharmacies.	<i>New format for Carers Week 2007 reached out to many people in the community.  187 people visited the bus during the week. Audit of young carers regarding title and preferred name</i>
Work on raising awareness of carers and their needs to be carried out with GP surgeries and health care staff	April 09 and ongoing	GP Liaison Worker / Wigan and Leigh Carers Centre / Carers Resource Team	Training manual available and being used in surgeries.	<i>Pilot review planned at 2 practices to evaluate the benefit of the GP registration scheme.</i>

**Standard 6 – continued**

Action / Objective	Timescale	Person/agency responsible	Achieved / update as at April 2006	Achieved / updated as at December 2007
Work on raising awareness of carers and their needs to be carried out with hospital setting	April 09	Carer Resource Team/Hospital Discharge Policy Group  Way Ahead Project		<p><i>Carer information included in updated Joint Protocol and Policy for Hospital Discharge.</i></p> <p><i>Establishment of Hospital Discharge project worker to:</i></p> <ul style="list-style-type: none"> <li>• <i>raise awareness of carers prior to and as part of discharge process</i></li> <li>• <i>produce information for carers to be distributed to and available on wards</i></li> <li>• <i>assist with carer assessments</i></li> <li>• <i>provide awareness training as required</i></li> </ul> <p><i>Way Ahead Mentoring project:</i></p> <ul style="list-style-type: none"> <li>• <i>support for carers of stoke survivors – peer support model</i></li> <li>• <i>new web site – relevant information for carers</i></li> </ul>
Continue projects around recognising the needs of older carers and parent carers.	Ongoing	Carers Resource Team / Wigan and Leigh Scope (Embrace)	The Carer Resource team will link with the new POPP funded carer post at the ethnic centre identifying carers within the BME community.	<i>Ongoing link with the BME project worker. Meeting of North West BME Carer Group took place in Wigan 12 November 2007. Meeting organised with parent carers.</i>
Update Social Services Department Carers Policy in the light of new legislation / policy guidance	✓ <b>Achieved</b>	Carers Resource Team	Information now in the commissioning guidelines and will need to be reviewed in the light of the Carers (Equal Opportunities) Act 2004.	<i>Department of Adult Services (formerly Social Services) policies and procedures updated 2007.</i>

The following a list of all the partner agencies that have collaborated, contributed and co-operated in helping to put together the Wigan Borough Carers' Strategy and Action Plan:

- Wigan Council:
  - Children and Young People's Services (formerly known as the Education Department)
  - Wigan Children's Fund and Children's Young Carers Service
  - Department of Adult Services (formerly known as the Social Services Department)
- 5-Boroughs Partnership NHS Trust
- Ashton, Leigh and Wigan Primary Care Trust
- Carers UK (Wigan and Leigh Branch)
- Crossroads Carer Support Group
- Jobcentre Plus
- Making Space
- Connections ( formerly Positive Futures Ltd)
- Specialist Health Promotion Services
- The Pension Service
- Think Ahead Community Stroke Group
- Wigan Leisure and Culture Trust
- Wigan Borough Information Advice and Guidance Partnership
- Wigan Community Legal Services Partnership
- Wigan and Leigh Housing
- Wigan and Leigh Libraries Service
- Wigan and Leigh Carers Centre
- Wigan and Leigh Carers Helpline
- Wigan and Leigh Crossroads Care Scheme
- Embrace
- Wigan Mencap
- Wrightington, Wigan and Leigh NHS Trust

Not forgetting the carers and family members who have contributed from day one.

This report was produced by Wigan Council's Carer Support Team.  
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Further copies are available from: Carer Support Team, Wigan Council, Hyndelle Lodge, King Street, Hindley, Wigan, WN2 3AW.  
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