

WE CARE YOU CARE.

SOUTH TEES CARERS' FORUM

2nd December 2019, South Tees CCG

REPORT & RESOURCE PACK

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EXECUTIVE SUMMARY

Introduction and overview

The South Tees Carers' Forum is being established to inform and support the a new, joined up approach to Carers' services and support across Middlesbrough and Redcar & Cleveland.

It will play a key role in the development of a new South Tees Carers' Strategy, which will be developed in the next six months, with the intention of being agreed by May 2020. Commissioning of services will be based on this Strategy from October 2020.

First South Tees Carers' Forum meeting

The inaugural meeting of the Forum was held on 2nd December 2019. 30 people attended, including commissioners, providers and a wide range of public, voluntary and community sector and business partners and stakeholders. The event was facilitated by Declan Baharini and hosted by South Tees CCG.

The objectives of the first Forum session were achieved in that members:

- Understood the rationale and commitment of statutory providers and commissioners to a new South Tees Carers' Strategy and Forum
- Explored a shared vision and outcomes for the Carers' Forum and a South Tees Carers' Strategy
- Discussed roles and remit of the ST Carers' Forum (which will inform revised Terms of Reference)
- Shared experience, information and knowledge about current good practice and any gaps in services and support for Carers across South Tees
- Identified priorities for South Tees against the five national Carers Action Plan strands, what should be taken forward, what gaps should be addressed and who should be involved in the detailed discussions on these strands (working groups)
- Shared ideas about a public information campaign and ongoing communications, research and identifying and engaging Carers
- Agreed basic next steps and actions, including a timeline of activity for developing the Carers' Strategy and the focus of future Forum sessions

About the report and resource pack

This report provides a summary of discussions and information shared at the first Forum event. It can be used to spark ideas, build awareness, make connections, develop thinking around potential actions and to help inform future activities and approaches.

The report contains:

- An executive summary of the event
- Comments and suggested changes to the Forum's draft Terms of Reference (Draft at Appendix 3)
- An overview of good practice and gaps across ST
- Participants' ideas on Strategy strands, priorities, good practice, gaps to address, who should be involved in working groups
- A list of participants who attended and those who could not attend the first Forum session (initial Forum membership)
- Briefing note on the South Tees Carers' Offer
- The event feedback survey results
- Report of all national Carers Action Plan 2018-20 actions, resources and year 1 progress by strand)

Next steps, actions and timeline

December 2019
Feedback survey and additional comments
South Tees Carers' Event Report shared
Revised Forum Terms of Reference shared
Joint Commissioning Group Project Group to consider event outcomes and agree actions
January to end March 2020
Series of working groups on 5 Strategy strands, reflecting South Tees' priorities
Public information campaign (and survey) to be run by partners across South Tees
Full Forum meeting end February 2020 (to review progress and address any issues)
April- May 2020
South Tees Carers' Strategy produced
Share Strategy with the Forum in May before Joint Commissioning Group sign off the Strategy
September 2020+
Forum meet to reflect on the strategy and progress on related actions (quarterly meetings)
Joint commissioning intentions published from October 2020 onwards

Keep in touch

Information about actions, opportunities and news relating to the Forum and Carers' Strategy will be shared by email, by the Project Group.

The Forum mailing list is included as Appendix 1, although this will be added to as new Forum members are identified and engaged.

Contact: Julie Bailey, South Tees Clinical Commissioning Group julie.bailey2@nhs.net

The national policy context and how it relates to South Tees, the Carers' Forum and Strategy

Chris Walker, Commissioning (Middlesbrough Council)

Gareth Harding, Commissioning (Redcar & Cleveland Borough Council)

Chris and Gareth gave an overview of the national policy context and the range of strategies that currently exist in South Tees which relate to Carers, leading on to explore the intentions around a joined up South Tees Strategy and Forum.

The ambition is to align Carer services into one joint all-age Carer Strategy for South Tees from 2020 onwards. There is a raft of policy and guidance in existence and it makes sense to streamline this and understand the context for a South Tees approach.

The two existing strategies in Middlesbrough and Redcar expire this year and both local authorities commission similar Carer services, as do the health commissioners.

Aligning services and commissioning seems like a natural step forward, but also an opportunity to revamp the way we deliver support in the region to our Carers, based on some of the national and regional context.

A Joint Commissioning Group involving the local authorities and NHS health commissioners has been established to coordinate a South Tees approach to the development of services.

It is anticipated this will achieve transformation on a bigger scale and provision that is built on people's needs rather than organisational boundaries.

Those South Tees Carers' Forum is intended to enable partner and stakeholder involvement in developing this approach and the Strategy and to ensure that Carers' voices are represented (see Appendix 1 for circulation list, attendance and apologies).

A briefing note about the proposed South Tees approach was circulated to all invitees for the event in advance (see Appendix 2).

An overview of national and local policies and strategies

Gareth presented a diagram of the national, South Tees and local policies and strategies (see p5). The legal responsibility to assess and support Carers falls to the local authority, underpinned by the Care Act & Children & Families Act 2014.

National Carers Action Plan

The Department of Health & Social Care produced its National Carers Action Plan in 2018. From this, they identified 5 key themes to focus on.

1. Services and Systems that Work for Carers
2. Employment and Financial Wellbeing
3. Supporting Young Carers
4. Recognising and Supporting Carers in the Wider Community and Society
5. Building Research and Evidence to Improve Outcomes for Carers

These five themes will form the backbone to regional Carer strategies and the Carers' Forum will be starting the discussion about what these mean in South Tees.

The ambition for South Tees is a collaborative approach to devising our Carer Strategy and that it is an active and evolving strategy.

Carers pass through and engage with all of the services represented by the Forum members.

There are references to Carer support in all of the policies in the diagram on p4 (middle tier), which relate to not only local authority, but also health and wellbeing services.

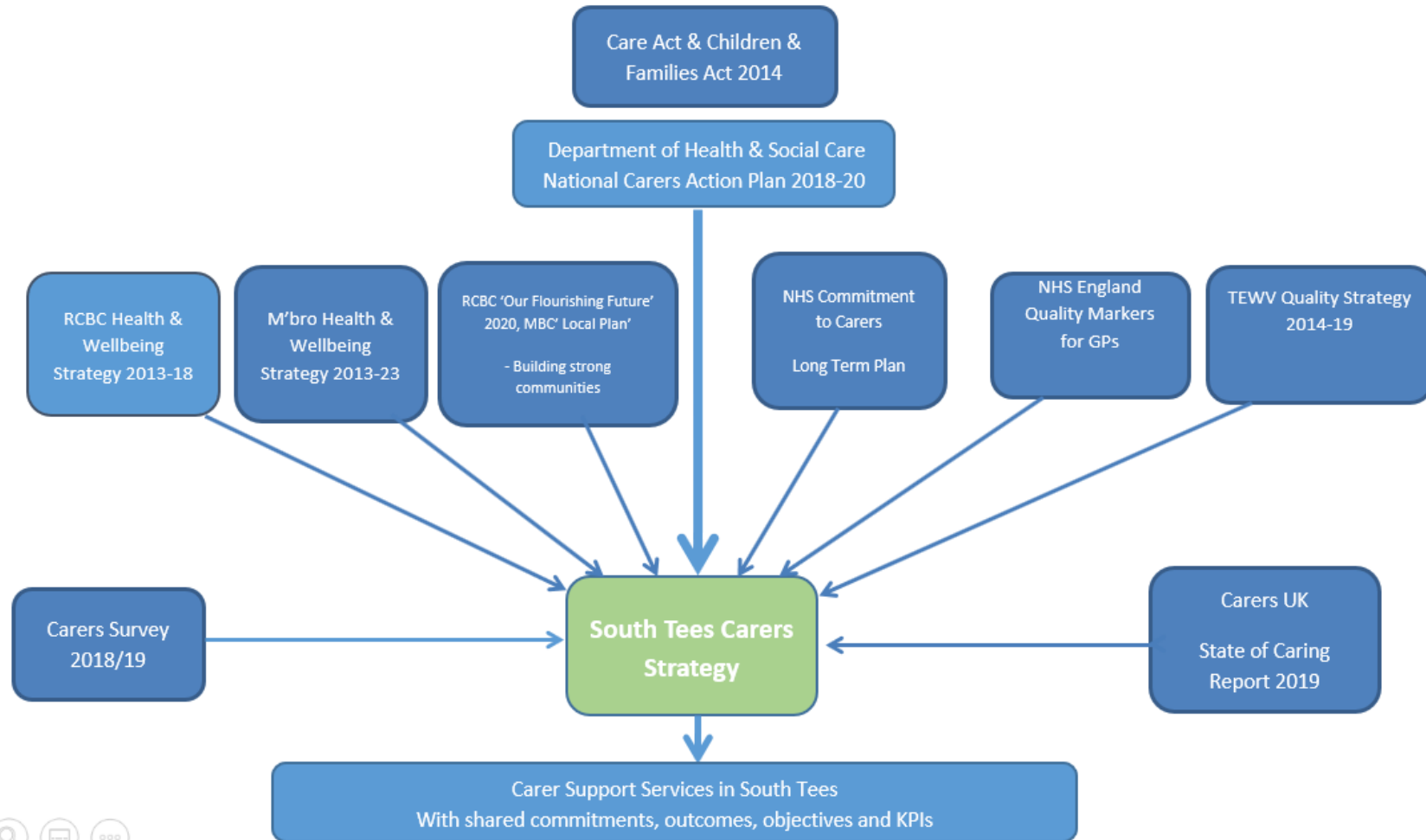
A South Tees Carers' Strategy should help contribute to delivering all of these other strategies and policies and there should be benefit for everyone.

There is also a key focus in the Care Act Guidance on working collaboratively with other organisations to deliver effective outcomes.

Both Redcar & Cleveland's and Middlesbrough's local plans focus on building stronger communities, which forms a major element of activity and which involves local Voluntary and Community Sector organisations.

The idea behind the Carers' Strategy is for everyone to be involved and take ownership of it, rather than it being very generic and nobody's responsibility.

South Tees Carers Strategy – National & Regional Context



What do we know? What Carers' tell us

Chris stressed the importance of the Carer's voice and views being taken into account in the development of any Strategy or service design and commissioning.

There is a raft of survey information and guidance to help shape our strategy, such as the Carers UK State of Caring Report (2019) and local authority biennial Carers Surveys, the National Person Social Services Survey of Adult Services in England (results on p7)

The survey results tell us more about the caring landscape nationally and locally. There have been 4 surveys in all and local authorities survey their eligible Carer populations. Findings are used as a national comparator to influence national and local service development.

The survey results over the last two surveys show an overall decline in satisfaction with services.

The Quality of life score is based on aggregated data from the whole survey results. The surveys are not perfect as they only have a small sample size and are only from Carers' known to local authorities. In addition, the questions pre-date the Care Act.

There is a GP Survey, but this only has one direct question. This is about the number of hours of care provided, which indicated a gradual increase.

In addition, the Care Quality Commission Inpatient Survey also only has one direct question. This is answered by the patient and indicates a downward trend in the timeliness and quality of information given to Carers.

We also know that 1 in 5 young Carers have long term mental health issues, compared to 1 in 15 of all young people.

A quarter of Carers nationally have been caring for over 20 years.

3 in 5 Carers have a long term health condition and poorer health outcomes.

Regional ADASS 2019 Survey Headlines

The regional Association of Directors of Adult Social Services in England most recent survey, shows that in terms of positive outcomes:

- We are getting better at support
- Services are flexible
- Our digital offer is improving
- We co-produce and jointly commission
- We tailor information to needs

- We adopt whole family and asset- based approaches to care
- We carry our routine referrals
- We have some very good commissioned services

However, there are areas which indicate difficulties and which require improvement, including:

- Identification of Carers, particularly working Carers and people who may not identify themselves as Carers or come into contact with local authority services because of their caring role, or at all
- There is resistance to assessment (not all Carers want to be assessed)
- Difficult decisions in charging Carers
- Welfare reform, austerity and budget cuts have had a negative impact
- There can be conflict between the needs of the Carer and the needs of the cared-for person
- Providing Direct Payments and Personal Budgets for Carers is difficult
- Engaging with Carers in Primary Care settings is a challenge
- Young Carers, particularly those around transition are often hidden and difficult to support

What do we need to do?

Chris and Gareth have explored the kinds of things that need to happen in order to improve services for Carers from the local authority perspective and that of the Joint Commissioning Group.

There are some clear aspirations and the local authorities are committed to ensuring that these happen across South Tees, as part of a joined up and inclusive approach:

- Work in partnership
- Focus on prevention to prevent Carer breakdown
- Raising awareness amongst the public and staff
- Integrate working
- Be innovative when budgets are tight
- Utilise both formal and informal community-based resources
- Identify, listen & respond
- Use outcomes data to influence change & develop the market

What Do We Know?

National Personal Social Services Survey of Adult Carers in England

ASCOF Indicator 2018-19 Carers Survey	Carers Reporting Quality of Life		3B: Overall satisfaction of carers with social services		3C: The proportion of carers who report that they have been included or consulted in discussions about the person they care for		3D2: The proportion of people who use services and carers who find it easy to find information about services		112: Proportion of carers who reported that they had as much social contact as they would like	
	2016-17	2018/19	2016-17	2018/19	2016-17	2018/19	2016-17	2018/19	2016-17	2018/19
Middlesbrough	8.6	7.8	55.0%	46.5%	80.5%	79.3%	73.1%	70.1%	46.2%	38.2%
Redcar & Cleveland	8.3	7.8	52.5%	51.3%	80.9%	77.8%	77.1%	78.6%	40.6%	33.4%
National Average	7.7	7.5	39.0%	38.6%	70.6%	69.7%	64.2%	62.3%	35.5%	32.5%
North East Average	8.3	8.0	45.7%	47.2%	77.2%	79.3%	70.2%	72.4%	44.8%	39.6%

- GP Patient Survey 2019
- CQC Inpatient Survey
- State of Caring Report



SHARING GOOD PRACTICE FOR SERVICES, SUPPORT AND ENGAGEMENT OF CARERS IN LOCALITIES AND ACROSS SOUTH TEES

In groups, participants discussed examples of good practice happening now in Middlesbrough, Redcar & Cleveland and across South Tees, why they work and how success is measured. These are grouped into three broad themes:

- Engaging, supporting and enabling Carers
- Supporting Carers and the Cared-for
- Partnership working

ENGAGING, SUPPORTING AND ENABLING CARERS	Why do these work so well, how is success measured
Carers Together provide opportunities for Carers to have their voices heard, there is good engagement (50 Carers participated at events on 29 th November) Carers have access to a range of information and support	We listen to what Carers want, we respond to what they need, e.g. give information and support, provide someone to contact when they need it, so it is responsive to needs Measure success through Carers' feedback, Outcome Stars, contact data and monitoring, external monitoring and annual reports
Support groups provide opportunities for Carers to share their feelings (not all Carers want a group)	People can share their feelings in a safe environment, with others who may be in a similar position
The Junction Foundation engages Young Carers in coproduction and action – 'I will' films Empowerment of Young Carers to have a strong voice	Raising awareness by young people for young people Social action – they take forward projects Used as social media (to reach more young people) Informing all new projects Peer support (level of support brokered from others; number of referrals, including self-referral) Measuring success can taint delivery – needs to be taken on trust, i.e. the worth to the Young Carer, use case studies and positive outcomes
Middlesbrough and Stockton Mind's new project (started in November) working with people in crisis	Outcomes will be measured
New Carer Service in Middlesbrough (M&S Mind) – service design workshop. Will involve all ages and support will range from coffee mornings and informal events, to intensive 1-1 support and peer support	Holding an event to look at what is needed
Informed choices (through Carers' assessments)	Case studies – Warwick Edinburgh Scale
Social media – can be great for some people, but not for everyone as it may be inaccessible	Online info and advice for young people, non-financial
Registration with GP – Practice Forums	Reception staff; Mixture of users and Carers; Understand Carer support

SUPPORTING CARERS AND THE CARED-FOR	Why do these work so well, how is success measured
Sanctuary run a dementia service in Middlesbrough, which supports both the Carer and Cared-for person (the Carer may need support before the Cared-for)	Supports the Cared-for and the Carer and can flux depending on who is in need
Middlesbrough Libraries have a range of initiatives around reading and books which are having a positive impact for people with mental health conditions: <ul style="list-style-type: none"> • Reading Well • Books on Wheels – extending to Carers now (230 customers) • Live Well Centre, Dundas Centre • Books on Prescription • Some funding from BBC for a Family and Friendship project, podcasts on Carers' experiences, creative 	Libraries have a wide range of resources including ebooks and large print Books are mobile, so can be taken to where people are and not just for the Cared-for, but now for Carers too, as well as being in communities Books on Prescription – impact and benefit is measured through a survey

writers will work with Carers to produce writing for the podcasts	Family and Friendship is a new project, but results can be shared
<p>Middlesbrough has a range of initiatives running across the Borough linked to dementia, with a focus on both people living with dementia and also Carers</p> <ul style="list-style-type: none"> • Dementia Friends Campaign • Dementia Friendly Middlesbrough – wide range of initiatives involving public, private and voluntary sector partners and communities • Community dementia services and support • Dementia cafes in Middlesbrough and Redcar • Sanctuary Supported Living Dementia Advisor • Community Map – dementia diagnoses and end of life care, interactive map 	<p>Nationwide campaign</p> <p>Aims to be a nationally recognised dementia friendly community</p> <p>Provide informal support and opportunity to relax</p>
Hospital team has a process to identify Carers in hospital. There is a document (passport) which tells their story and circumstances, so the person does not have to repeat themselves	<p>The contract and contact is monitored</p> <p>Carer Passport provides reassurance for the Carer, as the info follows their loved one, the Cared-for person</p>
Age UK offers a sitting service to give Carers a break (with Mind)	Therapists note the difference that this makes to the Carer, which can be significant
Health Improvement (Redcar & Cleveland) run dementia friendly and dementia awareness activities, includes Dementia Friends training, a task group and contacts in the community (not all Carers want a group)	<p>Regular dances are held, info is fed in informally</p> <p>Engage business about being more dementia friendly</p> <p>Dementia Friends – inclusive services</p> <p>It is a sustainable approach as builds awareness and acceptance in the community and in different settings; people feel less isolated; there are groups for people with dementia and their Carers</p>

PARTNERSHIP WORKING	Why do these work so well, how is success measured
Historically there has been good practice around working Carers. Carers Together worked with Middlesbrough Council and supported networks. Produced good practice guidance for employers on how they can support Carers	Council introduced 5 extra days
Step Forward Tees Valley Roll out of the importance of safeguarding	<p>Moving people towards employment</p> <p>Thinks about the Carers' needs</p>
<p>Redcar & Cleveland has well established services to support young and adult Carers (externally commissioned) and a single point commissioning function for adults and children's services</p> <p>Carers' assessments are offered in house, which offers the chance to combine assessments</p> <p>Prevention of Carer breakdown</p>	<p>Because providers are well established, they are well embedded and known by social care practitioners</p> <p>Thinking creatively on a commissioning level leads to flexible and creative options</p> <p>External providers give choice and control to Carers</p> <p>External services offer additional support through other funding streams and external funding</p>
In development Making every contact count (Link/AP)	The idea is to have a one-stop shop which will enable people to find the support they need
New Redcar Support Service (MIND, Age UK, Carers Together)	Good signposting and relationships with Carers
Tees Valley Rural Action with volunteer drivers	Enabling Carers to get out and about

GAPS IN SERVICES AND PEOPLE WHO ACCESS SERVICES IN LOCALITIES AND ACROSS SOUTH TEES

The Forum discussed, in groups, the gaps in services and people who access services across South Tees and identified the impact of these gaps. The gaps are grouped under three broad headings, although some do overlap:

- **Identifying and engaging Carers**
- **Access to information, support and services**
- **Understanding the needs of Carers**

IDENTIFYING AND ENGAGING CARERS	What is the impact of this gap?
Carers may not identify as Carers, particularly when the diagnosis is new; some people can see caring as part of a relationship (e.g. child-parent) and as part of what a family does	Carers not accessing support and services, missing out on learning about coping techniques, general support and there could be a negative impact on their own wellbeing
Lack of identification of Carers by Primary Care services	They are not logged in the system and the information is not used proactively to support the Carer
Recognising the signs of being a Carer through assessment	Missed opportunities to swiftly identify Carers and any support needs
Identifying Carers: Young Carers, working Carers, other Carers not engaging in services or support	Carers missing out on support or not having the support they need efficiently and effectively
Identifying Young Carers of people with mental health or substance misuse issues	Lack of identification as some present well at school – means that young people suffer without support and their home situation and own mental health can deteriorate (they are not able to be young people)
Siblings of disabled children are not necessarily picked up by children’s social workers efficiently (reliant on external organisation)	Lack of access to relevant support for siblings
Identifying Carers in the community (although self-referrals are increasing in Young Carers’ service)	People don’t see themselves as Carers. Can lead to people giving up work, being reliant on benefits and/or getting into crisis
Need to be more whole- family minded within MACH and Safeguarding	Not identifying Carers or range of Carers’ needs

ACCESS TO INFORMATION, SUPPORT AND SERVICES	What is the impact of this gap?
Access to information – knowing what’s out there in terms of services and support Carers don’t necessarily know what help is available Services and organisations may also be unaware of the breadth and scope of services and support)	People missing out on support Carers potentially going into crisis and needing a lot more support from different services
The system tends to operate on a 9-5 basis, which means that many people can only access services in that time and there are gaps at weekends and evenings	People who are unable to access 9-5 services will potentially receive less support (needs more funding to cover workers and evening and weekend services)
Lack of flexibility of services being offered, where they may not be wide enough to cover all needs	People not accessing services or support
Services limited to local authority areas – in rural localities there may be uneven distribution of services that people can access where they cross boundaries, both within South Tees and beyond (e.g. N. Yorkshire)	No services for some people, or different services depending where you live

Fear of promoting services (as may not be able to meet the demand)	People not knowing about the services. Not all Carers want money, some just need a break (with a small contribution)
Young people caring for people with mental health or substance misuse issues (need a comprehensive substance misuse service – need to be more innovative)	Holding young people and families together Inability to mitigate crisis situations and unsafe environs Adding to the pressure and risk for Young Carers
Gap between health and social care, which impacts significantly on Carers. Often there is health support available for the Cared-for person, but not to the Carers and they may not be included in discussions, planning and decision making	Carers say this limits the information they get and can get, makes it a more stressful experience, as they are not being listened to and their knowledge and experience is not being taken into account. This could result in the need for social care and hospital admissions for the Cared-for person and risk of Carer breakdown and crisis. This can unintentionally enter into safeguarding concerns. Carers can be both the perpetrators and victims of abuse
Transport to get to locations It is important to provide services in local communities	Carers being unable to access support where it is provided Not all services are in local communities, so people miss out
Supporting access in the workplace Supporting Carers in employment	Increased pressure on Carers and potential breakdown in the Carers' role, but also in the employment circumstances of the Carer Some Carers need to take loans; some are bounced around services – not a seamless service; can lead to/or exacerbate work based-poverty
Talking to businesses about mental health and emotional wellbeing can be difficult. Some people are running their own small business, or may be self-employed, which can be lonely and stressful in itself	If the business/self-employed person becomes a Carer on top of this, it can have a massive impact on mental health and wellbeing
Memory Clinic at Woodside – it can be difficult to follow up for Carers	Carers can't always follow up with the support they need

UNDERSTANDING THE NEEDS OF CARERS	What is the impact of this gap?
Couples who care for each other	No monitoring of determination and isolation, they may not necessarily want respite away from each other
Working Carers may have different levels of support from employers, depending on whether they are employed by a large or small organisation, or whether they are self-employed	Uneven access to flexible working and in-work support for working Carers
Carers from ethnic minority communities – lack of services and lack of access to services Funders funding collective services and not specific services for targeted communities with different language, social and cultural needs	Barriers are created – translation and interpretation (people do not get information or support in their own language, due to lack of funding) There may be fear of interacting with services (e.g. social workers), or a lack of trust, depending on the Carers' circumstances
Are people linking in with social media discussion groups and are these picking up people in need?	We don't know if they are, so the gap is in information about this
Carers can find it hard to focus on themselves, rather than the Cared-for person	Their own health, mental wellbeing can suffer and they may not be as likely to seek support – which could mean that it impacts on them and the Cared-for person

SOUTH TEES CARERS' FORUM DRAFT TERMS OF REFERENCE

A draft Terms of Reference had been prepared by the Joint Commissioning Group Project Group for discussion at the first meeting of the Forum.

The comments and suggestions will be taken into account and a revised version of the Terms of Reference produced by the Project Group and circulated.

Status, governance, reporting and language

Some Forum members wanted assurance that change will happen, that the Forum will have an impact, as well as the Forum having influence and kudos.

The reporting structure needs to be clear and there needs to be clarity on links into local governance mechanisms and decision-making, so that it is helping to join up across the two areas and bring focus and clarity:

- Children and Young People's Partnership Board
- Primary Care Networks
- Forum representative on Health and Wellbeing Board (across South Tees area)
- Across local authorities workstreams

There needs to be clarity on how the voice of Carers feed in and how their views and needs are represented.

It was agreed that the document be reordered and some of the language in the Draft be changed to reflect the roles and responsibilities of the Forum and to make the Terms of Reference clearer.

There needs to be recognition of the different roles of commissioned providers and those who are not commissioned. The Forum needs to acknowledge there are challenges when commissioners and providers work together and also real constraints when providers may be in competition with each other.

It was agreed that the Terms of Reference need to include having a Chair/Co-Chair of the Forum and how they will be appointed. This will be discussed further by the Joint Commissioning Group Project Group. One suggestion was that a Carer could Co-Chair, taking into account that this may be difficult for them. The Forum could consider a 'Carers' Ambassador' who may be a Carer who engages with Carers and can provide feedback from and to them.

The principles of how the Forum will work and how people will work together should be included. The work and roles of the Forum need to be transparent.

The frequency of meetings should also be added. It is expected that the Forum will meet quarterly, but there will be task and finish groups between Forum

meetings involving wider partners, communities, Carers and specialists on different themes within the Strategy.

Be clear about administration functions and managing any conflicts.

There should be more focus on co-production and the details of this.

Purpose and objectives

Most Forum members were broadly happy with the draft purpose and objectives, but there were some key points made which will be taken into account.

The purpose and objectives need to be more succinct and clearer to give greater focus.

Explain the difference between research and coproduction – what do they look like?

There needs to be clarity between the responsibilities of commissioned services and those which are not commissioned, but deliver in this area.

Integrated workforce development is required

There is transformational work happening, it needs to be joined up.

Need to recognise that some information provided by commissioned services may be sensitive to the commissioned provider.

Forum Membership

The list of all those who were invited to attend the Forum is provided at Appendix 1 (see attendance and apologies) and in the room people identified the sectors and organisations they represented.

There needs to be clarity about whether membership is mandatory for commissioned providers and the status of those who are not commissioned. Also, be clear about who the members of the Joint Commissioning Group and Project Group are.

Ensure that the opportunities for Carers to be represented are clear, e.g. in task and finish groups or through consultation and engagement activities and how and if they will be involved in the Forum itself.

It was suggested that there be flexibility in Forum membership, to recognise the need to have the right people in the sessions, depending on the topic being discussed, i.e. there may be a wider membership that may be involved intermittently, depending on the subject being dealt with.

In addition to the list provided in the Draft, additional suggestions for Forum membership were:

- Primary Care vs GP Practices
- GP representatives or a conduit to feed in
- Schools and education, school nursing
- Domiciliary Care agency representation
- Businesses
- More providers, service deliverers (not necessarily those with 'Carers' in their title)
- Young Carers and Adult Carers' voices
- Social work team managers (adult & children's)
- Student representative from Health and Social Care courses
- HealthWatch in its own right
- Public Health

Outputs

This section of the Draft will be reshaped, based on the comments on the rest of the draft and those elements which relate to purpose or roles, incorporated in the relevant sections of the Terms of Reference.

The Forum agreed that there should be clarity on what it is expected to deliver, as opposed to what it is seeking to influence and shape. The Forum is an advisory body, rather than an accountable body.

Comments and suggestions were made during this group discussion, which will be incorporated in the document:

There needs to be a commitment to early identification of Carers of all ages across services.

There is potential for the Forum to support partners and stakeholders' joint funding approaches for Carers support and services, which may be across local authority areas, with Councils, the CCG and/or led by the Voluntary and Community Sector – this would create opportunities to lever in additional resources to the area and also to potentially join up services and fill gaps in services.

It is important to both identify and have grant funding that is accessible, as well as maximising external funding opportunities and potential to work together, e.g. Carers' Innovation Fund.

There should be an integrated commissioning plan, cross South Tees model and pooled budgets (objectives rather than outputs).

We need to harness everyone's resources.

Members should drive developments, not Commissioners, it is important to understand the commissioned services and how they add value and support individuals in the community.

We cannot be prescriptive about being able to "Ensuring service pathways related to Carer support are implemented within their organisations where relevant" – the Forum could provide expert advice on pathways to ensure the Joint Commissioning Group can implement this.

We need to be clear about how long the Strategy is expected to last (unknown as yet, likely to be no more than three years), given policy and practice changes. The Forum should consider an annual review and refresh

TOWARDS A SOUTH TEES CARERS' STRATEGY

INITIAL DISCUSSION ON 5 KEY STRANDS

Declan Baharini, the event facilitator, gave an introduction to the national Carers Action Plan 2018-20 and the five themes, which will also form the basis of the South Tees Carers' Strategy, given that they are based on evidence and feedback from Carers.

The five key strands are:

1. **Services and systems that work for Carers**
2. **Employment and financial well being**
3. **Supporting Young Carers**
4. **Recognising and supporting Carers in the wider community and society**
5. **Building research and evidence to improve outcomes for Carers**

National Carers' Action Plan and Progress

The national [Carers Action Plan 2018-20: Supporting Carers Today](#) set out the cross-government commitment to Carers over a two-year period, which will conclude in summer 2020.

At the end of this period the Department of Health and Social Care (DHSC) will produce a concluding report setting out the progress made throughout the two years and how it intends to move forward to continue to ensure Carers receive the best support possible.

An update on progress was given in July 2019 in the [Carers Action Plan 2018-20: One year on progress review](#) (23rd July 2019).

It was originally intended that the proposed Social Care Green Paper would also include a focus on how society supports and recognises Carers as a vital part of a sustainable health and social care system to ensure that they are properly valued, recognised and supported to provide care in a way that supports their own health and wellbeing.

However, this paper has been delayed and it is not clear, if and when, it will be published or if it will be a Green Paper or a White Paper.

The Carers Action Plan Ministerial Oversight Group was due to meet:

- 14th October 2019
- February 2020
- July 2020

Group discussions on the five strands of action

A South Tees Carers' Strategy will be developed that will involve a comprehensive needs assessment based on the priority strands in the government's National Carers' Action Plan 2018-20

The Forum were asked to consider the national action plan themes and in groups identify, as a starting point:

- Priorities for South Tees
- What should continue or be expanded?
- What gaps need to be addressed?
- Who needs to be involved?

It is intended that working groups/task and finish groups on these themes will bring together Forum members, Carers and other specialists to explore the detail of what should be included in the Strategy between now and April/May 2020. Findings will be reported back into the Forum and into the Project Group and Joint Commissioning Group.

Once a Strategy has been created, key themes and areas of focus will be identified for the Joint Commissioning Group to take forward on a service design level.

Members of the Joint Commissioning Group's Project Group facilitated the discussions on the five themes, with Forum members choosing which themes to engage with.

1. Services and systems that work for Carers (Craig Duerden, Middlesbrough Voluntary Development Agency)
2. Employment and financial well being (Julie Bailey, South Tees Clinical Commissioning Group)
3. Supporting Young Carers (Gareth Harding, Redcar & Cleveland Borough Council)
4. Recognising and supporting Carers in the wider community and society (Chris Walker, Middlesbrough Council)
5. Building research and evidence to improve outcomes for Carers (Pauline King, Tees Esk and Wear Valleys NHS Foundation Trust)

The report of these discussions also includes a summary of all the national actions that are underway or planned under each strand. A summary of all 64 actions and related resources is provided overleaf for information. A full report on all national actions, an update from the one-year progress report (23 July 2019) and linked resources is provided in Appendix 5.

These sections and the report may be of use in the task and finish groups' detailed discussions on the 5 strands, providing task group members background information from a Forum perspective, as well as what is happening nationally and resources links.

NATIONAL CARERS ACTION PLAN 2018-20

SUMMARY OF ALL ACTIONS BY STRAND and ASSOCIATED RESOURCES

1. Services and systems that work for Carers
Raising awareness of and promoting best practice amongst health professionals
1.1 Quality standards for GP practices Supporting Carers in general practice: A framework of quality Markers (June 2019)
1.2 Sector-led development programme
1.3 Support for Armed Forces Carers
1.4 Identification of older Carers and Carers of people with dementia
1.5 Dementia 2020 Challenge Review of GPs role in dementia care & coordination and who is best placed for this role (Feb 2019)
1.6 Develop 'productive healthy ageing' action plan
1.7 Healthcare education/training for unpaid Carers
Raising awareness amongst social workers
1.8 Social work practice guidance Chief Social Worker for Adults' Annual Report 2018-19 (March 2019)
1.9 Knowledge and skills statement for social work supervisors Post-qualifying Standards for Social Work Practice Supervisors in Adult Social Care (December 2018)
1.10 Awareness raising campaign of best social work practice
1.11 Carers' involvement in research priorities for social work with adults
Supporting requirements of the 2014 Care Act and 2014 Children and Families Act
1.12 Local Government sector-led improvement programme A guide to efficient and effective interventions for implementing the Care Act (ADASS)
1.13 Promoting best practice for service providers and commissioners: Carer breaks and respite care Carers' breaks: guidance for commissioners and providers (Social Care Institute for Excellence) Films providing advice and reassurance for Carers
1.14 Parent Carers project on transition between child and adult services
Personalisation
1.15 Consultation on extending legal rights personal health budgets and integrated health budgets

1.16 Integrated single assessment pilots
Mental Health Act 1983 and supporting Carers
1.17 Independent Review of MHA 1983

2. Employment and financial wellbeing
Improve working practices
2.1 Carer Confident Benchmarking Scheme Materials and resources for Carer Confident, Employers for Carers benchmarking scheme (benefits, FAQs small businesses, Criteria for all levels, detailed guidance and criteria, how to apply)
2.2 Employers for Carers membership scheme
2.3 Dedicated employment rights for Carers
2.4 Supporting Carers in the Civil Service
2.5 Carers in the Armed Forces policy
2.6 Business best practice Carer policies/practice
2.7 NHS retention of Carers in the workforce The role of Carers in the NHS workforce and how managers can better support them
Flexible working
2.8 Timewise Flexible Jobs Hub Timewise Flexible Jobs Hub with part-time jobs and flexible working options
2.9 Flexible working taskforce
Returning to work
2.10 E-learning resource for Carers skills, and opportunities for learning, volunteering and work
2.11 Support for Carers to return to work Best practice guidance to and toolkit to help employers run effective returner programmes
2.12 Returners in the private sector Infographic – a returner's journey back to work Returner Programmes: Best practice guidance for Employers (March 2018) Quantitative analysis of those returning to the labour market following a break to care for others
2.13 Research into returners with employers
2.14 Returner Awards
2.15 Improving Lives, helping people with disabilities into work
2.16 Cross-government analysis and research into barriers for Carers in work and returning
Financial support
2.17 Benefits for Carers to meet needs and support employment for those able to work
2.18 Signposting and information for job seekers

3. Supporting Young Carers
Identification of Young Carers
3.1 Young Carers identification project Training resources to help improve identification and support of young Carers (Carers Trust)
3.2 Best practice review in identification of Young Carers and access to support
3.3 Improve information sharing to safeguard vulnerable children
3.4 Identification of 'hidden' Young Carers, those from disadvantaged/seldom heard/BAME groups
Improving educational opportunities and outcomes
3.5 Review of Children in Need
3.6 Customer information materials for students claiming Carer's Allowance Posters and flyers to inform students of their eligibility for Carers Allowance (Learning and Work Institute)
Improving access to support services
3.7 Young Carer Health Champions Programme
3.8 Green Paper on Transforming Children and Young People's Mental Health
Transition for young adult Carers (16-24)
3.9 Transitions project for young adult Carers Shaping Our Future: Improving Assessment and Support for Young Carers' Transition into Adulthood (DHSC and The Children's Society)

4.9 Social actions for better self-care for people with long-term conditions and/or mental health issues
4.10 Civil Society Strategy to reflect issues affecting Carers
4.11 Citizens Engagement Programme (Dementia 2020 Challenge)
4.12 Grants for Parent Carer Forums
4.13 National public mental health campaign
Loneliness
4.14 Cross-government Loneliness Strategy

5 Building research and evidence to improve outcomes for Carers
Research to improve the evidence base
5.1 Research to improve information about Carers to build a stronger evidence base
5.2 Insight work on attitudes to informal care
5.3 Survey of Carers' experiences in England
5.4 National and local government and NHS Digital partnership working to improve existing data sources on Carers
5.5 Carers Employment Digital Discovery Project
5.6 Maintain international Carer-related research and evidence exchange network

4. Recognising and supporting Carers in the wider community and society
Technology and innovation
4.1 Carers' Innovations Fund (now £5m) Carers' Innovation Fund: How to apply
4.2 Technology and products to support Carers
4.3 Ageing Grand Challenge
4.4 Industrial Strategy Challenge Fund 'Healthy Ageing'
Recognition of Carers in society and communities
4.5 National Carer Passport scheme Carer Passport schemes website with ideas, tools and best practice examples to help set up schemes
4.6 System-led Support for Carers Award
4.7 Improve provision of Changing Places toilets in healthcare settings
Community engagement
4.8 End of Life Social Action Toolkit

1. SERVICES AND SYSTEMS THAT WORK FOR CARERS

Group discussion facilitator: Craig Duerden, Middlesbrough Voluntary Development Agency

Priorities in South Tees

Identifying Carers across all areas of society, through a wide variety of engagements (health, education, community, social care, informal and formal)

Staff and workforce development across health and social care, housing, police, education (e-learning may be an option, joint training and awareness raising).

Improving the flexibility and support around personalisation.

Improving funding and sharing of resources, where all partners contribute.

Commissioning relevant services.

What should continue or be expanded?

Work to engage and support Working Carers.

Building trust with paid Carers.

Use of social media to reach certain types of Carers.

Improve sharing of knowledge, information, expertise.

Removing barriers, e.g. GDPR.

Exploring how we involve the Carer and Cared-for person in discussions and decision making.

What gaps need to be addressed?

Funding and resourcing.

Gap between health and social care, which impacts significantly on Carers. Often there is health support available for the Cared-for person, but not to the Carers and they may not be included in discussions, planning and decision making.

Hidden Carers supporting those with mental health, substance use or domestic violence issues need to be engaged with, possibly through peer support networks.

Access to information – knowing what's out there in terms of services and support.

Not just giving information to Carers who reach crisis point, ensuring they are identified and supported earlier in the Carer journey.

The system tends to operate on a 9-5 basis, which means that many people can only access services in that time and there are gaps at weekends and evenings.

Lack of flexibility of services being offered, where they may not be wide enough to cover all needs.

Services limited to local authority areas – in rural localities there may be uneven distribution of services that people can access where they cross boundaries, both within South Tees and beyond (e.g. N. Yorkshire).

Early onset (strokes etc) – may not need to go into care homes or respite – can we explore a different way of providing support for Carers.

Personal budgets – should be managed funds.

Who should be involved in the working group?

- Carers
- HR Managers
- Cared for person
- Those who take decisions on budgets

From Event feedback survey:

- It would be beneficial to invite appropriate members of staff from Health when particular topics are being covered, such as HR representatives and Carers
- I think we need health staff and GPs involved more in the services and systems that work for carers, as well as social workers - all those who come into contact with them at important times in their lives or the lives of the cared-for person
- We will be offering a Well Being Passport to our staff who care for a family member

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 1: Services and systems that work for Carers

Carers often have extensive contact with the health and social care system, so it is important that services value and involve Carers. Services and systems need to be aware of the diversity of Carers and their circumstances, from an elderly neighbour, to a young adult Carer even to someone serving in the armed forces. There is no such thing as a "typical Carer". They also need to be responsive and flexible, recognising and supporting Carers at different stages in the caring journey. The actions below target the way health and care systems support Carers. They are designed to improve awareness and understanding among health professionals and social workers, and work with local government to ensure Carers are able to access the support they are entitled to.

National action plan themes for this strand

- Raising awareness of and promoting best practice amongst health professionals
- Raising awareness amongst social workers and identifying and listening to Carers
- Supporting requirements of the 2014 Care Act and 2014 Children and Families Act
- Personalisation
- Mental Health Act 1983 and supporting Carers

ACTIONS AND RESOURCES

1. Services and systems that work for Carers
Raising awareness of and promoting best practice amongst health professionals
1.1 Quality standards for GP practices Supporting Carers in general practice: A framework of quality Markers (June 2019)
1.2 Sector-led development programme
1.3 Support for Armed Forces Carers
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Mental Health Act 1983 and supporting Carers
1.17 Independent Review of MHA 1983

2. EMPLOYMENT AND FINANCIAL WELL BEING

Group discussion facilitator: Julie Bailey, South Tees Clinical Commissioning Group

Priorities in South Tees

Understanding the perspective of businesses:

Recognise that small employers can't offer the same support as large employers.

Raising awareness with employers about flexibilities for Carers:

It may not always be about time off, but about awareness and understanding. Smaller employers probably know their staff very well and their personal circumstances, but they will not necessarily have the capacity to absorb demand.

Raising awareness of financial assistance for those in work:

Some people may leave work or not be able to continue working as they do not know what financial assistance they may or may not be entitled to (and the forms can be overwhelming, need support and simplification).

Enable Carers who want to work to do so (bearing in mind the caring role is work experience in caring) and overcome barriers and lack of incentive for Carers to work and care, if they are in receipt of financial assistance.

Understanding that returning to work is very individual

(caring duties may end, be reduced, people may feel guilty about working, returning to work may not be right for everyone). Returning is different to being forced back into work and the care needs to be right for those who want to return.

What should continue or be expanded?

Early intervention activities around employment and financial wellbeing.

Explore how we can prevent financial crisis for Carers, e.g. Carer insurance and supporting early intervention.

Get financial information to people as soon as possible (and identify Carers in the workplace as early as possible).

Research and evidence into the needs of Carers, working Carers and those who may wish to return to work, including the individual circumstances relating to the care they provide for the Cared-for person and how this may change over time or periodically.

Engage with employers through Business Summits.

What gaps need to be addressed?

Help employers become 'Carer Confident' employers.

The Service user voice needs amplifying, this is really important around employability and financial Wellbeing as the rise in the numbers of those in work who are in poverty.

Some working Carers are losing their jobs and some losing their homes or getting into financial crises because of their caring roles.

We need to challenge the instinct to give up work immediately.

Support and help for people to change jobs, to more appropriate jobs that may be more flexible, should they not want to give up working.

People can be overwhelmed when they first take on a caring role, they are concerned for their loved one. There is a need to keep them connected to support, or connect them to help and support, if they are not.

There is a need to improve information and communications – people don't know what help is available and it can be complex. Carers need to talk with people who they can relate to and understand.

Working with banks to advise on financial matters.

Looking at insurance relating to being a Carer or becoming a Carer who works.

Estimate what the cost would be if Government had to fund the care provided by Carers in South Tees if they stopped providing care (e.g. £20,000 per year).

Demonstrate how the skills people gain when they are a Carer can be translated into a CV and help employers recognise the unpaid role and transferable skills that Carers develop.

Consider whether education providers could provide a qualification in the unpaid skills that Carers accrue.

Explore whether Carers may also want to get experience around volunteering.

Who should be involved in the working group?

- Banks
- Insurance companies
- Financial advisers and accountants
- JobCentre Plus
- HR managers (employers)
- Housing providers
- Mortgage providers
- DWP
- Welfare Rights
- Citizen's Advice Bureau
- Religious/faith groups
- Outpatient departments
- Solicitors
- Credit Union

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 2: Employment and Financial Well Being

Many Carers told us about the difficulties they face balancing work and performing a caring role, and at the same time how they are struggling to make ends meet leading to financial hardship putting further pressure on them. Where an employer is made aware of an employee with caring responsibilities, employers can take simple, but effective action to enable Carers to balance their caring and employment responsibilities. It makes good business sense to consider what flexible working practices might help both the employer and employee.

National action plan themes for this strand

- Improve working practices
- Flexible working
- Returning to work
- Financial support

ACTIONS AND RESOURCES

2. Employment and financial wellbeing
Improve working practices
2.1 Carer Confident Benchmarking Scheme Materials and resources for Carer Confident, Employers for Carers benchmarking scheme (benefits, FAQs small businesses, Criteria for all levels, detailed guidance and criteria, how to apply)
2.2 Employers for Carers membership scheme
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2.18 Signposting and information for job seekers

3. SUPPORTING YOUNG CARERS

Group discussion facilitator: Gareth Harding, Redcar & Cleveland Borough Council

Priorities in South Tees

Involving the voice of Young Carers in services we commission in South Tees.

Continue to value the qualitative evidence from Young Carers: Their feedback on how a service is impacting on them (local authorities can get bogged down in statistical information in terms of numbers of Carers identified)

Addressing Young Carers' negative experiences in schools: Most Young Carers say that the focus of most of their negative experience is in schools. Focus attention on raising awareness in schools and the PHSE Curriculum for Life topics – this has to be implemented by September 2020. Focus on Young Carer identification within this (Rebekah Scott is leading on this)

Training for social workers in adult services around identifying Young Carers and their needs: Overcome gaps in identification and raise awareness of the needs and support requirements of Young Carers in the community.

What should continue or be expanded?

Good practice models working with young people to empower them and give them a voice and enable them to take positive steps and actions for themselves and their communities, e.g. The Junction Foundation engages Young Carers in coproduction and action – 'I will' films and empowers Young Carers to have a strong voice:

The Resilience at Heart Project, funded by #Iwill through the Virgin Money Foundation, is a young people's social action project. As part of the project, young people created four films to raise awareness of their issues and the work of The Junction Foundation. This film was designed and made by young people attending our Young Carers' Service. [Click here to view films](#)

Use of social media platforms to reach and enable Young Carers to communicate with each other.

From feedback survey: Good practice in place for young Carers - coproduction, additional transport, tiered support based on needs, added value and activities outside of contract.

What gaps need to be addressed?

Consistency across both local authority areas with commissioned provider (The Junction) linking with Early Help. Currently, in Middlesbrough, The Junction complete the 'My Family Plan', but the equivalent in Redcar & Cleveland, 'Early Help Assessment' isn't completed. This would help in terms of the identification and onward referral of Young Carers.

Identification of Young Carers across the board, but especially in schools, in disadvantaged or seldom heard groups, BAME Young Carers, those who are supporting people with disabilities or who have mental health or substance misuse issues.

Identifying siblings of disabled children are not necessarily picked up by children's social workers efficiently.

There is not enough focus in our adult's needs assessment on Young Carer identification.

Lack of whole- family minded within MACH and Safeguarding approaches.

Access to transport for young Carers to access services. This is vital.

Expand Young Carer transition work across Middlesbrough, currently offered in Redcar (designated transition support worker, working with Colleges).

From the event feedback survey:

Regarding Young Carers, or Carers involved in college, consider working in partnership alongside education providers to best support the Carer achieve their educational goals, as well as meet theirs and the cared for needs.

Possibly speaking to School to raise awareness in young carers with a named person to go to within the School.

Who should be involved in the working group?

- The Junction
- Local authorities
 - Early Help
 - Education
 - Children with Disabilities Team Managers
 - Safeguarding Team Lead
 - Adult Social Care Team Lead
- Schools: Primary Schools and Secondary Schools, Galileo Trust, Nicolas Postgate Academy Trust, Outward Academy Trust, others?
- Safeguarding in Education Network (RCBC involving all schools in the Borough) plus Middlesbrough equivalent

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 3: Supporting Young Carers

Young Carers can suffer with poorer health and wellbeing, often missing out on education and training opportunities. Improved identification of young Carers, to enable assessments that identify support needs alongside flexible educational opportunities are vital to providing support so that young Carers are able to access opportunities and have the same life chances as other young people without caring responsibilities.

Progress (July 2019): There are a substantial number of young Carers in the UK aged under 18. Estimates vary widely from 195,000 (2011 census) to as many as 700,000 ([Barnardo's 2017](#)). The wide variation in the estimates of numbers of young Carers emphasises the challenges of identifying them. We know that more needs to be done to support young Carers; 67% of young Carers who responded to the Call for Evidence told us they have not received any support. There is evidence that caring responsibilities can have a detrimental impact on the young person's personal, social and educational development; and their health and wellbeing ([Local Government Association](#)).

The actions in this section have been designed to support local services to identify young Carers. Through better identification, it is hoped that more will receive the support that they are entitled to.

National action plan themes for this strand

- Identification of young Carers (early access to support, safeguarding arrangements)
- Improving educational opportunities and outcomes
- Improving access to support services
- Transition for young adult Carers (positive transitions 16-24)

ACTIONS AND RESOURCES

3. Supporting Young Carers
Identification of Young Carers
3.1 Young Carers identification project Training resources to help improve identification and support of young Carers (Carers Trust)
3.2 Best practice review in identification of Young Carers and access to support
3.3 Improve information sharing to safeguard vulnerable children
3.4 Identification of 'hidden' Young Carers, those from disadvantaged/seldom heard/BAME groups
Improving educational opportunities and outcomes
3.5 Review of Children in Need
3.6 Customer information materials for students claiming Carer's Allowance Posters and flyers to inform students of their eligibility for Carers Allowance (Learning and Work Institute)
Improving access to support services
3.7 Young Carer Health Champions Programme
3.8 Green Paper on Transforming Children and Young People's Mental Health
Transition for young adult Carers (16-24)
3.9 Transitions project for young adult Carers Shaping Our Future: Improving Assessment and Support for Young Carers' Transition into Adulthood (DHSC and The Children's Society)

4. RECOGNISING AND SUPPORTING CARERS IN THE WIDER COMMUNITY AND SOCIETY

Group discussion facilitators: Chris Walker, Middlesbrough Council and Mike Milen, Redcar & Cleveland Voluntary Development Agency

Priorities in South Tees

Build on good practice and learning

Using technology to identify and support Carers (educating people how to use or access it; Carers Companion website due, 'Rekindle' Middlesbrough)

Tackle loneliness

Support older people, engage them and provide support where and when they need help, in community settings

Providing information in different formats to make it accessible to more people who may not engage

Reliance on interagency working and working together to fill gaps

What should continue or be expanded?

Build on learning: for Carers, esp. Young People (KOOH CIC, 24 hour access service)

Learn from good practice: Loneliness - Ageing Better Middlesbrough 'Empower' strategy and Dementia friendly activities across South Tees

Using technology - connecting with older people, example of Silver Surfers (Age UK), Rekindle Middlesbrough on health outcomes

Delivering service and support in community settings (libraries, community centres, housebound services, mobile libraries)

Multi-agency working and information sharing to ensure the right services get to the right people in a way which is relevant for them.

Crucial Crew, Middlesbrough

Building support in a Carer immediate locality – informal network building – link to long term plan and social prescribing.

Carers Together provide opportunities for Carers to have their voices heard, there is good engagement.

New Carer Service in Middlesbrough (M&S Mind) – service design workshop. Will involve all ages and support will range from coffee mornings and informal events, to intensive 1-1 support and peer support.

Libraries initiatives (Reading Well, Books on Wheels, Family and Friendship BBC project)

Roll out Carer Passport scheme more widely

What gaps need to be addressed?

Gaps in information about services and support and identifying Carers. Carers don't necessarily know what help is available and some services and organisations may also be unaware of the breadth and scope of services and support available.

'Making every contact count' – e.g. domiciliary services can distribute information, housing providers should be included.

Registering Carers through GP practices, to support Carers to make plans, especially in crisis, but also to improve early intervention to avoid crisis.

Increase Carer-friendly practices.

Primary Care Networks – need to ensure Carers' voice and needs are considered.

Adopt 'Dementia Friend' model re Carers and cascade good practice.

Avoid a deficit based model.

Have Carers' Champions in the workplace and community, build links into communities who may otherwise not engage as Carers (e.g. BAME).

Empower people to take ownership to facilitate real change.

We need to change the expectation that people can do things for themselves – there is a wide spectrum of needs.

From the event feedback survey: Hidden Carers supporting those with mental health, substance use or domestic violence issues need to be engaged with, possibly through peer support networks

Who should be involved in the working group?

- Carers – not the usual suspects
- Schools
- Voluntary and Community sector
- Changing Places Toilets – those responsible for planning and development, not just social care
- Befriending services
- Middlesbrough Football Club Foundation esp. in East Cleveland
- Health and Social Care Students

The group suggested holding events in the community, e.g. possibly as an evening event to include working Carers

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 4: Recognising and supporting Carers in the wider community and society

Many Carers have little contact with services for Carers and are not receiving formal support in their caring role. It is, therefore, vital that we work with partners beyond government to raise awareness of caring among the wider population to build Carer friendly communities.

Beyond the health and care services, Carers need to be supported by the wider community. Businesses and services do not always cater to their caring role as it does not fit in with standard working hours. The actions in this section seek to raise the profile of Carers throughout the community and come up with innovative ways to help them participate in society.

National action plan themes for this strand

- Technology and innovation
- Recognition of Carers in society and communities
- Community engagement (experiences, health and wellbeing)
- Loneliness (and how to combat it)

ACTIONS AND RESOURCES

4. Recognising and supporting Carers in the wider community and society
Technology and innovation
4.1 Carers' Innovations Fund (now £5m) Carers' Innovation Fund: How to apply
4.2 Technology and products to support Carers
4.3 Ageing Grand Challenge
4.4 Industrial Strategy Challenge Fund 'Healthy Ageing'
Recognition of Carers in society and communities
4.5 National Carer Passport scheme Carer Passport schemes website with ideas, tools and best practice examples to help set up schemes
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Community engagement
4.8 End of Life Social Action Toolkit
4.9 Social actions for better self-care for people with long-term conditions and/or mental health issues
4.10 Civil Society Strategy to reflect issues affecting Carers
4.11 Citizens Engagement Programme (Dementia 2020 Challenge)
4.12 Grants for Parent Carer Forums
4.13 National public mental health campaign
Loneliness
4.14 Cross-government Loneliness Strategy

5 BUILDING RESEARCH AND EVIDENCE TO IMPROVE OUTCOMES FOR CARERS

Group discussion facilitator: Pauline King, Tees, Esk and Wear Valleys NHS Foundation Trust

Priorities in South Tees

Building evidence of Carers who work: how many people are working, the flexibility of working hours from professionals' consultation with Carers.

Research into effective communications with Carers: Research into how to communicate with Carers effectively, taking into account different examples and good practice, e.g. GP surgeries

Understanding Carers' experiences and what works in terms of services and support: Making sure services and projects are regularly assessed, with Carer input, to determine whether they are working or not and if so, why.

Engaging more diverse groups in research, e.g. Kinship Carers.

What should continue or be expanded (good practice)?

From the event feedback survey:

The national lottery ran a 10-year programme on community programmes that improved health and wellbeing and had a robust evaluation system that worked with people i.e. not onerous. It would be worth looking at their methodology, as it is established and evidence based, rather than reinventing the wheel and cite their credibility. It was qualitative as well as quantitative, which is what we need council leaders to accept, as the holders of the purse strings.

All current and potential providers, good practice GBO's to track 'soft outcomes' specific caring measurement tools - MACCA/PANOC - needs to be more linked up in terms of measures and agreed outcomes across South Tees.

Advertisement via free news papers radio etc

What gaps need to be addressed?

Better monitoring, statistics and surveys.

Sharing of outcomes (example of Age UK, Carers Together, Redcar Mind working together and sharing outcomes).

Who should be involved in the working group?

- Carers representatives from diverse groups
- HealthWatch representatives
- Health and social care frontline representatives
- Universities
- Local Authorities
- NHS leads

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 5: Building research and evidence to improve outcomes for Carers

This helps to better understand what solutions would be most effective and helpful for Carers, to strengthen areas where we identified gaps in knowledge through our Call for Evidence and to ensure that the development and delivery of future policies are informed by a strong evidence base.

The original Call for Evidence provided a rich and informative evidence base on the experience of Carers across the country and the changes they would like to see. The process also revealed gaps in our knowledge and we recognise that there is more we can do to develop the evidence base. We know that as our population continues to age and more people live longer, the numbers of people providing unpaid care will also increase. Therefore, it is increasingly important to do full justice to the role Carers play so that future policies to ensure Carers are supported are underpinned by a strong evidence base.

The following actions seek to strengthen the information on unpaid Carers to make sure that future policies are informed by a strong evidence base and are able to take into account the wide range of caring roles provided by unpaid Carers.

Progress (July 2019): While the Call for Evidence provided us with a wealth of information, it also revealed that there are gaps in our knowledge and evidence base. The actions in this section seek to build and expand on the existing knowledge so that we can ensure we continue to develop policies and interventions that target support for Carers appropriately.

National action plan theme for this strand

- Research to improve the evidence base (information and data on Carers to inform future strategies)

ACTIONS AND RESOURCES

5. Building research and evidence to improve outcomes for Carers
Research to improve the evidence base
5.1 Research to improve information about Carers to build a stronger evidence base
5.2 Insight work on attitudes to informal care
5.3 Survey of Carers' experiences in England
5.4 National and local government and NHS Digital partnership working to improve existing data sources on Carers
5.5 Carers Employment Digital Discovery Project
5.6 Maintain international Carer-related research and evidence exchange network

ENGAGING AND COMMUNICATING WITH CARERS

The Joint Commissioning Group, Project Group and Forum all recognise that Carers views', voice and experiences are vitally important to inform any future Carers' Strategy in South Tees.

There was recognition that not all Carers identify as such or engage with services and that there is a need to engage Carers in a wide variety of ways and settings, in ways which are relevant to them and their needs.

As part of the development of the Strategy and in order to feed in Carers' views, the Joint Commissioning Group Project Group propose a public information campaign (up to the end of March 2020):

- Helping to identify and reach Carers
- Publicising services and support
- Raise awareness of South Tees vision and partnership approach to services and support
- Gathering views and information to inform the development of the South Tees Carers' Strategy

This would be complemented by Carers being involved in the task and finish groups on the Carer Strategy strands.

The Forum discussed in groups how they could help reach more Carers, their ideas around a public information campaign and ongoing engagement and communications with Carers.

Some ideas had already been raised previous group discussions, which can be fed into the development of the public awareness campaign.

How can you help reach more Carers and those who may not identify as Carers?

Raise awareness with staff across all organisations, who can in turn then raise awareness and share information with the people they reach. Learn from previous experience and good practice (such as Dementia awareness campaigns).

Get out to where Carers are, where they go, e.g. GP practices, schools, hospitals, workplaces.

Identify and reach Carers through people who we know, who may not self-identify. Target other to help them identify people they may know who are Carers.

Ensure trusted people are aware of how to help Carers, who are already in touch with Carers, but they may not have identified as such yet (CPNs, doctors)

Think about the entire Carers' journey and where we can engage people throughout that – from early intervention and informal engagement, to crisis intervention.

Engage Carers who access services by phone (engage people in asking whether they are Carers and sharing information).

Use social media to engage Young Carers and potentially working Carers (may not work with all demographics, e.g. older people).

Promote Carer Feedback Surveys via local authority channels, social media platforms, community for a, staff magazine.

The SHUH Survey goes to all schools to distribute to their pupils, covers things like alcohol consumption, bullying etc. Ask if there can be a question added to the survey on Young Carers.

Carers' Week – get greater commitment from multiple local authority departments to support it and raise awareness of it.

Engage Young Carers at relevant events (not necessarily about caring), e.g. Crucial Crew

Identify Carers within the workplace across South Tees.

Ideas around a public awareness campaign

There was broad support for a public awareness campaign, using all the resources of all partners and stakeholders to get the messages out and share information.

Be clear around the messages and the focus of the public awareness campaign:

- identifying and reaching Carers
- positive messages about caring
- information about support available
- promoting Carers views about their needs and influencing services and the new South Tees Strategy – joined up, listening and responsive

Give a positive message about Carers and caring, as well as the strengths and skills that people gain from their caring roles and how valued they are in society and also at work (a positive for employers having them as employees).

Positive messages around informal and formal support for Carers.

It needs to be subtle – it is very difficult to engage with Carers directly – you need to think about their journey and they will have different needs at different stages. Some people reject the term Carer altogether.

Use existing range of communications – such as Zetland FM Radio, Primary Times, local authorities' newsletters to all households, Hospital Radio, films (such as The Junctions iwill films), posters and flyers available through national Carers Action Plan strands.

Have a digital campaign – and use analytics (e.g. Word Nerds) to find out what people are talking about, what is important, do they know where to find help

Use local authority channels and reach – communications teams can support the roll out of positive messages, services can ensure staff are briefed and can roll out information and messages through the functions of the Councils.

Use survey monkey.

Link the campaign to Carers' Week and other relevant Weeks and campaigns.

Raise awareness in the general population about what a Carer is and does and encourage them to think about it and if they know people.

Raise awareness with specialist providers who are providing a range of support already – make sure that they are ready to act if a person wants to engage and talk about their Carer role. This is really important.

From the event feedback survey:

I think public awareness might be great, especially if local businesses and organisations support reaching out to Carers and developing understanding of what makes a person a Carer. 'Do you know someone who looks after someone else?'

Beyond housing via their tele call service are in touch with potentially isolated residents. Often, it's their relatives (Carers) who arrange the telecall support so Beyond Housing are a source to reach potential Carers, and potentially our Handy Persons services in Redcar and Middlesbrough for the same reasons. Please also remember to consider the Dementia Friends Task Group Redcar as a way of reaching those both caring for or living with dementia. Thanks

Social media and links to PSHE agenda in schools. Further work across GP's and departmental referral needed in LA.

I'd support a public awareness campaign alongside the continued promotion and awareness raising that many agencies do currently.

Need to look at the potential of a targeted social media campaign.

Get the word out through as many different communication channels as possible (print, newspapers, leaflets (that people already send out to all households or targeted groups; social media; TV and radio) and reach people through existing services and community interaction

Staff training and awareness, literature etc

Ongoing engagement and communication with Carers

It is still worthwhile letting people know what is there for Carers when they are ready for support.

Make accessing support and getting information easy and flexible and ensure it is accessible and not complex.

Demystify stuff – have the right information in the right language (and that includes in languages other than English).

People may think 'We Care – You Care' is homecall – it needs some text underneath it to explain – simply.

Recognise not all Carers want to be known as such.

There is a need for a range of strategies to engage different groups of Carers, not one size fits all. It is a myth that all BAME communities do not access support, some do and Carers Together have had success. Learn from good practice.

APPENDIX 1: Attendance list and apologies (initial Forum membership and contact details)

ATTENDANCE

Name	Organisation	Email
Andy Hames	Redcar and Cleveland (Adult Social Care)	Andrew.Hames@redcar-cleveland.gov.uk
Beth Major	The Junction Foundation	beth.major@thejunctionfoundation.com
Chris Walker	Middlesbrough Council (Commissioning)	Christine_Walker@middlesbrough.gov.uk
Craig Duerden	Middlesbrough Voluntary Development Agency (MVDA)	craig.duerden@mvdauk.org.uk
Deanne Taylor	Redcar & Cleveland Borough Council (AD Children's Services)	Deanne.Taylor@redcar-cleveland.gov.uk
Declan Baharini	Declan Baharini Consultancy – Event Facilitator	declanbaharini@talktalk.net
Diane Fleet	Libraries Middlesbrough	Diane_fleet@middlesbrough.gov.uk
Emma Mcinnes	Middlesbrough Council	emma_mcinnes@middlesbrough.gov.uk
Fiona Chesters	Sanctuary Supported Living	Fiona.Chesters@sanctuary-housing.co.uk
Gareth Harding	Redcar & Cleveland Borough Council (Commissioning)	Gareth.Harding@redcar-cleveland.gov.uk
Hayley O'Shea	Redcar & Cleveland Borough Council	Hayley.OShea@redcar-cleveland.gov.uk
Jake Graham	Healthwatch South Tees	jake.graham@healthwatchsouthtees.org.uk
Jennifer Olver	Patient Experience and Involvement Lead (JCUH)	jen.olver@nhs.net
Jo Waldmeyer	ST Clinical Commissioning Group/Local Authority - Integration	Joanne.waldmeyer@nhs.net
Julia Bracknall	Carers Together	Julia@Carerstogether-rc.org.uk
Julie Bailey	South Tees Clinical Commissioning Group (Partnerships)	julie.bailey2@nhs.net
Julie Moore	Bluebell Medical Practice	juliemoore1@nhs.net
Kate Sulley	Redcar & Cleveland Mind	k.sulley@rcmind.org
Kelly Bainbridge	Clinical Commissioning Group/Local Authority - Integration	Kelly_Bainbridge@middlesbrough.gov.uk
Kelly-Anne Westwick	Beyond Housing	Kelly-Anne.Westwick@beyondhousing.co.uk
Lee O'Brien	Carers Together	Lee@Carerstogether-rc.org.uk
Marie Kerr	Age UK	marie.Kerr@Ageukteesside.org.uk
Marie O'Brien	Stroke Association Support Coordinator	marie.obrien@stroke.org.uk
Michael Janes	Federation of Small Businesses (FSB)	Michael.Janes@fsb.org.uk
Mike Milen	Redcar & Cleveland Voluntary Development Agency (RCVDA)	mike@rcvda.org.uk
Nicola Hall	Redcar & Cleveland Borough Council	nicola.hall@redcar-cleveland.gov.uk
Pauline King	Tees Esk and Wear Valleys NHS Foundation Trust (TEWV)	pauline.king4@nhs.net
Sam Devon	Middlesbrough and Stockton Mind	sam.devon@middlesbroughandstocktonmind.org.uk
Sarah Ross	Middlesbrough and Stockton Mind	sarah.ross@middlesbroughandstocktonmind.org.uk
Vanessa Newlands	Health Improvement Specialist	vanessa.newlands@redcar-cleveland.gov.uk

APOLOGIES**Invited, but could not attend**

Name	Organisation	Email
Ann Sykes	Age UK	anne.sykes@Ageukteesside.org.uk
Barbara Vallance	Middlesbrough Council (Human Resources)	barbara_vallance@middlesbrough.gov.uk
Becky Thomas	CCG Primary Care Team PCN Lead	rebecca.thomas6@nhs.net
Bini Araia	The Other Perspective CIC	biniaaraia@gmail.com
Collette Shipley	Newlands Middlesbrough (Practice Manager)	colette.shipley@nhs.net
Cllr Dorothy Davison	Middlesbrough Council (Executive Committee, Adult & Social Care)	dorothy_davison@middlesbrough.gov.uk
Gary Besterfield	Addaction	gary.besterfield@addaction.org.uk
Gill Cree	Alzheimers Society Tees Valley Hambleton and Richmondshire	gilliancree@alzheimers.org.uk
Hazel Clark	Middlesbrough Council	Hazel_Clark@middlesbrough.gov.uk
Jane Hudspeth	South Tees CCG Practice Link Nurse/Nurse Practitioner	jane.hudspeth@nhs.net
Jason Lowe	Beyond Housing	jason.lowe@beyondhousing.co.uk
John Scadden	Middlesbrough Council (Children's Services)	John_Scadden@middlesbrough.gov.uk
Julia Speight	Greenhouse R&C (Practice Manager)	julia.speight@nhs.net
Julie McDowell	Redcar & Cleveland Borough Council	julie.mcdowell@redcar-cleveland.gov.uk
June Stubbs	Middlesbrough Council	June_stubbs@middlesbrough.gov.uk
Karen White		karen.white12@nhs.net
Linda Dickinson	Family Carer	mdickinson@ntlworld.com
Lisa Fox	Borough Road & Nunthorpe Medical Group	lisa.fox2@nhs.net
Lisa Graham	South Tees Foundation Trust	lisa.graham12@nhs.net
Mark Davis	Middlesbrough Voluntary Development Agency MVDA	mark.davis@mvdauk.org.uk
Mike Sharman	Middlesbrough Council (Business Support)	Mike_Sharman@middlesbrough.gov.uk
Ruth Barker	Normanby Medical Centre	ruth.barker2@nhs.net

APPENDIX 2: SOUTH TEES CARERS' OFFER BRIEFING

This briefing was circulated in advance to all invitees for the first South Tees Carers' Forum.

Background

The Carers Action Plan 2018 -20, Support Carers Today, outlines the cross-government programme of work to support Carers in England over the next two years and builds on the National Carers' Strategy. It retains the strategic vision for recognising, valuing and supporting Carers which has been the vision of successive governments. It sets out this Government's commitment to supporting Carers through 64 actions across five priorities emerging from the Carers' Call for Evidence. The actions focus on delivery and tangible progress and give visibility to the wide range of planned work. Future provision across South Tees will be developed in line with this vision and work undertaken locally to establish real outcomes for Carers.

The vision is for a joint commissioning approach to provide an equitable and efficient offer to Carers across South Tees, ensuring that local authority boundaries do not represent boundaries to services. At the same time a collaborative approach to services aligns with priorities of the South Tees Health and Wellbeing Board and the strategic vision for joining up health and social care across South Tees.

Strategic Direction

Currently both Redcar & Cleveland and Middlesbrough Councils commission similar Carer support services for both adult and child Carers through the same external providers. Funding streams are also comparative, utilising a combination of Better Care Funding and Adults & Children's Social Care funding. As a result, there are potential opportunities to offer a joint approach to commissioning Carer support services across a South Tees footprint in the future.

A Joint Commissioning Group has been established to coordinate a South Tees approach to the development of services. It is anticipated this will achieve transformation on a bigger scale and provision that is built on people's needs rather than organisational boundaries.

A South Tees Carers' Strategy will be developed that will involve a comprehensive needs assessment for Carers across the region using the priority areas outlined in the government's Carers' Action Plan as guidance. These include;

- Services and Systems that Work for Carers
- Employment and Financial Wellbeing
- Supporting Young Carers
- Recognising and Supporting Carers in the Wider Community and Society
- Building Research and Evidence to Improve Outcomes for Carers

Once a South Tees Carers' Strategy has been created, key themes and areas of focus will be identified for the Joint Commissioning Group to take forward on a service design level.

South Tees Carers' Forum

A new South Tees Carers' Forum will be established to bring together representatives of statutory providers and commissioners, with organisations providing services for Carers and community stakeholders to inform the development of the Strategy. The roles and responsibilities of the Forum will be explored at an inaugural meeting in December 2019 and terms of reference and a forward plan agreed. These may include recommendations, operational advice, as well as feedback and research to aid service design. This work will be coproduced alongside Carers, service providers from all sectors and stakeholders focusing on positive outcomes for Carers to develop a shared vision for future support needs. This in turn will ensure a secure strategic shift towards prevention and early intervention and reduce rates of crisis and fragmented support.

The Forum will act as an advisory body to the South Tees Commissioning Group and is likely to meet at designated intervals throughout the year. There is potential for each Forum to focus on key work streams and outcomes identified within the strategy. Administration of the Forum will be the responsibility of the Joint Commissioning Group, alternating Forum events across the two local authority areas.

This draft was circulated in advance to all invitees for the first South Tees Carers' Forum.

The Forum members debated and suggested amendments to the Terms of Reference at the discussions on 2nd December 2019. A revised version of Terms of Reference will be circulated in December/January.

1. Background

The Care Act 2014 and Children and Families Act place a legal requirement on local authorities and all agencies involved in public care to adopt integration, co-operation and a partnership approach to delivering services. This is in line with the strategic vision of the South Tees Health and Wellbeing Board for joining up health and social care across South Tees.

A key integration project in South Tees is the development of robust support to informal Carers. Middlesbrough and Redcar & Cleveland local authorities have historically commissioned similar Carer support services independently of one another, utilising comparative funding envelopes from BCF and adult & children's social care. Commissioners have now identified the potential benefits to Carers and the local authority in aligning commissioning intentions into one strategic vision for Carers in South Tees. It is anticipated this will achieve transformation on a bigger scale and can enable services to develop based on people's needs rather than organisational boundaries.

To facilitate this, a Joint Commissioning Group has been established to coordinate a South Tees approach to Carer support services for both adult and young Carers.

2. Purpose of the Forum & Objectives

To further enhance the ethos of collaboration the Joint Commissioning Group is developing a South Tees Carers Forum.

The overarching purpose of the Forum is to act as an advisory body to the JCG to help shape the shared vision for Carers across a South Tees footprint.

The Carers Strategies for both Redcar & Cleveland and Middlesbrough local authorities are set to expire in 2019. The first task of The South Tees Carers Forum will be to assist the Joint Commissioning Group in the creation of a new joint South Tees Carers Strategy.

This Strategy should fall in line with priorities outlined in the Carers Action Plan and National Carers Strategy. Although it will be steered by the national agenda the content of the South Tees Carers Strategy will be informed by the needs of Carers on a local level.

Once completed, the Strategy will then inform commissioning intentions for Carer services across South Tees from 2020 onwards.

The South Tees Carers Forum will then act as an advisory 'go to' group for Commissioners across local authority and health settings to ensure delivery on the outcomes for Carers identified in the Strategy.

It is envisaged that regular engagement with the Forum will take place at agreed intervals throughout the calendar year. This engagement will be coordinated by CCG and local authority representatives and each session will address particular themes outlined in the South Tees Carers Strategy. Discussion may take the form of feedback on current service delivery, gaps in service provision, and ideas for future service development to ensure the objectives of the South Tees Carers Strategy are being met.

As a result of discussions raised at Forum meetings, or at the request of the JCG, members of the Forum may be asked to conduct research into Carer services and market engagement to help inform commissioning intentions.

3. Membership

In addition to Carers themselves, the Forum should represent a varied contingent of public and private sector organisations which have first-hand experience of providing support to Carers in our region and can represent the Carer's 'voice' when engaging with local authority and CCG Commissioners.

The Carers Forum will not require formal membership. It is anticipated that a core group of stakeholders will contribute regularly to the Forum, however other stakeholders with specialist interests may attend Forum events when discussions around support to Carers enter their core areas of expertise. Forum members are also able to recommend providers to the group where it is anticipated their attendance will be beneficial.

The majority of stakeholders will be identified from the voluntary and community sector alongside key contributors from health and social care settings.

Core stakeholders are anticipated to be:

- Redcar & Cleveland Borough Council Commissioning Teams (Adult & Children's Services)
- Middlesbrough Borough Council Commissioning Teams
- South Tees Clinical Commissioning Group
- South Tees Hospital NHS Foundation Trust
- Tees, Esk & Wear Valleys Foundation Trust
- Local Adult & Young Carer Support Organisations
- Housing Support Organisations
- Voluntary Development Agencies
- Other Voluntary and Community Sector Organisations

In the interests of parity, attendance at Forum events will be limited to one representative from each stakeholder organisation. The number of individual stakeholder organisations attending each Forum event may also be limited in number to ensure that any meeting agendas remain focused.

4. Administration & Governance

Administration of the South Tees Carers Forum will be the combined responsibility of the Joint Commissioning Group, comprising representatives from Middlesbrough Borough Council, Redcar & Cleveland Borough Council and South Tees CCG. Where appropriate, some administrative functions may be delegated out to key Forum stakeholders subject to agreement by the JCG and the key stakeholder.

The South Tees Carers Forum will report directly to the JCG. The Forum will not have any jurisdiction to commission or fund services on behalf of either Middlesbrough or Redcar & Cleveland Borough Council's but will act as an advisory body to Commissioners.

5. Outputs

Key outputs from the South Tees Carers' Forum may include:

- Formulating a strategic direction for Carer services in South Tees
- Developing different ways that Carers can have their say, share their views and ideas about the progress of the South Tees Carers Strategy
- Working together with Carers, commissioners and service providers to formulate solutions to the problems that are preventing Carers from living happy, healthy and fulfilling lives in South Tees
- Cascading information on service or policy development to Carer groups and relevant departments within their own organisations
- Ensuring service pathways related to Carer support are implemented within their organisations where relevant

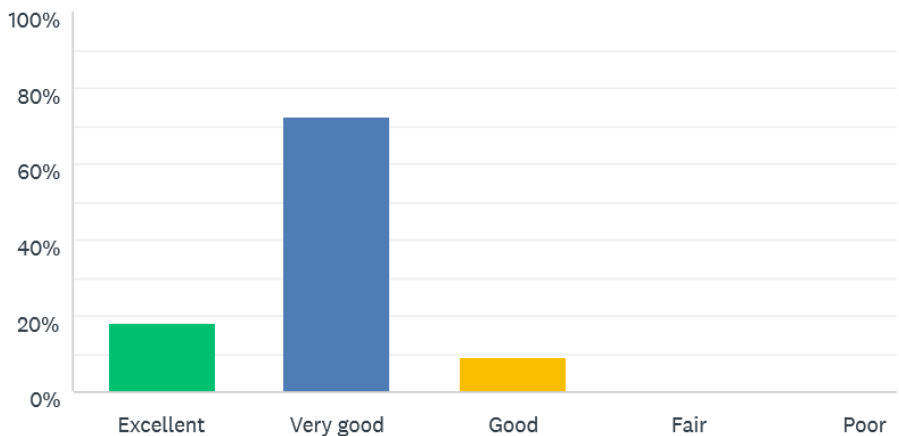
APPENDIX 4: SOUTH TEES CARERS' FORUM EVENT FEEDBACK AND COMMENTS

A survey monkey link was sent to all participants following the Forum meeting on Monday 2nd December. 11 responses were received by the closing date of 10th December.

Message to participants:

Thank you for taking part in the first meeting of the South Tees Carers' Forum. We would appreciate your feedback on the event and whether there are any other thoughts or ideas you want to add to the topics we discussed, which can be included in our event report. Please complete this short, anonymous survey by 10th December. Thank you and best wishes, Declan
Declan Baharini, Facilitator

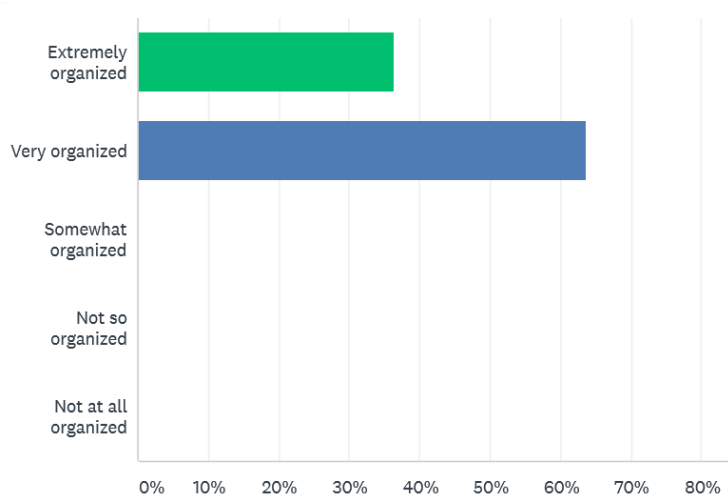
Q1 Overall, how would you rate the event?



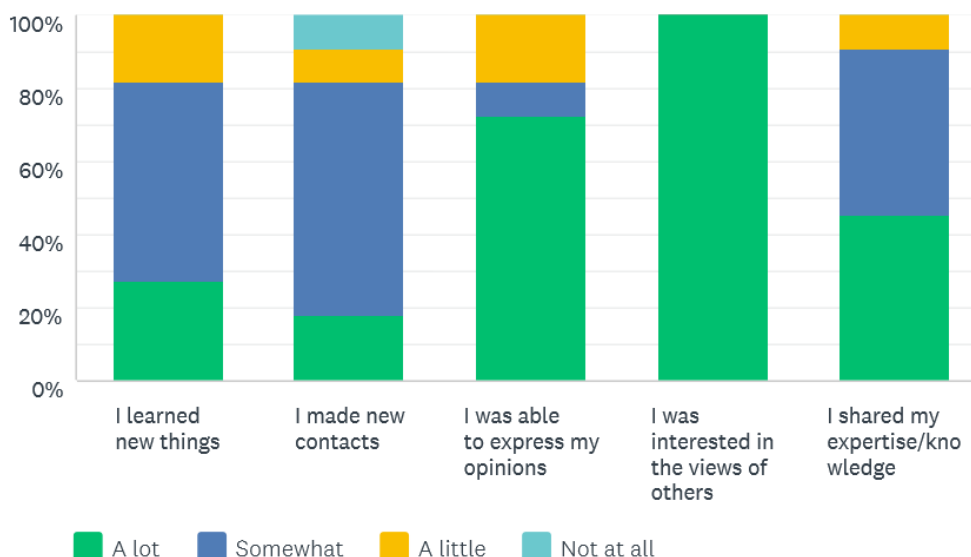
Q2 Was there anything you particularly liked or disliked about the event?

- I liked engaging with other professionals to get their insights and knowledge that differed to my own
- I got the sense it was being driven by the Commissioners and co-production is much more than working together.
- Excellent planning and management
- I thought it was very well executed but would have liked to see more GP support there
- Liked the good mix of people and a good pace of discussion - we covered a lot of ground
- The chance to network and hear about other services in the area
- Chance to feedback on progress and ideas
- I thought the pace and content were good.
- Wide range of attendees helped the range and quality of the conversations
- Parking was a challenge

Q3 How organised was the event?



Q4 Please rate the following answer options according to your experience at the event:



Q5 If you have any additional comments to make about the Terms of Reference for the South Tees Carers' Forum, please make these in the box below:

- More focus on co-production and the details of this.
- They need clear objectives for the group and how this relates to structural decision making to ensure it is fed effectively into decision making forums
- At times it can be difficult to have providers or perspective providers and commissioners on the same group. Consideration needs to be given to this
- Links into decision making bodies at local authority and South Tees levels as appropriate - we need to be clear how the Forum can influence decision making and how our views can be taken into account
- Further education and Advertisement needed
- Happy with the terms of reference

Q6 Please make any additional comments in the box below about priorities, good practice, gaps and who should be involved in working groups for these strategy themes

**Services and systems that work for Carers
Employment and Financial Well-being**

- It would be beneficial to invite appropriate members of staff from Health when particular topics are being covered, such as HR representatives and Carers.
- Service user voice needs amplifying really important around employability and Financial Wellbeing as the rise in the numbers of those in work also in poverty needs thinking about
- I think we need health staff and GPs involved more in the services and systems that work for carers, as well as social workers - all those who come into contact with them at important times in their lives or the lives of the cared-for person
- We will be offering a Well Being Passport to our staff who care for a family member

Q7 Please make any additional comments in the box below about priorities, good practice, gaps and who should be involved in working groups for these strategy themes

**Supporting Young Carers
Recognising and supporting Carers in the wider community and society**

- Regarding Young Carers, or Carers involved in college, possibly working in partnership alongside education providers to best support the Carer achieve their educational goals as well as meet theirs and the cared for needs?
- Possibly speaking to School to raise awareness in young carers with a named person to go to within the School
- Good practice in place for young Carers - co production, additional transport, tiered support based on needs, added value and activities outside of contract
- Hidden Carers supporting those with mental health, substance use or domestic violence issues need to be engaged with, possibly through peer support networks

Q8 Please make any additional comments in the box below about priorities, good practice, gaps and who should be involved in working groups for this strategy theme:

Building research and evidence to improve outcomes for Carers

- The national lottery ran a 10-year programme on community programmes that improved health and wellbeing and had a robust evaluation system that worked with people i.e. not onerous. I think it's worth looking at their methodology as its established and evidence based rather than reinventing the wheel, and cite their credibility. It was qualitative as well as quantitative which is what we need council leaders to accept as the holders of the purse strings
- All current and potential providers, good practice GBO's to track 'soft outcomes' specific caring measurement tools - MACCA/PANOC - needs to be more linked up in terms of measures and agreed outcomes across south tees
- Advertisement via free news papers radio etc

Q9 Please make any additional comments in the box below about how we can engage and communicate with Carers, in particular the proposed public awareness campaign, helping to identify and reach Carers and enabling their voices to be heard and reflected in the South Tees Strategy:

- I think public awareness might be great, especially if local businesses and organisations support reaching out to Carers and developing understanding of what makes a person a Carer. 'Do you know someone who looks after someone else?'
- Beyond housing via their tele call service are in touch with potentially isolated residents. Often, it's their relatives (Carers) who arrange the telecall support so Beyond Housing are a source to reach potential Carers, and potentially our Handy Persons services in Redcar and Middlesbrough for the same reasons. Please also remember to consider the Dementia Friends Task Group Redcar as a way of reaching those both caring for or living with dementia. Thanks
- Social media and links to PSHE agenda in schools. Further work across GP's and departmental referral needed in LA
- I'd support a public awareness campaign alongside the continued promotion and awareness raising that many agencies do currently
- Need to look at the potential of a targeted social media campaign
- Get the word out through as many different communication channels as possible (print, newspapers, leaflets (that people already send out to all households or targeted groups; social media; TV and radio) and reach people through existing services and community interaction
- Staff training and awareness, literature etc

Q10 If there is anything else you'd like to share about the event or any comments you would like to make relating to the Forum, please do so in the box below:

- It was a great start and looking forward to seeing what happens next
- No further comments.
- No

APPENDIX 5: NATIONAL CARERS ACTION PLAN 2018-20

SUMMARY OF ALL ACTIONS BY STRAND and ASSOCIATED RESOURCES

6. Services and systems that work for Carers
Raising awareness of and promoting best practice amongst health professionals
6.1 Quality standards for GP practices Supporting Carers in general practice: A framework of quality Markers (June 2019)
1.2 Sector-led development programme
1.3 Support for Armed Forces Carers
1.4 Identification of older Carers and Carers of people with dementia
1.5 Dementia 2020 Challenge Review of GPs role in dementia care & coordination and who is best placed for this role (Feb 2019)
1.6 Develop 'productive healthy ageing' action plan
1.7 Healthcare education/training for unpaid Carers
Raising awareness amongst social workers
1.8 Social work practice guidance Chief Social Worker for Adults' Annual Report 2018-19 (March 2019)
1.9 Knowledge and skills statement for social work supervisors Post-qualifying Standards for Social Work Practice Supervisors in Adult Social Care (December 2018)
1.10 Awareness raising campaign of best social work practice
1.11 Carers' involvement in research priorities for social work with adults
Supporting requirements of the 2014 Care Act and 2014 Children and Families Act
1.12 Local Government sector-led improvement programme A guide to efficient and effective interventions for implementing the Care Act (ADASS)
1.13 Promoting best practice for service providers and commissioners: Carer breaks and respite care Carers' breaks: guidance for commissioners and providers (Social Care Institute for Excellence) Films providing advice and reassurance for Carers
1.14 Parent Carers project on transition between child and adult services
Personalisation

1.15 Consultation on extending legal rights personal health budgets and integrated health budgets
1.16 Integrated single assessment pilots
Mental Health Act 1983 and supporting Carers
1.17 Independent Review of MHA 1983

7. Employment and financial wellbeing
Improve working practices
7.1 Carer Confident Benchmarking Scheme Materials and resources for Carer Confident, Employers for Carers benchmarking scheme (benefits, FAQs small businesses, Criteria for all levels, detailed guidance and criteria, how to apply)
2.2 Employers for Carers membership scheme
2.3 Dedicated employment rights for Carers
2.4 Supporting Carers in the Civil Service
2.5 Carers in the Armed Forces policy
2.6 Business best practice Carer policies/practice
2.7 NHS retention of Carers in the workforce The role of Carers in the NHS workforce and how managers can better support them
Flexible working
2.8 Timewise Flexible Jobs Hub Timewise Flexible Jobs Hub with part-time jobs and flexible working options
2.9 Flexible working taskforce
Returning to work
2.10 E-learning resource for Carers skills, and opportunities for learning, volunteering and work
2.11 Support for Carers to return to work Best practice guidance to and toolkit to help employers run effective returner programmes
2.12 Returners in the private sector Infographic – a returner's journey back to work Returner Programmes: Best practice guidance for Employers (March 2018) Quantitative analysis of those returning to the labour market following a break to care for others
2.13 Research into returners with employers
2.14 Returner Awards
2.15 Improving Lives, helping people with disabilities into work
2.16 Cross-government analysis and research into barriers for Carers in work and returning
Financial support
2.17 Benefits for Carers to meet needs and support employment for those able to work
2.18 Signposting and information for job seekers

8. Supporting Young Carers
Identification of Young Carers
8.1 Young Carers identification project Training resources to help improve identification and support of young Carers (Carers Trust)
3.2 Best practice review in identification of Young Carers and access to support
3.3 Improve information sharing to safeguard vulnerable children
3.4 Identification of 'hidden' Young Carers, those from disadvantaged/seldom heard/BAME groups
Improving educational opportunities and outcomes
3.5 Review of Children in Need
3.6 Customer information materials for students claiming Carer's Allowance Posters and flyers to inform students of their eligibility for Carers Allowance (Learning and Work Institute)
Improving access to support services
3.7 Young Carer Health Champions Programme
3.8 Green Paper on Transforming Children and Young People's Mental Health
Transition for young adult Carers (16-24)
3.9 Transitions project for young adult Carers Shaping Our Future: Improving Assessment and Support for Young Carers' Transition into Adulthood (DHSC and The Children's Society)

9. Recognising and supporting Carers in the wider community and society
Technology and innovation
9.1 Carers' Innovations Fund (now £5m) Carers' Innovation Fund: How to apply
4.2 Technology and products to support Carers
4.3 Ageing Grand Challenge
4.4 Industrial Strategy Challenge Fund 'Healthy Ageing'
Recognition of Carers in society and communities
9.2 National Carer Passport scheme Carer Passport schemes website with ideas, tools and best practice examples to help set up schemes
4.6 System-led Support for Carers Award
4.7 Improve provision of Changing Places toilets in healthcare settings
Community engagement

4.8 End of Life Social Action Toolkit
4.9 Social actions for better self-care for people with long-term conditions and/or mental health issues
4.10 Civil Society Strategy to reflect issues affecting Carers
4.11 Citizens Engagement Programme (Dementia 2020 Challenge)
4.12 Grants for Parent Carer Forums
4.13 National public mental health campaign
Loneliness
4.14 Cross-government Loneliness Strategy

10. Building research and evidence to improve outcomes for Carers
Research to improve the evidence base
5.1 Research to improve information about Carers to build a stronger evidence base
5.2 Insight work on attitudes to informal care
5.3 Survey of Carers' experiences in England
5.4 National and local government and NHS Digital partnership working to improve existing data sources on Carers
5.5 Carers Employment Digital Discovery Project
5.6 Maintain international Carer-related research and evidence exchange network

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 1: Services and systems that work for Carers

Carers often have extensive contact with the health and social care system, so it is important that services value and involve Carers. Services and systems need to be aware of the diversity of Carers and their circumstances, from an elderly neighbour, to a young adult Carer even to someone serving in the armed forces. There is no such thing as a "typical Carer". They also need to be responsive and flexible, recognising and supporting Carers at different stages in the caring journey. The actions below target the way health and care systems support Carers. They are designed to improve awareness and understanding among health professionals and social workers, and work with local government to ensure Carers are able to access the support they are entitled to.

National action plan themes for this strand

- Raising awareness of and promoting best practice amongst health professionals
- Raising awareness amongst social workers and identifying and listening to Carers
- Supporting requirements of the 2014 Care Act and 2014 Children and Families Act
- Personalisation
- Mental Health Act 1983 and supporting Carers

ACTIONS AND RESOURCES

1. Services and systems that work for Carers
Raising awareness of and promoting best practice amongst health professionals
1.1. Quality standards for GP practices Supporting Carers in general practice: A framework of quality Markers (June 2019)
1.2 Sector-led development programme
1.3 Support for Armed Forces Carers
1.4 Identification of older Carers and Carers of people with dementia
1.5 Dementia 2020 Challenge Review of GPs role in dementia care & coordination and who is best placed for this role (Feb 2019)
1.6 Develop 'productive healthy ageing' action plan
1.7 Healthcare education/training for unpaid Carers
Raising awareness amongst social workers
1.8 Social work practice guidance Chief Social Worker for Adults' Annual Report 2018-19 (March 2019)
1.9 Knowledge and skills statement for social work supervisors Post-qualifying Standards for Social Work Practice Supervisors in Adult Social Care (December 2018)
1.10 Awareness raising campaign of best social work practice
1.11 Carers' involvement in research priorities for social work with adults
Supporting requirements of the 2014 Care Act and 2014 Children and Families Act
1.12 Local Government sector-led improvement programme A guide to efficient and effective interventions for implementing the Care Act (ADASS)
1.13 Promoting best practice for service providers and commissioners: Carer breaks and respite care Carers' breaks: guidance for commissioners and providers (Social Care Institute for Excellence) Films providing advice and reassurance for Carers
1.14 Parent Carers project on transition between child and adult services
Personalisation
1.15 Consultation on extending legal rights personal health budgets and integrated health budgets
1.16 Integrated single assessment pilots
Mental Health Act 1983 and supporting Carers
1.17 Independent Review of MHA 1983

Raising awareness of and promoting best practice amongst health professionals

These actions seek to improve health professionals' awareness and identification of Carers so that Carers feel that they are listened to and their views are appropriately taken into account when the person they care for is in a healthcare setting. In addition, the Department of Health and Social Care has committed to reviewing the implementation of the Care Act in 2019.

1.1. Quality Standards for GP practices: NHS England (NHSE) will work with the Care Quality Commission on the development of quality standards for Carer-friendly GP practices, and is developing a framework of questions (quality markers) that can be used by doctors' surgeries to demonstrate how effective they are in recognising and supporting Carers. The questions and ideas have been taken from what Carers, and their representatives, have told NHS England matters to them.

Lead NHSE Delivery Spring 2019

Progress (July 2019) In the Call for Evidence, Carers pointed to the need for services to value and support them in order to help them feel respected and listened to, ensure their views are considered in decision making and that they are proactively identified and given support.

That is why NHS England is working with the Care Quality Commission to develop quality standards for Carer friendly GP practices. The markers were published on 11th June and offer a series of practical ideas, developed in partnership with Carers, primary care teams and other key stakeholders, that provide a framework for improving how general practice can better identify and support Carers.

We expect that the quality markers will make GP practices more aware of the expertise Carers have when making decisions for the cared for. In addition, GP practices will have more guidance on how to recognise Carers and how to offer Carers appropriate support when a Carer is identified.

1.2 Sector-led improvement programme: NHS England is working with system and voluntary sector partners to identify exemplar bereavement care pathways focusing on improving the identification of and support for Carers in relation to end of life care and bereavement. The work will include:

- Scoping exemplar models for end of life and bereavement support for Carers of all ages
- Working with voluntary sector partners to scope and understand the work of end of life care volunteer networks, including bereavement care, and strengthen the bonds that support dying people in their own communities
- The development of commissioning support resources to connect commissioning processes to local population intelligence and positive practice models

Lead NHSE Delivery March 2019

Progress (July 2019): The Care Act 2013 introduced new legal rights for Carers, including the right to an assessment and access to support. However, Carers UK's State of Caring research shows that some practice elements around supporting Carers under the Care Act could be improved.

To make sure that Carers receive the support they are entitled to, the Department for Health and Social Care (DHSC) is working with the Association of Directors for Adult Social Services (ADASS) and Carers UK, to ensure that all local authorities are aware of and are implementing their duties.

Each of the 9 ADASS regions is leading on their own projects to look at areas they have identified as a priority. Carers are directly involved in some of the projects. For example, one of the regions is co-developing their 'whole family approach' with Carers.

ADASS regions have already reported the increased profile of Carers, their contribution and the duty to Carers in the Care Act. As the projects progress, we expect to see good practice shared in-between and across regions with the aim of supporting Carers better.

The ADASS Carers Policy Network have published a guide to efficient and effective interventions for implementing the Care Act, and by summer 2020 we expect that key challenges for commissioners when implementing the Care Act will be identified and a series of resources and learning will be developed.

1.3 Support for Armed Forces Carers: NHS England and the Ministry of Defence will work to improve support for armed forces Carers, in keeping with the intent of the Armed Forces Covenant, whereby service personnel and their families are not disadvantaged as a consequence of service in the armed forces. NHS England will jointly raise awareness of the health-related aspects of support for Carers in the armed forces and will make sure this work reaches relevant stakeholders at their annual armed forces Carers conferences. The Ministry of Defence and NHS England will continue to work together to support armed forces Carers, particularly through the work of the Ministry of Defence on the UK armed forces families strategy and work regarding safeguarding. The commitment to the Covenant considers adult, young adult and young Carers, and acknowledges the need to best support a community that often does not have access to broader familial support. A holistic approach to armed forces Carers recognises the need for timely access to care and services.

Further details about armed forces healthcare in the NHS is here:

<https://www.nhs.uk/NHSE/ENGLAND/MILITARYHEALTHCARE/Pages/Militaryhealthcare.aspx>

Information about the UK armed forces and families strategy is here:

<https://www.gov.uk/government/publications/uk-armedforces-families-strategy>

Lead NHSE/MoD Delivery Ongoing

1.4 Identification of older Carers and Carers of people with dementia: NHS England is working on a project to identify exemplar models for identification of and support for older Carers and Carers of people with dementia. The findings of the scoping work on exemplar models will be shared via NHS England networks and will look to identify key factors that will enable positive practice to be spread.

Lead NHSE Delivery March 2019

1.5 Dementia 2020 Challenge: As part of the programme of work on implementation:

- NHS England is working to ensure that GPs are playing a leading role in ensuring coordination and continuity of care for people with dementia and their Carers. The next phase will be to establish a nationally agreed set of codes for the dementia care plan in 2018.
Lead NHSE Review 2018 Delivery 2020
- Skills for Care (SfC) is working in partnership with Health Education England (HEE), Alzheimer's Society (AS), and Association of Directors of Adult Social Services (ADASS) to ensure that people with dementia and their Carers are supported by health and care staff that have undertaken appropriate levels of dementia awareness and training. Progress will be assessed as part of the review of implementation of the Dementia 2020 Challenge in late 2018.
Lead SfC, HEE, AS, ADASS Review 2018 Delivery 2020
- The Department of Health and Social Care (DHSC) is working with the Dementia Action Alliance to increase the numbers of hospitals who have signed up to the Dementia Friendly Hospitals Charter: https://www.dementiaaction.org.uk/joint_work/dementia_friendly_hospitals and to explore options for increasing the number of volunteers in hospitals to support people with dementia.
Lead DHSC Delivery 2020

1.6 Develop a 'productive healthy ageing' action plan: Public Health England (PHE) is working with internal and external partners, including a Carers' organisation, to develop a 'productive healthy ageing' action plan, with a focus on reducing health inequalities. This action plan will promote productive healthy ageing and dementia risk reduction messages, including those that impact on Carers.

Lead PHE Delivery 2018/19

1.7 Healthcare education and training for unpaid Carers: Health Education England will work with unpaid Carers and their representative organisations to consider healthcare education and training needs for unpaid Carers, to empower and equip them with the knowledge and skills they need. Early work is underway between Health Education England and Carers UK to develop actions to be included in the Health and Social Care Workforce strategy in the summer of 2018.

Lead HEE and DHSC Delivery Autumn 2018

Raising awareness amongst social workers

These actions seek to improve social workers' awareness and identification of Carers so that Carers feel they are properly listened to and that their views are appropriately taken into account.

1.8 Social work practice guidance: The Department of Health and Social Care and Research in Practice for Adults (RiPFA) will support implementation of social work practice guidance with Carers with Principal Social Workers and Carers leads. This will involve following up on the Carers resources published in 2017 to see how well they have been implemented and what more is needed to improve social work practice with Carers

Lead DHSC, RiPFA Delivery 2018/19

1.9 Knowledge and skills statement for social work supervisors: The Department of Health and Social Care will consult on and publish a knowledge and skills statement for social work supervisors to improve the quality of practice including practice with Carers.

Lead DHSC Delivery 2018-19

1.10 Awareness raising campaign of best social work practice with Carers: The Department of Health and Social Care will work with the Principal Social Workers network to undertake an awareness raising campaign of best social work practice with Carers through the Chief Social Worker for Adults' communications with the sector. This will include agreeing ways to evidence the impact of the campaign e.g. social care customer surveys and increasing numbers of Carers' assessments.

Lead DHSC Delivery 2018/19

1.11 Carers involvement in research priorities for social work with adults: The Department of Health and Social Care has worked with the James Lind Alliance to involve Carers in agreeing research priorities for social work with adults, to better understand which social work interventions and approaches work and why. This will help to make sure that future research answers the questions that are important for social workers and the people they work with. It will also inform social work practice development and decisions, enabling Carers and others to receive the best possible social work support.

Lead DHSC / James Lind Alliance Delivery Autumn 2018

Supporting requirements of the 2014 Care Act and 2014 Children and Families Act

These actions seek to support Carers to benefit fully from the support, information and advice they are entitled to under both Acts.

1.12 Sector-led improvement programme: The Department of Health and Social Care will work with local government on a sector-led improvement programme of work focused on the implementation of the Care Act duties for Carers.

Lead DHSC Delivery 2018-19 and 2019-20

1.13 Project promoting best practice for service providers and commissioners on Carer breaks and respite care: The Department of Health and Social Care will fund a project on actions to promote best practice for local authorities, clinical commissioning groups, and other service providers and commissioners on Carer breaks and respite care. This will include promotion of the existing option for Carers and individuals to use personal budgets or direct payments to help pay for alternative care arrangements while Carers take a break.

Lead DHSC Delivery 2018-19

Progress (July 2019): Caring for somebody can be extremely demanding and being able to take a break is vital to wellbeing, quality of life and ability to keep caring. Carers UK's 2018 State of Caring 2018 report states that 33% of respondents who had received a Carer's assessment in the last 12 months felt that the need to have a break was not properly considered in the assessment. We hear that Carers often turn down breaks because the options that are offered to them are inadequate, inappropriate or otherwise not meeting their needs. It is therefore important that we continue to improve support for Carers and to make sure they do not suffer poor health outcomes because of their caring responsibilities.

"A Carers break is having some time to yourself, to do your own thing, however long or short. The length of time doesn't matter in my opinion, it's that you've got this time for yourself to do something a bit different from your usual caring role." - David, Carer

There is substantial variation in practice around Carers breaks and it is difficult to find evidence of what constitutes best practice. Therefore, DHSC have funded a project to promote best practice for local authorities, clinical commissioning groups and other service providers and commissioners on Carer breaks and respite care. The Social Care Institute for Excellence (SCIE) worked in collaboration with Carers UK on this and have made good progress. The final version of guidance on best practice had its formal launch during Carers Week and includes videos of Carers emphasising the value of Carers breaks.

"Taking a break is an essential part of being a Carer. I learnt that the hard way in the sense that I started to have issues and difficulties with my health. It will help with your wellbeing, it will just naturally pick up your spirit." - Mary, Carer

It is too soon to assess the impact of the project. However, it is expected that the guidance will build up commissioners and providers' knowledge and confidence in supporting Carers to have a break by highlighting good practice, key issues to consider, and emerging models and resources – such as the use of private sector community resources like unused hotel rooms. SCIE are maximising the opportunity for the guidance to have such an impact by carrying out a thorough communications plan to maximise the awareness of the guidance.

1.14 Parent Carers project on transition between child and adult services: DHSC will fund a project to support parent Carers to navigate the transition from child to adult services as their child approaches the age of 18.

Lead DHSC Delivery 2019-20

Personalisation

These actions seek to ensure that individuals are able to access health and social care services in a way that is personal to them. This includes using holistic approaches when considering the needs of unpaid Carers.

1.15 Consultation on extending legal rights to personal health and integrated health budgets: The Department of Health and Social Care and NHS England have recently launched a consultation on extending legal rights for personal health budgets and integrated personal budgets, to groups who we believe could benefit from access to a more personalised approach to their health and care. More personalised and integrated commissioning offers an opportunity to develop a more person-centred and integrated approach when identifying, assessing, and supporting the health and wellbeing needs of both the individual, and any Carers involved. The outcome of this joint assessment can then be incorporated into a single, integrated plan, to make sure that the needs of both the individual and Carer are met. Personalised approaches can also deliver transformational change by working with Carers as expert care partners; fundamental in the planning, design and shaping of services. The consultation can be responded to at <https://consultations.dh.gov.uk/commissioning-integrationand-transformation/extending-rights-to-personalisedbudgets>. The closing date for submissions is 8 June 2018, with a response due in summer.

Lead DHSC Delivery 2018/19

1.16 Integrated single assessment pilots: Three pilots in Gloucestershire, Lincolnshire and Nottinghamshire have recently been announced that will test a more integrated, single assessment process. Over the next two years, every single person accessing adult social care in these three areas will be given a joint health and social care assessment - including a needs assessment, and subsequently a single, joint plan that will meet the bespoke needs of the individual. All assessments and plans will take into account the role, health and wellbeing of their Carers as a fundamental part of the process.

Lead DHSC Delivery 2018-19 and 2019-20

Mental Health Act 1983 and supporting Carers

This action considers how support for Carers of people subject to the Mental Health Act 1983 could be improved.

1.17 Independent Review of Mental Health Act The independent review of the Mental Health Act 1983 will consider further:

- How to improve dignity and respect for service users and Carers
- Other mechanisms through which the Carers, families and friends of people who are detained can be supported to be involved in the care of the person they support.

The review's interim report can be found here:

<https://www.gov.uk/government/publications/independentreview-of-the-mental-health-act-interim-report>

Lead DHSC Delivery End 2018

Progress Report (July 2019): Links with other strategies

In January 2019, NHS England published the NHS Long Term Plan, which details how identification of Carers will be improved and how support for them to address their individual health needs will be met. Specific action to achieve this includes introducing best-practice quality markers for primary care that will highlight best practice in Carer identification and support.

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 2: Employment and Financial Well Being

Many Carers told us about the difficulties they face balancing work and performing a caring role, and at the same time how they are struggling to make ends meet leading to financial hardship putting further pressure on them. Where an employer is made aware of an employee with caring responsibilities, employers can take simple, but effective action to enable Carers to balance their caring and employment responsibilities. It makes good business sense to consider what flexible working practices might help both the employer and employee.

National action plan themes for this strand

- Improve working practices
- Flexible working
- Returning to work
- Financial support

ACTIONS AND RESOURCES

2 Employment and financial wellbeing
Improve working practices
2.1 Carer Confident Benchmarking Scheme Materials and resources for Carer Confident, Employers for Carers benchmarking scheme (benefits, FAQs small businesses, Criteria for all levels, detailed guidance and criteria, how to apply)
2.2 Employers for Carers membership scheme
2.3 Dedicated employment rights for Carers
2.4 Supporting Carers in the Civil Service
2.5 Carers in the Armed Forces policy
2.6 Business best practice Carer policies/practice
2.7 NHS retention of Carers in the workforce The role of Carers in the NHS workforce and how managers can better support them
Flexible working
2.8 Timewise Flexible Jobs Hub Timewise Flexible Jobs Hub with part-time jobs and flexible working options
2.9 Flexible working taskforce
Returning to work
2.10 E-learning resource for Carers skills, and opportunities for learning, volunteering and work
2.11 Support for Carers to return to work Best practice guidance to and toolkit to help employers run effective returner programmes
2.12 Returners in the private sector Infographic – a returner’s journey back to work Returner Programmes: Best practice guidance for Employers (March 2018) Quantitative analysis of those returning to the labour market following a break to care for others
2.13 Research into returners with employers
2.14 Returner Awards
2.15 Improving Lives, helping people with disabilities into work
2.16 Cross-government analysis and research into barriers for Carers in work and returning
Financial support
2.17 Benefits for Carers to meet needs and support employment for those able to work
2.18 Signposting and information for job seekers

Improve working practices

These actions seek to raise the profile of Carers with employers and encourage employers to improve their working practices, to enable Carers to continue to work alongside their caring role.

2.1 Carer Confident Benchmarking Scheme: The Department of Health and Social Care has been working with Employers for Carers to develop a Carer-friendly employer benchmarking scheme. The scheme will have three levels and will help employers to measure the robustness of their support arrangements for Carers and to identify their outcomes. A pilot will be completed in July 2018. Following that, the Department of Health and Social Care and Employers for Carers will work together to roll out and promote a self-sustaining employer benchmarking scheme available to all employers.

Lead DHSC Delivery July 2018

Progress (July 2019): One in seven of all workers are juggling work and care and, unfortunately, nearly half a million have given up work over the last two years because of their caring responsibilities (Carers UK). We want to enable Carers to be better able to balance their work and caring responsibilities, if they choose to do so. We know that the top three enablers for Carers staying in employment arise from both policy and culture, most notably: having a supportive line manager, flexible working and additional paid care leave of between five and ten days (Carers UK). Giving up work to care puts Carers at risk of financial hardship and time out of work can also cause long-term damage to their careers and pensions.

The Carer Confident benchmarking scheme is seeking to encourage workplaces to have policies in place and a culture which enables Carers to stay in employment. This scheme for employers was launched by Employers for Carers at the end of January 2019. It has three levels designed to support employers throughout their journey towards building a supportive and inclusive workplace for all staff who are, or who will become, Carers.

Employers are being incentivised to join the scheme and develop Carer-friendly practices as research has shown that UK companies could save up to £4.8 billion a year in unplanned absences and a further £3.4 billion in improved employee retention by doing so (Estimates from Centrica plc, published by Carers UK). The interest so far has been positive with the first 5 employers to engage receiving accreditation at various levels during Carers Week in June 2019 and a further 20 requesting application forms or further information.

Although the scheme is still in its early days it is predicted to have a significant impact. Employers who want to be Carer-friendly or broaden the pool of talent they are attracting from, and retaining, will improve or promote their practices to reach the benchmark. This will result in more Carers being able to stay in work if they chose to and will reduce the risk of financial instability.

"We want to make our workplace as inclusive as possible. Being a member of Employers for Carers allows us to understand the impact caring can have. As a growing number of people have caring responsibilities it's important we enable colleagues to do their caring role alongside their work." - Chief Operating Officer and Carers' network sponsor, Financial Ombudsman Service.

"If we didn't provide the support structure we do, we could lose some of our best people who are duty bound to look after their loved ones. We're proud of our long-term association with Employers for Carers and will continue to see caring as one of the key social issues in our society – one we're committed to tackling head on." - Dave Kirwan, Managing Director, UK Customer Operations, Centrica

2.2 Employers for Carers membership: The Department of Health and Social Care has worked with Employers for Carers on extending their umbrella membership model which enables local authorities to engage local small and medium-sized enterprises by making their resources available for them free of charge. Employers for Carers is extending umbrella membership to an additional ten local councils in order to influence and support more small and medium enterprises to implement workplace policies and culture. In addition to benefitting local councils, small and medium enterprises in their localities and working age Carers, the project is seeking to capture the impacts in those local areas to help develop the evidence base and influence further local authorities and local employers to pay to join Employers for Carers. <http://www.employersforCarers.org/about-us/efcumbrella-membership>

Lead DHSC Delivery Ongoing

2.3 Dedicated employment rights for Carers: The Department for Business, Energy and Industrial Strategy (BEIS) are considering the question of dedicated employment rights for Carers alongside existing employment rights (such as the right to request flexible working and the right to time off for family and dependents). We have set up an official level working group (the Department of Health and Social Care, the Department for Work and Pensions (DWP), the Department for Business, Energy and Industrial Strategy and HM Treasury) to work on this. This includes considering the crucial questions that arise around introducing dedicated employment rights with the support of analysts so that any emerging Carers leave proposal is most effective.

Lead BEIS, DHSC & DWP Delivery 2018/19 & 2019/20

2.4 Supporting Carers in the Civil Service: Civil Service Employee Policy (CSEP) is working in partnership with Departments in building on existing policies and processes to support Carers working in the Civil Service. The Civil Service will encourage greater use of the Carer's passport and the wider adoption by Departments of a Carers' charter, bringing together the support they offer. Civil Service Employee Policy will be working closely with the Charity for Civil Servants and all Government Departments.

Lead CSEP, Cabinet Office Delivery June 2018

2.5 Carers in the Armed Forces policy: A Ministry of Defence "Defence People with a Significant Illness" project is in the process of creating policy to support both Carers in the armed forces and the management overseeing them. To understand the demographic for this, the Ministry of Defence launched an Armed Forces Carer's Survey in May 2018 and will form from this, an Armed Forces Carers working group. Results are expected shortly.

Lead MOD Delivery Ongoing

2.6 Business best practice Carer policies and best practice: The Department for Work and Pensions is working with Business in the Community to continue to share best practice of Carer policies and practices, such as that of Aviva, utilising our relationship with Business in the Community and the Business Champion for Older Workers, particularly in the context of Fuller Working Lives.

Lead DWP Delivery Ongoing

2.7 NHS retention of Carers in the workforce: NHS Improvement is working with NHS England on retention of Carers in the NHS workforce. NHS Improvement, as part of the national retention programme, is working in partnership with Carers UK and will be running masterclasses on how the NHS can be a more Carer friendly employer and encouraging greater family and Carer flexibility in employment practice. This links to the direct support programme involving over 100 trusts, which seeks to ensure flexible employment practices are in place. NHS England will then build on this approach in primary care. This will help to improve recognition and support for Carers in the workforce, and improve retention.

Lead NHS Improvement/ NHSE Delivery Summer 2018 18

Flexible working

These actions seek to specifically promote flexible working and its benefits to employers to increase the opportunities for Carers to return to work or continue to work alongside their caring role.

2.8 Timewise Flexible Jobs Hub: The Department of Health and Social Care is working with Timewise Foundation on a project to promote best practice in the use of employment flexibilities to support Carers. In April, Timewise launched a new Carers' Hub. The hub is a one-stop shop for support, advice and flexible job opportunities to help Carers balance their responsibilities with fulfilling careers, as well as offering best practice guidance on flexible working and flexible hiring practices, in order to help employers find and keep talented employees who want or need to work in this way. Both partners will continue to promote, disseminate and evaluate the scheme: <https://www.timewisejobs.co.uk/caring-for-a-relative/>.

Lead DHSC Delivery 2018/19

Progress (July 2019): To further support Carers to stay in employment, the Timewise Foundation launched its Flexible Jobs Hub in April 2018 to break down barriers for Carers getting the flexible roles they reported they need. Carers reported that even though they had an average of over 21 years' work experience they often struggled to find suitable jobs that could fit around their caring responsibilities. The Hub offers a job search by

flexibility as well as advice on finding a suitable job and case studies of those who have done this. Timewise has engaged with 1162 employers since the launch of the Flexible Job Hub to raise awareness of the benefits of offering flexible working such as attracting untapped talent from groups such as Carers.

Timewise have also held events for employers where they have showcased the benefits of implementing flexible hiring for Carers and have showcased employers offering good quality flexible jobs on the Hub.

Since its launch, nearly 25,000 Carers have visited the Hub and from surveys of applicants who successfully gained a job through Timewise, Carers reported that the jobs had a series of positive impacts on them and their families, include a better work-life balance, improvements in wellbeing and self-esteem and better use of their skills and qualifications.

2.9 Flexible working taskforce: In the Government's response to the Taylor Review of modern employment practices the Department for Business Energy and Industrial Strategy announced a flexible working taskforce. The taskforce will tackle issues around flexible working that are key to improving the recruitment, retention and progression of informal Carers and other groups. There will also be an evaluation of the right to request flexible working which will take place in 2019. <https://www.gov.uk/government/publications/governmentresponse-to-the-taylor-review-of-modern-working-practices> .

Lead BEIS Delivery 2018/19

Returning to work

These actions seek to provide support and training to Carers to help them to return to work, and at a level that is commensurate with their skills and experience.

2.10 E-learning resource around Carers skills and opportunities for learning volunteering and work: The Department of Health and Social Care is working with Carers UK to develop an e-learning resource which will help Carers to recognise the skills they have developed through caring and to think about ways in which they can use these skills. The resource looks at opportunities for learning, volunteering and work. Carers UK is now exploring the possibility of peer validation of the learning through digital credentialing and considering potential delivery mechanisms for the roll out of the e-learning including, for example, through its networks, the Department for Work and Pensions (Jobcentre Plus) and City & Guilds. 2

Lead DHSC Delivery 2018/19

2.11 Support for Carers to return to work: The Government Equalities Office (GEO) is working to support people who have taken time out of the labour market for caring – whether as parents, or Carers – to return to paid work at a level commensurate with their skills and experience. There are four new returner programmes in the public sector for allied health professionals, social workers, those that wish to become civil servants and teachers. The first three programmes have launched already and the teaching programme will launch later this year.

Lead GEO Delivery 2018/19

Progress (July 2019): Often people take a step back or put their careers on hold as they become Carers, but then find the route back into employment closed off and doors shut to them, or they lack confidence that their skills are still up to date. The Government has committed £5 million to support 'returners', who are people who have taken time out of employment for caring responsibilities and want to return to paid work. There are currently 1.2 million potential returners in the UK (Government Equalities Office).

In March 2018, GEO launched a private sector grant fund, which has now awarded in the region of £1.5 million to 16 organisations supporting returners. Funding has been awarded to projects that create new job opportunities, address specific barriers to returners and increase the understanding of how best to support people to gain paid employment.

GEO is also working with partners to deliver public sector returner programmes that target key workforces around the country. They have launched returner programmes for social workers, allied health professionals, police investigators, teachers and prospective civil servants. These programmes are all aiming to raise awareness of returners as a part of the broader workforce, highlighting the expertise that these experienced workers can bring.

GEO is working closely with an external evaluator to understand the value of these interventions and will publish evaluation findings upon programme completion. GEO continues to work with business partners to increase awareness of returner opportunities and best practice on gender equality in the workplace.

- 2.12 Returners in the private sector:** The Government Equalities Office is working with employers to increase opportunities for returners in the private sector. It has launched a £1.5m fund to support projects across England aimed at returners of all skill levels and backgrounds. The first set of grants will be awarded in Summer 2018. The Government Equalities Office is working with employers across the private sector to understand how returners can be supported. It has published best practice guidance and a toolkit to help employers run effective returner programmes, and has commissioned a toolkit to support returners to get back into paid employment. The toolkit for returners will be published this summer. For best practice guidance: <https://www.gov.uk/government/publications/set-up-a-returner-programme> For the toolkit: <https://www.womensbusinesscouncil.co.uk/wpcontent/uploads/2018/03/toolkit-Women-in-businessv.7.pdf>

Lead GEO Delivery Summer 2018

- 2.13 Research into returners with employers:** The Government Equalities Office has commissioned research to understand more about returners. This includes qualitative research among employers who have run returner programmes and analysis of the call for evidence. The majority of the responses to the call for evidence were from returners and potential returners highlighting the barriers they face in returning to work and the support they may require to get back into the workplace. The reports were published in March 2018. Further quantitative analysis of returners will be published and publicly available and should help employers to access the returner talent pool and returners to get back into meaningful work.

Lead GEO 2018/19 Delivery 2018 - 2020

- 2.14 Returner Awards:** To support the objectives of the Government Equalities Office to raise awareness of the returner talent pool and create new high quality work opportunities for returners, they are to act as sponsor for two returner awards as part of the Working Families Best Practice Awards and Working Mums Top Employer Awards. The awards seek to reward employers who exhibit best practice in the way they run their returner programmes and support those who have been out of paid work due to caring responsibilities back into the workplace. For Working Families Best Practice Awards: <https://www.workingfamilies.org.uk/employers/bestpracticeawards/> For Working Mums Top Employer Awards: <https://www.workingmums.co.uk/top-employerawards/categories/best-for-returners/>

Lead GEO Delivery 2018

- 2.15 Improving Lives – helping disabled people into work:** The Department of Health and Social Care and the Department for Work and Pensions are working in partnership through the joint Work and Health Unit on taking forward the strategy “Improving Lives – the Future of Work, Health and Disability”, which sets out the Government's commitment to see 1 million more disabled people in work over the next 10 years. This will benefit Carers, including improving advice and support for employers, helping to create healthier and more inclusive workplaces. <https://www.gov.uk/government/publications/improving-livesthe-future-of-work-health-and-disability>

Lead DHSC & DWP Delivery 2018/19

- 2.16 Cross-government analysis and research into barriers for Carers in work and returning:** The Department for Work and Pensions is working with the Department of Health and Social Care and the Department for Business, Energy and Industrial Strategy to create a package of analysis and research across government aiming to understand the key barriers for Carers remaining in and returning to employment. This will aim to support policy priorities and identify target areas for potential intervention.

Lead DWP Delivery Ongoing

Financial support

- 2.17 Benefits for Carers to meet needs and support employment for those able to work:** The Department for Work and Pensions will ensure that benefits for Carers (including Carer's Allowance and Universal Credit) meet the needs of Carers and support employment for those Carers who are able to work.

Lead DWP Delivery Ongoing

2.18 Signposting and information for job seekers: The Department for Work and Pensions will review and improve the information and signposting available to Carers who visit Jobcentres to seek support in finding employment.

Lead DWP Delivery Ongoing

Progress (July 2019): Links with other strategies

DWP's [Fuller Working Lives](#) ambition centres on supporting and encouraging employers to focus on the recruitment, retention and retraining of older workers, many of whom are likely to provide informal care. Whilst many people with caring responsibilities can and do balance employment and care, it can have a significant impact on an individual's ability to work. We want to ensure that adult Carers can be supported to remain in, and return to, the labour market.

In June 2019, [Gender equality at every stage: a roadmap for change](#) was published, which sets out the Government's vision to enable everybody to contribute to the country's economy and balance caring responsibilities with a rewarding career.

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 3: Supporting Young Carers

Young Carers can suffer with poorer health and wellbeing, often missing out on education and training opportunities. Improved identification of young Carers, to enable assessments that identify support needs alongside flexible educational opportunities are vital to providing support so that young Carers are able to access opportunities and have the same life chances as other young people without caring responsibilities.

Progress (July 2019): There are a substantial number of young Carers in the UK aged under 18. Estimates vary widely from 195,000 (2011 census) to as many as 700,000 ([Barnardo's 2017](#)). The wide variation in the estimates of numbers of young Carers emphasises the challenges of identifying them. We know that more needs to be done to support young Carers; 67% of young Carers who responded to the Call for Evidence told us they have not received any support. There is evidence that caring responsibilities can have a detrimental impact on the young person's personal, social and educational development; and their health and wellbeing ([Local Government Association](#)).

The actions in this section have been designed to support local services to identify young Carers. Through better identification, it is hoped that more will receive the support that they are entitled to.

National action plan themes for this strand

- Identification of young Carers (early access to support, safeguarding arrangements)
- Improving educational opportunities and outcomes
- Improving access to support services
- Transition for young adult Carers (positive transitions 16-24)

ACTIONS AND RESOURCES

3 Supporting Young Carers
Identification of Young Carers
3.1 Young Carers identification project Training resources to help improve identification and support of young Carers (Carers Trust)
3.2 Best practice review in identification of Young Carers and access to support
3.3 Improve information sharing to safeguard vulnerable children
3.4 Identification of 'hidden' Young Carers, those from disadvantaged/seldom heard/BAME groups
Improving educational opportunities and outcomes
3.5 Review of Children in Need
3.6 Customer information materials for students claiming Carer's Allowance Posters and flyers to inform students of their eligibility for Carers Allowance (Learning and Work Institute)
Improving access to support services
3.7 Young Carer Health Champions Programme
3.8 Green Paper on Transforming Children and Young People's Mental Health
Transition for young adult Carers (16-24)
3.9 Transitions project for young adult Carers Shaping Our Future: Improving Assessment and Support for Young Carers' Transition into Adulthood (DHSC and The Children's Society)

Identification of young Carers (early access to support, safeguarding arrangements)

These actions seek to improve identification of young Carers to enable them to get early access to support services, and enable safeguarding arrangements to be put in place quickly where necessary.

3.1 Young Carers Identification project: The Department of Health and Social Care is working with Carers Trust on a young Carers identification project which will develop and deliver a 'train the trainer' model to support local areas to identify potential young Carers and enable individuals working with them to engage sensitively and signpost them to relevant services. Both partners will continue to promote, disseminate and evaluate the model. The materials for the model can be freely accessed from the Carers Trust Professionals website:

<https://professionals.Carers.org/>

Lead DHSC Delivery 2018/19

3.2 Best practice review in identification of young Carers and access to support: We will conduct a review of best practice in identification of young Carers and access to support. The review will involve experts and look at existing practice, as well as identifying good practice and opportunities for improvement, and will report back by Easter 2019. It will build on existing work, including the young Carers identification project, led by DHSC and the Carers Trust.

Lead DHSC/DfE Delivery Easter 2019

Progress (July 2019): Only half of young Carers report having someone at school who recognises that they are a Carer and helps them, and only 44% of young Carers receive the emotional support they need ([Carers Trust](#)).

We know that many young Carers miss out on opportunities that their peers partake in; 23% of young Carers report that their caring role has, on at least one occasion, stopped them making friends ([Carers Trust](#)). Being identified and receiving increased support will allow more young Carers to partake in the same activities as their peers.

Carers Trust worked in partnership with local services to develop train the trainer style resources, to improve the identification and support of young Carers. These were delivered at eight regional events, to over 200 people working in health and social care, education, statutory and voluntary sectors. Over 97% felt better able to identify young Carers after the training.

Building on this, Carers Trust have undertaken research into what best practice is when identifying young Carers and providing access to support. To maximise the opportunity to promote the work and disseminate the findings, the report will be published after the summer holidays in September. The report highlights some of the barriers to identification and evidence-based recommendations as to how best to overcome the barriers to enable better identification.

By increasing the numbers of young Carers who are identified, this will mean young Carers will be able to get the support they need to minimise the impact of caring on their personal, social and educational development; and their health and wellbeing.

The report has also made a starting contribution to further research that is planned in how to identify young Carers from seldom heard groups which DHSC will be continuing to research over the coming year.

3.3 Improve information sharing to safeguard vulnerable children: The Department for Education (DfE) will improve information sharing to safeguard vulnerable children. This will support stronger multi-agency working between practitioners and enable better assessments and decision making within children's social care. Better information sharing across agencies will help to identify children who are young Carers.

Lead DfE Delivery Ongoing

3.4 Project for young Carers from disadvantaged and seldom heard groups: The Department of Health and Social Care will fund a project which focuses on young Carers from disadvantaged and seldom heard groups, to increase the timely identification of particularly hidden young Carers and to support better identification among Black, Asian and minority ethnic families

Lead DHSC Delivery 2019/20

Improving educational opportunities and outcomes

These actions seek to improve young Carers' educational opportunities and outcomes to enable them to achieve their full potential.

3.5 Review of Children in Need: The Department for Education is undertaking a review of Children in Need, which includes young Carers, to understand the challenges these pupils face and the support that best improves their educational outcomes, both in and out of school. The findings from the review will inform how best to support Children in Need in order that they achieve their full potential.

<https://www.gov.uk/government/publications/review-ofchildren-in-need>

Lead DfE Delivery Ongoing

3.6 Customer information materials for students claiming Carers Allowance The Learning and Work Institute (LWI) and the Department for Work and Pensions launched customer information materials setting out the rules for students claiming Carer's Allowance in September 2017. The impact of this activity will be evaluated and consideration given to further activity in due course. <http://www.learningandwork.org.uk/resource/Carers-allowanceleaflets-and-posters/>

Lead LWI & DWP Delivery Summer 2018

Improving access to support services

These actions seek to improve young Carers' access to support services to make sure they are properly supported at an early stage and interventions are put in place promptly where necessary.

3.7 Young Carer Health Champions Programme development: NHS England will embed and develop the Young Carer Health Champions programme, which was established to support improved confidence in using health services, promote health and wellbeing, and develop the capacity of young Carers to participate in the planning and development of young Carer friendly services.

Lead NHSE Delivery 2018/19

3.8 Green Paper on Transforming Children and Young People's Mental Health: The mental health needs of young Carers were recognised in the recent Green Paper, Transforming Children and Young People's Mental Health, which closed for consultation on 2 March 2018. The Green Paper will improve the offer of mental health support for all children and young people, recognising the need for early intervention and prevention. The Department of Health and Social Care and the Department for Education are analysing consultation responses and will publish a government response in due course.

Lead DHSC Delivery 2018/19

Transition for young adult Carers (positive transitions 16-24)

This action seeks to improve support for young adult Carers to enable them to make positive transitions between the ages of 16-24.

3.9 Transitions project for young adult Carers: The Department of Health and Social Care will fund a project on transitions for young adult Carers. The project will look to identify and disseminate effective practices to support and enable young adult Carers to make positive transitions between the ages of 16-24, and identify the types of practical and emotional support that can enable a young adult Carer to achieve a positive transition.

Lead DHSC Delivery 2018/19

Progress (July 2019): Another way in which we have aimed to improve support is by funding a project undertaken by the Children's Society to identify and disseminate best practice to support and enable young adult Carers to make positive transitions between the ages of 16 and 24.

The Care Act 2014 introduced a duty upon local authorities to conduct a transition assessment if a young Carer is considered likely to have a support need by the time they reach the age of 18. However, the Act does not specify an age at which the assessment should be carried out, how it should be conducted or how plans developed during the assessment should be implemented and reviewed. Research carried out by the [Learning and Work](#)

[Institute](#) suggests that the lack of guidance about assessments results in many being undertaken without young (adult) Carers' knowledge, meaning they may not understand their rights or fully articulate their support needs.

Further research has suggested that between the ages of 16-24 young people go through a range of transitions on their journey towards adulthood and independence. For young adult Carers, the transitions they go through are often different, disrupted and/or limited as a result of their caring responsibilities (Becker and Becker). Later research highlighted that poor, limited or disrupted transitions can affect a young adult Carer's long-term life chances (Sempick and Becker). This can result in a young person missing out on opportunities and prevent them from establishing 'a life of their own' alongside their caring responsibilities.

"There needs to be clearer communication between professionals and us as young Carers. I thought I had a transition assessment but apparently that was just a young Carer's assessment and then I had an assessment last year but that was a Carer's assessment 'cos I am over 18 now, so I have no idea what happened to the transition assessment?" - Young adult Carer, aged 19 – South East

"Transition assessments should be an ongoing process, not a one-off assessment." - Young adult Carer

'I had an assessment, I am unsure if it was a transition assessment or not – but nothing came of it anyway' - Young adult Carer

The Children's Society have engaged with young adult Carers from across England to understand their experiences and have worked with young adult Carers in analysing the data and picking out the key messages to form the basis of the report, resources and briefings. At the end of the project, The Children's Society will have produced case studies of effective practice and guidance for local authorities which will be shared with all local authority Carers teams and published on the Children's Society website.

The final report, [Shaping our Future](#), was published in June and highlights that there is a gap in knowledge regarding the rights and duties outlined in legislation relating to the transition assessments for young Carers. By engaging with and informing young people and professionals, the project will be able to ensure that local authorities and young Carers services are aware of the rights of young Carers at a key stage in their lives and to promote the effective implementation of transition assessments and support for young Carers.

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 4: Recognising and supporting Carers in the wider community and society

Many Carers have little contact with services for Carers and are not receiving formal support in their caring role. It is, therefore, vital that we work with partners beyond government to raise awareness of caring among the wider population to build Carer friendly communities.

Beyond the health and care services, Carers need to be supported by the wider community. Businesses and services do not always cater to their caring role as it does not fit in with standard working hours. The actions in this section seek to raise the profile of Carers throughout the community and come up with innovative ways to help them participate in society.

National action plan themes for this strand

- Technology and innovation
- Recognition of Carers in society and communities
- Community engagement (experiences, health and wellbeing)
- Loneliness (and how to combat it)

ACTIONS AND RESOURCES

4 Recognising and supporting Carers in the wider community and society
Technology and innovation
4.1 Carers' Innovations Fund (now £5m) Carers' Innovation Fund: How to apply
4.2 Technology and products to support Carers
4.3 Ageing Grand Challenge
4.4 Industrial Strategy Challenge Fund 'Healthy Ageing'
Recognition of Carers in society and communities
4.5 National Carer Passport scheme Carer Passport schemes website with ideas, tools and best practice examples to help set up schemes
4.6 System-led Support for Carers Award
4.7 Improve provision of Changing Places toilets in healthcare settings
Community engagement
4.8 End of Life Social Action Toolkit
4.9 Social actions for better self-care for people with long-term conditions and/or mental health issues
4.10 Civil Society Strategy to reflect issues affecting Carers
4.11 Citizens Engagement Programme (Dementia 2020 Challenge)
4.12 Grants for Parent Carer Forums
4.13 National public mental health campaign
Loneliness
4.14 Cross-government Loneliness Strategy

Technology and innovation

These actions seek to raise societal awareness of Carers and help create Carer friendly communities by using innovative ideas supported by technology to improve Carers' everyday experiences.

4.1 Carers Innovations Fund: The Department of Health and Social Care will launch a £0.5 million Carer Innovations Fund to identify and promote creative and cost-effective models that look beyond statutory services to develop Carer friendly communities. For example, this could include providing advice and information for Carers, use of technology to assist caring responsibilities, early intervention and crisis prevention support.

Lead DHSC Delivery Summer 2018

Progress (July 2019): There is strong evidence about the range of different needs that Carers have and the support they need in relation to their health and wellbeing, employment and other life chances. However, there is no strong and conclusive evidence base about the interventions that best support these needs. It is important that commissioners and Carers understand the range of services available and how they can support people in a caring role.

The Call for Evidence also showed there was a desire for Carer-led and community-led support and the [Building Carer-Friendly Communities Research](#) reported that threequarters of Carers didn't feel their caring role was understood or valued by their community.

Through the Action Plan, DHSC committed to investing £0.5million to establish the Carers Innovation Fund to identify and promote cost-effective models that look beyond statutory services to develop Carer-friendly communities. In recognition of the importance of this work, the budget for the Fund has subsequently been significantly increased to £5million.

"We are delighted to hear that the Innovation Fund has been increased substantially... Innovation is vital to getting support right for Carers. Changes in technology and insight offer fantastic opportunities for reaching Carers with better support, and earlier in their caring journey." - [Carers UK](#)

The Fund was launched on 12th June 2019 and aims to encourage the development of innovative and creative ways to support Carers outside of formal health and care services.

Through the application process, we intend to select a portfolio of 'concept-testing' projects that will receive seed funding to develop creative and innovative models to provide effective support to Carers.

We expect the projects will be able to demonstrate measurable impacts against the areas in which Carers tell us they need additional support, including:

- improving their health and wellbeing
- increasing their ability to juggle their work and caring responsibilities
- increasing their ability to take a break from their caring role
- reducing the loneliness and social isolation experienced by Carers

4.2 Technology and products to support Carers: The Department of Health and Social Care have funded work in partnership with Carers UK and Digital Health and Care Alliance on a project to support greater awareness (of the availability and potential of technology and products to support Carers) among Carers, support groups, commissioners, health professionals, local authorities, service providers and potential developers of technologies. The Department of Health and Social Care will continue to promote, disseminate and evaluate the work. For professionals - Digital Health and Care Alliance: <https://dhaca.org.uk/Carers-tech-toolkit/> For Carers - Carers UK: <http://www.Carersuk.org/tech>

Lead DHSC Delivery 2018/19

4.3 Ageing Grand Challenge: The Government has launched an Ageing Grand Challenge which will aim to catalyse joint working between government, industry and civil society. In aiming to support society to age better and improve quality of life, the Grand Challenge will explore how it can support Carers better through innovation and new ways of working. <https://www.gov.uk/government/news/live-longerbetter-healthier-new-innovation-funding>

Lead BEIS Delivery Ongoing

4.4 Industrial Strategy Challenge Fund ‘Healthy Ageing’: The Industrial Strategy Challenge Fund ‘Healthy Ageing’ programme will invest £98 million in innovations aimed at supporting people to age well, including looking at innovations which can support people to have happier, healthier and more independent lives. Many of these innovations should be applicable to people of any age. Through developing new technologies and approaches to support individuals, it will provide Carers with reassurance and new ways to support those they care for. <https://www.gov.uk/government/collections/industrial-strategychallenge-fund-joint-research-and-innovation#healthy-ageing>

Lead BEIS Delivery Ongoing

Recognition of Carers in society and communities

These actions seek to increase recognition of Carers in society and their local communities and to improve their everyday experiences.

4.5 National Carer Passport: In partnership with Carers UK and Carers Trust, the Department of Health and Social Care funded a project to develop a national Carer Passport project (recognition of Carers which aids them to access services and community facilities). This included the development and promotion of a toolkit and resources for local organisations and systems to develop their own Carer Passport offer. The Department of Health and Social Care will continue to promote, disseminate and evaluate the scheme. <https://Carerpassport.uk/>

Lead DHSC Delivery 2018/19

Progress (July 2019): The majority of Carers take years to recognise their role, missing out on crucial financial, practical and emotional support in the meantime ([Carers UK](#)). On a personal level, a lack of practical help can have a huge impact on health and wellbeing, whether causing longterm physical health effects such as back pain, or leading to mental ill health and social isolation and as a result of caring without a supportive network.

The [Carer Passport](#) scheme, launched in October 2017, has been designed to address this by helping Carers recognise their caring role, connecting them to local support and enabling them receive discounts or local concessions in the community to make life a little easier. In employment Carer Passports provide a straightforward way to discuss and document the flexibility and support a business can give to enable employees to combine caring with work. A Carer Passport is a record which identifies a Carer in some way and leads to provision of support, services or other benefits in response. The schemes could be based in hospitals, work places, communities, mental health trusts, schools, colleges and universities.

The use of Carer Passports continues to grow across the country with more and more organisations choosing to adopt this approach to supporting Carers. Every week there are requests for information through the Carer Passport website from organisations looking to set up schemes and the [animations](#) continue to be popular with Carers and organisations. Carer Passports have been especially popular with employers and Companies House was one of the latest employers to announce their scheme. Earlier this year, the use of Carer Passports within hospitals was selected as a global innovative Carer practice by the International Alliance of Carer Organizations which led to international interest in developing similar schemes in Ireland, Italy, Israel and Australia.

We want to ensure that more Carers benefit from this scheme and, therefore, DHSC committed to funding further dissemination and evaluation of the Carer Passport scheme.

In addition, Rupert McNeil, the Government Chief People Officer, announced a [Civil Service-wide Carer's Passport](#).

4.6 System-led Support for Carers Award: NHS England will sponsor a "System-led Support for Carers Award" for clinical commissioning groups and local authority integrated commissioning for Carers and a Royal College of Nursing Institute Award for "Commitment to Carers".

Lead NHSE Delivery 2018/19

4.7 Improve provision of Changing Places toilets in healthcare settings: The Department of Health and Social Care is researching ways in which to improve provision of Changing Places toilets in healthcare settings. These toilets have extra equipment and space compared to standard accessible toilets, to meet the needs of people with

profound and multiple disabilities. Increasing provision would improve the experience of disabled people, their families and Carers when accessing health services.

Lead DHSC Delivery 2018/19

Community engagement (experiences, health and wellbeing)

These actions seek to improve the way communities understand and support Carers to improve Carers' their experiences, health and wellbeing.

4.8 End of Life Social Action Toolkit: The Office for Civil Society (within DCMS) is supporting an End of Life Social Action tool-kit to support more social action and volunteering at end of life, which is based on work with Hospice UK and seven local providers. The tool-kit provides practical guidance for those providing volunteer befriending services. This will allow volunteers to train to visit people in their homes to provide a range of non-medical support i.e. emotional and practical support, which will complement the support provided by Carers.

Lead DCMS Delivery 2018

4.9 Social actions for better self-care for people with long-term conditions and/or mental health issues: The Office for Civil Society is looking at ways to use social action to encourage better self-care for people living with longterm conditions and/or mental health issues. The Office for Civil Society will consider Carers and former Carers as part of this work.

Lead DCMS Delivery Ongoing

4.10 Civil Society Strategy to reflect issues affecting Carers: The Department of Health and Social Care will work with the Department for Digital, Culture, Media and Sport (DCMS) to reflect issues affecting Carers in the forthcoming Civil Society Strategy. The Civil Society Strategy will help shape government's work with and for civil society over the next ten years. It intends to support public policy across government. At its core, the Civil Society Strategy is about building opportunity and optimism and unlocking potential.

Lead DHSC & DCMS Delivery Autumn 2018

4.11 Citizens Engagement Programme (Dementia 2020 Challenge): As part of the programme of work on implementation of the Dementia 2020 Challenge, the Department of Health and Social Care is leading on a Citizens Engagement Programme to improve the lives of people with dementia and their Carers. Progress will be assessed in late 2018.

Lead DHSC Review 2018 Delivery 2020

4.12 Grants for Parent Carer Forums: The Department for Education has provided grant support for Parent Carer Forums since 2008 to help ensure they have a voice in local decision making on policy and service delivery for children and young people with special educational needs and disabilities. The Department for Education is providing a further £4.6m to these forums up until March 2020.

Lead DfE Delivery 2018/19 & 2019/20

4.13 National public mental health campaign: Public Health England will be running a national public mental health campaign to help people become better informed about mental health. The campaign will use interactive content, including a series of videos, to support and encourage self-help and support of others, including signposting to organisations who can provide advice and support on factors which may influence their mental health, including being a Carer.

Lead PHE Delivery 2018/19

Loneliness (and how to combat it)

This action seeks to better understand how loneliness affects Carers and find ways to combat it.

4.14 Cross-government Loneliness Strategy: We know that, as a group, Carers are particularly susceptible to experiencing loneliness and as such they will be considered in the development of the cross-government loneliness strategy.

Progress (July 2019): Links with other strategies

More than 8 in 10 Carers describe themselves as lonely or socially isolated ([Carers UK, 2017](#)). In October 2018, the Government published the [first strategy to tackle loneliness](#), which acknowledged that Carers are often left feeling unable to take part in social activities or relationships or look after their own health and wellbeing. As part of the commitment to tackling loneliness and social isolation, the Government also established the Building Connections Fund, which is investing £1.3m to fund a number of projects that will increase support for Carers.

NATIONAL ACTION PLAN 2018-20: PLANNED ACTIONS AND PROGRESS (July 2019)

STRAND 5: Building research and evidence to improve outcomes for Carers

This helps to better understand what solutions would be most effective and helpful for Carers, to strengthen areas where we identified gaps in knowledge through our Call for Evidence and to ensure that the development and delivery of future policies are informed by a strong evidence base.

The original Call for Evidence provided a rich and informative evidence base on the experience of Carers across the country and the changes they would like to see. The process also revealed gaps in our knowledge and we recognise that there is more we can do to develop the evidence base. We know that as our population continues to age and more people live longer, the numbers of people providing unpaid care will also increase. Therefore, it is increasingly important to do full justice to the role Carers play so that future policies to ensure Carers are supported are underpinned by a strong evidence base.

The following actions seek to strengthen the information on unpaid Carers to make sure that future policies are informed by a strong evidence base and are able to take into account the wide range of caring roles provided by unpaid Carers.

Progress (July 2019): While the Call for Evidence provided us with a wealth of information, it also revealed that there are gaps in our knowledge and evidence base. The actions in this section seek to build and expand on the existing knowledge so that we can ensure we continue to develop policies and interventions that target support for Carers appropriately.

National action plan theme for this strand

- Research to improve the evidence base (information and data on Carers to inform future strategies)

ACTIONS AND RESOURCES

5 Building research and evidence to improve outcomes for Carers
Research to improve the evidence base
5.1 Research to improve information about Carers to build a stronger evidence base
5.2 Insight work on attitudes to informal care
5.3 Survey of Carers' experiences in England
5.4 National and local government and NHS Digital partnership working to improve existing data sources on Carers
5.5 Carers Employment Digital Discovery Project
5.6 Maintain international Carer-related research and evidence exchange network

Research to improve the evidence base

These actions seek to improve the information and data available on Carers to ensure that future strategies are informed by a strong evidence base.

5.1 Research to improve information about Carers to build a strong evidence base: The Department of Health and Social Care will fund research to improve the information available on Carers to ensure that future strategies and project work are informed by a strong evidence base. It will do this by:

- exploring the primary drivers influencing the availability of unpaid Carers
- aiming to produce projections of the numbers of informal Carers
- taking forward work on the economics of informal care
- exploring evidence on the costs and benefits of informal care

Lead DHSC Delivery 2018/19 & 2019/20

5.2 Insight work on attitudes to informal care: The Department of Health and Social Care will carry out insight work exploring attitudes to informal care and factors influencing propensity to care.

Lead DHSC Delivery 2018/19 & 2019/20

5.3 Survey of Carers' experiences in England: The Department of Health and Social Care, in partnership with NHS Digital, will commission survey data on experiences of Carers in England (to update on 2009/10 Survey of Carers in Households)

Lead DHSC Delivery 2019/20

5.4 National and local government and NHS partnership work to improve data sources on Carers: The Department of Health and Social Care will work with NHS Digital, the Local Government Association/Association of Directors of Adult Social Services, and NHS England to improve existing data sources on Carers, including the biannual Personal Social Services (PSS) Survey of Carers and the NHS General Practice patient survey.

Lead DHSC Delivery 2018/19 & 2019/20

5.5 Carers Employment Digital Discovery Project: The Department for Work and Pensions, the Department for Health and Social Care and the Government Equalities Office will carry out digital discovery work to understand the extent to which Carers' needs are currently met by the information available to them online, with a particular focus on combining caring and working. They will work closely with a range of information providers, including GOV.UK, Carers Direct and third sector organisations, as well as other government departments (including the Department for Business, Energy and Industrial Strategy) to identify improvements to the information offer.

Lead DHSC, GEO, BEIS & DWP Delivery 2018/19 & 2019/20

Progress (July 2019): At the point of realising a relative or friend has care needs, people have to make a series of decisions about how those needs will be met, and what their role in meeting them will be. This brings with it the question of how associated care needs are to be managed between family members, public services, private services and charities. To assess their options for supporting people with care needs, and make the best choices for themselves, individuals require a good understanding of a highly complex and often unfamiliar system of services and support, and of the longer-term implications of those options. These decisions are often taken at a time of great stress, limited time and heightened emotion characterised by reactive and short-term thinking.

The outcome in many cases is that employment for some or all of the family members can take a back seat, with consequences ranging from going part time or turning down an opportunity for promotion, to giving up work or switching to an alternative form of work. Leaving or reducing participation in work can have profound and enduring negative impacts on a Carer's financial, physical and mental wellbeing, as well as broader and social and economic impacts.

The Carers Employment Digital Discovery Project aims to explore if and how we can support people to remain in work by helping them to make more informed decisions from the earliest stages of their caring journeys. It is jointly funded by DWP, DSHC and GEO, and led by the DWP Behavioural Science team.

The project has been conducted on a behavioural, highly user focussed basis to fully understand the problem. Grounded in qualitative research with people at the early and later stages of the journey, it has tested and explored

the emerging issues and findings with a deliberately large and wide-ranging group of external stakeholders from local authorities to condition-specific charities, to employers and Carer-support organisations.

The project has gathered insight to help us understand:

- the journeys that working people take from the point that their friend or family member first becomes unwell and starts to need care or when their care needs change
- the key decisions that they face and their information needs at those decision points
- the extent to which these needs are met by the currently available online information
- what changes to the current online information provision might enable it to better meet their needs

So far, the project has found that a wide range of support services provide information and advice that makes sense given the purpose of each stakeholder, but do not amount to a useable or joined-up roadmap for navigating the system as a whole.

Going forward, we will work with a range of cross-sector stakeholders, including charities, the Money and Pensions Service and the NHS to improve the signposting, clarity and consistency of information Carers receive about their rights, entitlements and options to empower them to make the best decisions for them about if and how to combine work and care. We expect to provide further details about the proposals and plans for future action alongside the publication of the project's qualitative research findings in the Autumn.

5.6 Maintaining international Carer-Related Research and Evidence Exchange Network: The Open University is working in partnership with DHSC to maintain the currency of the international Carer-Related Research and Evidence Exchange Network. This is a freely accessible resource which provides up to date organised information and evidence about Carers and meets the need for multidisciplinary knowledge exchange nationally and internationally around Carer research evidence, practice, policy and innovation. www.open.ac.uk/caren

Lead Open University /DHSC Delivery Ongoing

National Carers Action Plan – Next Steps (from Progress Report, July 2019)

Many of the commitments in the Plan are now underway or have been completed, and a variety of reports and products have been developed. We will work to develop a communications strategy to ensure that the findings from these pieces of work continue to be disseminated and promoted and the recommendations implemented.

New actions for 2019-20

There are a few actions which we committed to starting during the 2019/20 financial year. These are moving forward and include:

- a project to support parent Carers to navigate the transition from child to adult services as their child approaches the age of 18
- a project which focuses on young Carers from disadvantaged and seldom heard groups, to increase the timely identification of particularly hidden young Carers and to support better identification among Black, Asian and minority ethnic families
- the Department of Health and Social Care, in partnership with NHS Digital, will commission survey data on experiences of Carers in England (to update on 2009/10 Survey of Carers in Households).

While the Carers Action Plan is an important step in improving support for Carers, we recognise that there is still more to do, and we remain committed to continuing to find new ways to support Carers.

In addition to the projects that we have already committed to through the Carers Action Plan for 2019-20, we will undertake the following:

- We will explore the potential for a national recognition scheme for young Carers to help them gain recognition in the community. It will also look to provide access to discounts that will enable them to better participate in leisure activities with their peers.
- We will hold a young Carers parliament day to raise young Carers' profile amongst parliamentarians, and give them a greater understanding of how the political system works;
- We will fund further dissemination of the Carers UK Carer Passport Scheme to help more Carer Passport schemes be set up across the country; to further increase the recognition of Carers in the community;
- We will fund further work to promote the Carer Confident benchmarking scheme to further encourage employers to set up Carer-friendly working practices.

Action Plan review and Green Paper

The Carers Action Plan set out the cross-government commitment to Carers over a two-year period, which will conclude in summer 2020.

At the end of this period DHSC will produce a concluding report setting out the progress made throughout the two years and how it intends to move forward to continue to ensure Carers receive the best support possible.

The forthcoming Social Care Green Paper will also include a focus on how society supports and recognises Carers as a vital part of a sustainable health and social care system to ensure that they are properly valued, recognised and supported to provide care in a way that supports their own health and wellbeing. *(Note: this has been delayed)*

The Carers Action Plan Ministerial Oversight Group will meet a further three times:

- 14th October 2019
- February 2020
- July 2020

Links to resources

Links to the resources relating to each of the actions are included in the updates provided in the document from the Progress Report.