Appendix G- Current Activity, Demand and Service Profile

Purpose

This appendix provides an overview of current Lancashire carers service activity and demand. The information is intended to support The Provider in understanding the scale, complexity and geographic reach of the Service and to inform staffing, service design and mobilisation proposals.

The activity information included within this appendix is provided for information only and does not constitute a guaranteed future level of demand. The provider is expected to deliver a flexible service model capable of responding to changes in demand, service usage and strategic priorities throughout the Contract period.

Lancashire Carer Population

Measure	**Estimate**
Total unpaid carers	112,737
Percentage of population providing unpaid care	9.6%
Estimated annual value of unpaid care	£3.7 billion
Female carers	Approximately 57%

Lancashire has a higher proportion of unpaid carers than the national average, demonstrating the significant contribution carers make to supporting local residents and reducing demand on health and social care services. The Council recognises that many carers remain unidentified and may not currently access support services.

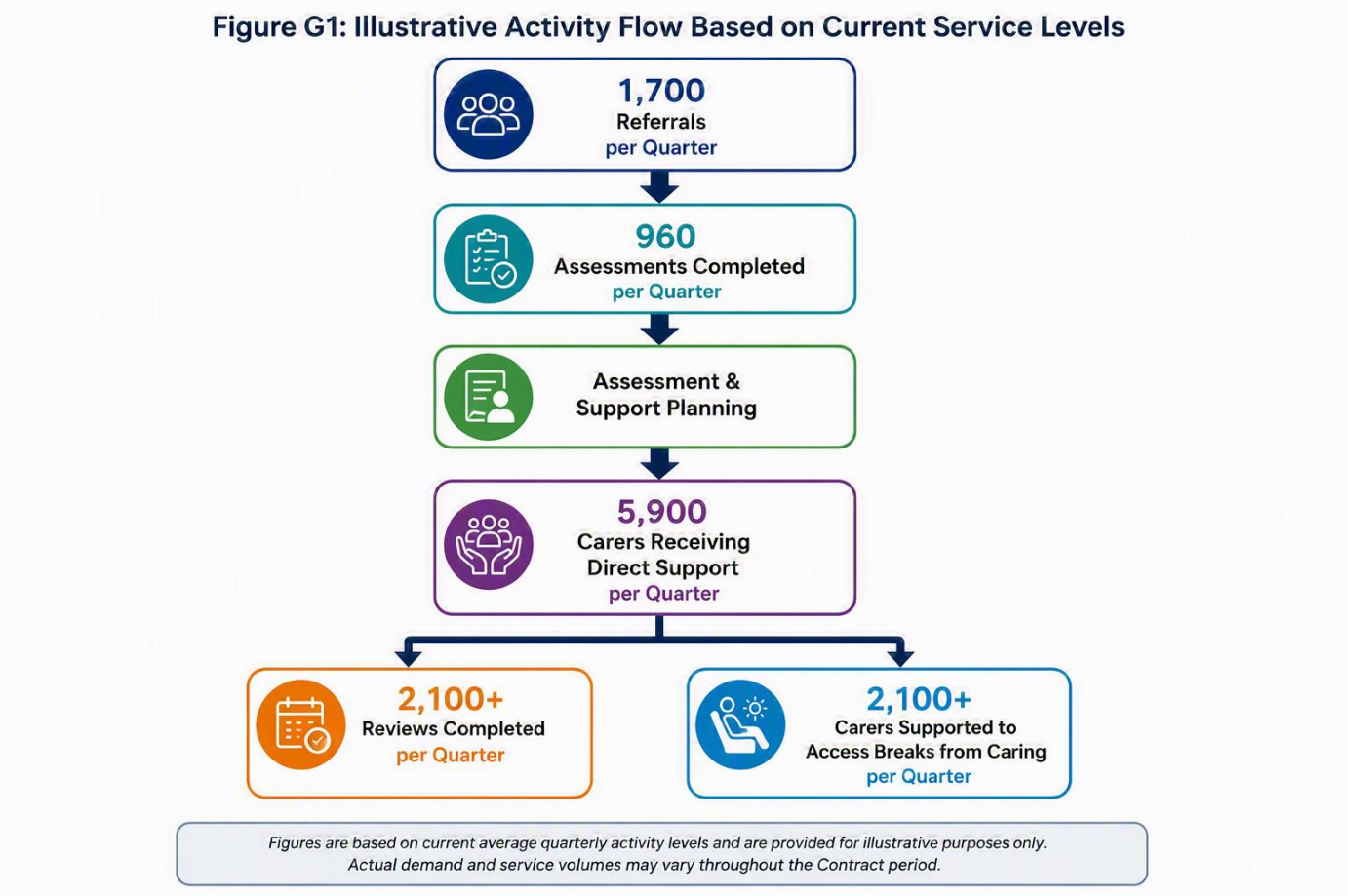
Current Service Activity

Quarterly Activity Levels

Activity	**Average Quarterly Volume**
Registered carers	48,500
Carers receiving direct support	5,900
Referrals received	1,700
Assessments completed	960
Reviews completed	2,100+
Carers supported to access breaks from caring	2,100+

These figures provide an indication of current service utilisation and may fluctuate throughout the year. The Provider should ensure they have sufficient capacity and resilience to respond to variation in demand whilst maintaining service quality and timeliness.

The diagram below illustrates the broad flow of activity through the current carers support pathway.



Demand Characteristics

Demand for carers support services is received from a wide range of routes including:

- Self-referrals from carers.
- Adult Social Care.
- Primary and community health services.
- Acute hospitals.
- Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations.
- Family members and informal networks.
- Other professional referrers.

The Council anticipates that future activity may increase as carer identification improves across health, social care and community settings, and as additional hidden carers are encouraged to access support.

Future Demand Considerations

The Provider should note the following factors when developing service proposals:

- Increased identification of hidden carers.
- Growth in demand arising from demographic change.
- Increased referrals from health partners.
- Greater emphasis on prevention and early intervention.
- Demand from carers supporting people with complex needs.
- Changes arising from Local Government Reorganisation and wider system transformation.

The Provider will be expected to continually review activity patterns and work with the Council to ensure resources are deployed effectively, equitably and in line with emerging demand.

Performance Intelligence Expectations

The successful Provider will be expected to collect and report activity and outcome information, including but not limited to:

- Referrals received.
- Assessments completed.
- Reviews completed.
- Waiting times.
- Support delivered.
- Breaks from caring facilitated.
- Carer outcomes achieved.
- Equality and demographic data.
- Feedback and satisfaction information.
- Identification of underserved communities.

This information will support contract monitoring, service improvement and strategic planning across Lancashire.