

**THE MAYOR - EXECUTIVE MEMBER FOR CHILDREN'S SAFEGUARDING AND
ADULT SOCIAL CARE AND PUBLIC PROTECTION**

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| <p>Date: Wednesday 21st July, 2021 Time: 11.00 am Venue: Council Chamber</p> |
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AGENDA

1. The South Tees Carers Strategy and the model for future commissioning 3 - 38

Charlotte Benjamin
Director of Legal and Governance Services

Town Hall
Middlesbrough
Thursday 15 July 2021

MEMBERSHIP

Councillors A Preston (The Mayor) (Chair), ,

Assistance in accessing information

Should you have any queries on accessing the Agenda and associated information please contact Susie Blood, 01642 729645, susie_blood@middlesbrough.gov.uk

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| Report of: | Director of Adult Social Care and Health Integration The Mayor - Executive Member for Childrens Safeguarding, Adult Social Care and Public Protection |
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| Submitted to: | The Mayor - Executive Member for Childrens Safeguarding, Adult Social Care and Public Protection – 21 July 2021 |
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| Subject: | South Tees Carers Offer |
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Summary

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| Proposed decision(s) |
| That Executive approves the new model for the future commissioning of a South Tees Carers Offer, the South Tees Carers Strategy and Action Plan and the collaborative procurement led by Redcar & Cleveland Borough Council. |

| Report for: | Key decision: | Confidential: | Is the report urgent? ¹ |
|-------------|---------------|---------------|------------------------------------|
| Decision | Yes | No | Non-Urgent |

| Contribution to delivery of the 2021-24 Strategic Plan | | |
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| People | Place | Business |
| We will work to address the causes of vulnerability and inequalities in Middlesbrough and safeguard and support the vulnerable | | We will ensure we place communities at the heart of what we do, continue to deliver value for money and enhance the reputation of Middlesbrough |

| Ward(s) affected |
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| This proposal will benefit all age carers across all wards in Middlesbrough |

What is the purpose of this report?

¹ Remove for non-Executive reports

1. To seek Executive approval of the new model for the future commissioning of a South Tees Carers Offer, the new South Tees Carers Strategy and Action Plan and that a collaborative procurement is conducted led by Redcar & Cleveland Borough Council.

Why does this report require a Member decision?

2. In line with the Council's Scheme of Delegations Executive approves where a contract will be let in excess of £150k.

Report Background

3. A review of carers services was undertaken collectively by Middlesbrough Council, Redcar and Cleveland Council and the outgoing South Tees Clinical Commissioning Group, in conjunction with other key stakeholders and carers. The review identified the issues of the existing model of provision in both Middlesbrough and its neighbouring authority and developed potential solutions. The key productions from this review were:
 - Development of a South Tees Carers Strategy with Action Plan
 - Development of a new Integrated Model of Support for Carers
4. The strategy sets out a joint strategic direction of travel for carers services irrespective of where you live in South Tees, and the new model of support assists in ensuring that a single framework of support that will provide a consistent level of service with improved outcomes for carers across South Tees.
5. A Joint Commissioning Group (comprising Middlesbrough Council, Redcar & Cleveland Council and Tees Valley CCG commissioners) have been working together to develop a South Tees Carers Offer. The model developed will replace the existing separate services across Middlesbrough and Redcar & Cleveland Council areas.

South Tees Carers Strategy 2021-26 and Action Plan

6. A South Tees Carers Forum was established in December 2019. However due to the pandemic its development was postponed for 12 months, as an acknowledgement of the pressures social care and carers were facing throughout this period. Since December 2020 this forum has re-commenced and has been successful in its development of the all-age South Tees Carers Strategy 2021-2026. This strategy is a clear commitment from key stakeholders, developed alongside carer organisations and carers of the strategic direction of travel for carer support across South Tees moving forward. This is outlined in Appendix A, with an associated action plan at Appendix B.
7. The South Tees Carers Forum will take an active role in reviewing its progress against the action plan and Forum meetings will be held quarterly to share best practice and information on the wider carer support agenda.

South Tees Carers Commissioning Model

8. To support the work of the carers strategy a new model of carer support has been designed across South Tees. The emphasis of the model is collaborative working and we are particularly encouraging organisations to work together to bid in an effort to deliver a seamless service for local carers. We aim to commission an integrated service model that establishes robust joined up referral pathways between providers to

support carers and those they care for. This will ensure access to support from any point within the system ensuring it feels seamless to the carer. The providers who form part of this system will be required to work together and be proactive, flexible and solution focused. They will be committed to delivering this approach and continually working with both Councils to ensure that the integrated model is fit for purpose and continually developing.

9. The South Tees Model will provide a more coherent offer to carers across South Tees whilst not losing the need for more localised support. In addition it will remove the previously viewed “postcode lottery” by offering a consistent support service across the full geographical boundary. This procurement will be led by Redcar & Cleveland Council.
10. The new model will provide services for both adults and children which will be tendered as the Core Information and Support Service and will be put into the following lots:
 - Lot 1 - Adult Carers - to include Parent & Kinship Carers and Working Carers elements
 - Lot 2 - Young Carers
11. Whilst these are separate lots we envisage the successful organisations working together to deliver a seamless and integrated service.
12. It has been highlighted both locally and nationally that there are pockets of carers whose needs are not being address particularly young adult carers. The young adult carers in Transition Service will form part of both contracts and providers will be required to work together to deliver this service.
13. The core contracts will provide a comprehensive information, advice and support service to carers of all ages across South Tees. This will enable them to feel supported, empowered, and capable of maintaining their caring role where they wish to do so.
14. This will offer flexible support interventions, which are responsive to carer’s needs. Such interventions could include, but not be limited to advocacy, one to one support, peer support groups, networking opportunities, informal counselling, emotional support and bereavement support.
15. There will also be a range of other services commissioned to enhance delivery of services to carers which be known as Prevention, Early Intervention and Community Support Health Services and will provide:
 - Secondary Care Hospital Based Service
 - Primary Care Outreach and Support Service
 - Community Based Mental Health Carer Support Service
16. The cooperation of both Health Trusts and the CCG is imperative to make this element work. There are ongoing discussions with representatives from the Acute NHS Trust and Tees, Esk & Wear Valley NHS Trust (TEWV) in an effort to align support mechanisms offered to carers across all hospital sites.

17. The provider of the Primary Care Outreach and Support Service will work alongside the CCG and Social Prescribing Service to encourage GPs, Pharmacists and other community based health services to identify carers. They will be encouraged to utilise the We Care You Care platform.
18. The prevalence of mental ill health particularly associated with drug and alcohol issues across South Tees is well known. Middlesbrough and Stockton Mind and Redcar Mind have been working independently under contract to provide support to carers of this vulnerable group. The new service will provide support across South Tees and will be aligned to services currently provided by TEWV.
19. In order to ensure effective communication across the South Tees we are using the We Care You Care publicity and campaigns platform. This has been designed and developed locally, and it is a comprehensive platform of carer information, advice and support, which is accessible to carers, professionals and cared for people across South Tees in a range of formats. The platform ensures carers can self-direct to the most relevant services and support to them, at a time that is right for them. All services commissioned will be required to work alongside this platform
20. Governance of the South Tees Carers Forum will be overseen by the Joint Commissioning Group (JCG), comprising Middlesbrough Borough Council, Redcar & Cleveland Borough Council and South Tees CCG commissioners. This group will report directly to South Tees Executive Governance Board.
21. The JCG will oversee budget and commissioning responsibility with the Carers Forum acting in an advisory context. However Middlesbrough Council remains the accountable body for all Middlesbrough delivered services.

What decision(s) are being asked for?

22. That Executive approves;
 - New model of delivery of the South Tees Carers Offer
 - South Tees Carers Strategy and Action Plan
 - Collaborative procurement led by Redcar & Cleveland Borough Council.

Why is this being recommended?

23. There are currently many services that support carers and those whom they care for, providing vital support, interventions and delivering many positive outcomes. There are a variety of organisations currently commissioned across the area to deliver these services. However, these services often work independently to provide support.
24. In addition to the Strategy, a series of Task & Finish Groups consisting of statutory providers, VCS organisations and unpaid carers have finalised an Action Plan to be taken forward with the Strategy. The Action Plan is informed directly by the overarching broad aims and objectives of the Strategy, identifying specific deliverables and offering guidance for measuring progress against the objectives.
25. Input in regard to the development of the model has been provided through the South Tees carers Forum, and operational staff from both local authorities have been instrumental in developing its design specification.

26. Redcar and Cleveland Borough Council have agreed to lead the procurement and the opportunity will be advertised via NEPO on 19th August 2021.
27. The South Tees Carers Strategy and Action Plan was approved by South Tees Health and Wellbeing Board on 20th April and CCG Board in May 2021.

Other potential decisions and why these have not been recommended

28. Individual contracts could be tendered separately however this would in essence result in a similar position to that experienced currently whereby support provision is delivered in a silo approach, as contracts as not facilitated to work in partnership.
29. A separate option would be for Middlesbrough Council to develop it's own model of provision, however from consultation undertaken it is evident that consistency of the offer is critical and avoidance of what can often be viewed as a "postcode lottery" of support is vital when designing future services. The budget for support is funded through the Better Care Fund, which is a pooled fund with health, whom are keen to see consistency of approach across their footprint. Therefore a collaborative approach is beneficial both in terms of efficiency and consistency in approach.

Impact(s) of recommended decision(s)

Legal

30. The Council does have a strategy duty under the Care Act 2014 which put in place significant rights for Carers in England including:
- A focus on promoting Carers' wellbeing.
 - A duty on local councils to prevent, reduce and delay the need for support, including the needs of Carers.
 - A right to a Carers' Assessment based on the appearance of needs.
 - A right for Carers' eligible services to be met.
 - A duty on Local Authorities to provide information and advice to carers in relation to their Caring role and their own needs.
31. The collaborative tender, which will be led by Redcar and Cleveland Borough Council, will consider all legal issues around procurement and will develop contracts for the services commissioned'.
32. In line with Middlesbrough Council processes the Director of Adult Social Care and Health Integration will have responsibility to award the contract following the procurement exercise, in consultation with the Executive Member for Adult Social Care and Health Integration.

Financial

33. Funding for carers provision is allocated from the Better Care Fund, In total £550k per annum has been made available to fund service provision.
Contracts will be awarded for 3 years with an option to extend for a further 2 years.

Policy Framework

34. This decision will support delivery of the Mayor's Vision, assist in budget planning and achievement of the Medium Term Financial Plan and help deliver the Council's Strategic Priorities of supporting health and social care, working with partners to carers in our communities in accordance with our statutory requirements.

Equality and Diversity

35. A level 1 Impact Assessment has been completed for the recommended decision, which has identified no adverse impacts on any protected groups.

Risk

36. There are no direct risks associated with this report

Actions to be taken to implement the decision(s)

37. The services within the model will be advertised via the NEPO portal on 18th August 2021 by Redcar & Cleveland Council who are leading on the procurement. All contracts will be in place for 1st April 2022 and will be monitored regularly and rigorously through the lifetime of the contracts.

Appendices

Appendix A – South Tees Carers Strategy and Action Plan

Background papers

No background papers were used in the preparation of this report

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SOUTH TEES CARERS STRATEGY 2021-2026 March 2021

This strategy sets out the priorities across the South Tees region for the identification and support of unpaid Carers of all ages. The Strategy is produced jointly between Redcar & Cleveland Borough Council, Middlesbrough Council and Tees Valley Clinical Commissioning Group.

*'A **Carer** is anyone, including **children and adults**, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is **unpaid**.'*¹

Our vision is to improve services, support, recognition and outcomes for unpaid Carers of all ages and backgrounds in South Tees

Background

Unpaid Carers of all ages across the UK provide a vital care and support network to their loved ones, the value of which should not be underestimated by health and social care services who would otherwise struggle to meet the support requirements that Carers absorb on their behalf. The 2011 UK census showed that there were approximately 6.5 million people of all ages providing unpaid care to a loved one who is older, disabled or seriously ill. However, a 2019 poll published by Carers UK indicates that this number could now be closer to 8.8 million. The number of people aged 65 years or over has also grown from 1.4million in 2011 to potentially over 2 million in 2019.

An Office for National Statistics report highlighted that in 2016 there were a total of 7.9 billion hours of unpaid care provided in the UK, the equivalent to just over 4 million adult social care workers working delivering their average weekly hours for every week of the year every week of an entire year. Despite the importance of unpaid Carers to the social care system, results from the 2018-19 National Carers Survey showed that outcomes for Carers appear to be worsening rather than improving. Over-all Carer quality of life scores had decreased on a national and regional level when compared to the 2016-17 survey. In addition, the number of Carers who said that their caring role had made them feel stressed had increased, as too had the number of Carers reporting that the caring role had caused them significant financial difficulty.

Young Carers

2011 census information showed that there were 166,000 young Carers between the ages of 5-17 providing support to a parent or sibling with illnesses or disabilities in the UK. However, The Children's Society estimate that this figure is closer to 800,000, largely due to the number of young Carers who remain unidentified. On a regional level, ONS data shows that there are approximately 2,500 Young or Young Adult Carers across South Tees between the ages of 0-24.

Statistics show that as many as 27% of young Carers aged 11-15 miss school due to their caring role, and 39% of Young Carers report that nobody within their school was aware of their caring responsibility. Also, research by the Carers Trust revealed that 38% of young Carers had experienced problems with their mental health.

It is also important to consider the support that young Carers need when transitioning to adulthood. Nationally there are approximately 300,000 young Carers in the 16-24 age category, yet according to

¹ [NHS England reference to the definition of Carers](#)

Children's Society research only 13% of these Young Carers had received a Young Carers Transition Assessment. Early identification and support of Young Carers is vitally important to ensure that caring is not detrimental to the education and life opportunities of young people.

South Tees Demographic & Geographic Comparisons

Both Middlesbrough and Redcar & Cleveland have similar population sizes and comparable numbers of unpaid Carers estimated to be living within their boundaries, approximately 14,000 and 16,000 respectively. However, there are some notable differences in the geographical make-up of the two local authorities with Middlesbrough being a more densely populated urban area compared to Redcar & Cleveland which has more sparsely populated rural towns particularly in the east of the locality, meaning transport and access to services can be more of a challenge for many Redcar & Cleveland residents.

In addition, Middlesbrough has a much more diverse population, with a greater number of black, Asian and other minority ethnic communities (11.8%) than Redcar & Cleveland (1.5%) and there is a higher percentage of people aged 65 and over living in the Redcar & Cleveland area (22.3%) compared to Middlesbrough (16.2%).

Middlesbrough ranks much more poorly than Redcar & Cleveland on the Index of Multiple Deprivation scale by local authority areas in England, however both local authorities are far below the national average rank (Redcar 40, and Middlesbrough 5), meaning that there are significant health and wellbeing and socio-economic challenges affecting the population of both boroughs. In relation to unpaid care within the two boroughs only one other local authority area in England reports a higher percentage of residents providing one or more hours of unpaid care per week than Redcar & Cleveland (11.9%), with Middlesbrough falling just above the national average with 10.2%. (statistics taken from The Local Government Association).

Data from the 2018/19 national Carers survey informed us that Carers in both Redcar & Cleveland and Middlesbrough were reporting a lower quality of life and lower over-all satisfaction with services than they had previously in 2016/17.

The above statistics are a sample of some of the challenges that must inform the range of support that is offered to unpaid Carers within the South Tees area. A new Carer Strategy represents an ideal opportunity to bring about a significant change in outcomes for Carers across South Tees.

National Agenda Informing Local Action

The Carers Action Plan 2018 -20: Support Carers Today outlined the cross-government programme of work to support Carers in England over two years and built 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 the present 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 will be undertaken locally to establish real outcomes for Carers.

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

Aligning services and commissioning across South Tees 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.

Our Vision

The vision is that, through a joint commissioning approach, an equitable and efficient offer is provided for 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 the priorities of the South Tees Health and Wellbeing Board and the strategic vision for joining up health and social care.

We are committed to ensuring Carers are supported across South Tees in a range of ways. As part of a joined-up and inclusive approach we will:

- Value Carers as real and expert partners in care
- Ensure Carers have access to a wide range of support and supportive opportunities
- Focus on prevention to help avoid Carer breakdown
- Raise awareness amongst the public and staff
- Work in partnership and Integrate our ways of working
- Develop a Strengths Based Approach to build on individual Carer's strengths and resources to make positive personal change

Strategic Aims

The development of the Strategy has been led by Redcar & Cleveland Borough Council, Middlesbrough Council and Tees Valley Clinical Commissioning Group, who together form the South Tees Joint Commissioning Group for Carers Services in South Tees.

The Strategy has been prepared in consultation with South Tees Carers Forum, which consists of over 100 representatives from organisations across South Tees, including: Redcar & Cleveland Borough Council, Middlesbrough Council and Tees Valley Clinical Commissioning Group; Carers and organisations supporting Carers; children's and adult social care services; public health; voluntary and community sector organisations and networks; primary and acute care providers; education, employment and skills; business; and housing.

The process of developing this Strategy from Winter 2019 to Spring 2021, has helped build a common vision and ownership amongst partners and stakeholders. There is real commitment to working together in new ways, sharing expertise, improving collaboration and ensuring Carers voices are heard and their lived experience taken into account. The Covid-19 pandemic has made this even more of a priority, as it has exacerbated the challenges of Carers and the people they care for, as well as increasing pressure on services.

The Strategy will be approved by the South Tees Health and Wellbeing Board and is recommended for adoption by all Forum partners. The governance and review arrangements are on p12.

The South Tees Carers Strategy recognises and is informed by:

- Carers' experiences, needs and views
- the ongoing, serious impact and implications of the Covid-19 pandemic
- the breadth of expertise and existing services and support for Carers from:
 - organisations with statutory responsibilities – local authorities and NHS services
 - commissioned services designed to provide specialist support to Carers
 - the wider infrastructure of services and support from the public, private and voluntary and community sector which provides support to people in South Tees, some of whom are Carers
- partners' commitment to collaborate and maximise their combined expertise, reach and resources to address challenges and gaps and to improve integrated working, referral and support for Carers
- the need to reflect Strategy objectives and outcomes across wider policy, planning and services

The National Carers Action Plan 2018-20 contains key strands that are based on evidence and feedback from Carers. To ensure we work in line with local and national priorities, we have based our strategic aims on the five themes in the National Plan with a focus on the specific needs of Carers in our region.

The five themes are:

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

Key Objectives have been set in line with each of the five themes to form key priority areas for South Tees. By setting a series of Primary Outcomes in each of the five themes we anticipate that they will act as our indicators for successful delivery of the Objectives.

The National Carers Action Plan was set to conclude in the summer of 2020 with a report expected from the Department of Health & Social Care on the achievements made and the priorities for Carer support going into 2021 and beyond. However, in light of the Covid-19 global pandemic, it is anticipated that there will be a delay to any revised national guidance being published.

Impact of the Covid-19 pandemic

The global Covid-19 pandemic has brought unprecedented challenges and pressures on every aspect of people's lives and to all organisations and services. The implications and impacts are likely to continue for many years. Ongoing national directives, regulations and policy changes in response to the pandemic will continue to affect everyone and the strategies, planning and delivery of services and support across health and social care, education, housing, employment, communities and the economy.

The impact on Carers has been significant and has exacerbated many of the issues and challenges that they had prior to Covid-19, as well as bringing new challenges for them and for the services and support they need:

- The value of unpaid care is estimated at £530 million/day during the pandemic - caring responsibilities and time spent caring has increased, without access to breaks or respite
- Carers feel socially isolated and many have had a decline in physical and emotional health and wellbeing
- Carers have suffered due to the reduction or suspension of face-to-face services and support, for instance, day services, domiciliary services, homecare, respite and sitting services to name a few Carers wary of resuming these due to concerns over safety for themselves and the people they care for
- They suffer from not being able to engage in community groups and activities and to take a break
- There has been a challenge in accessing primary care and acute health services
- Online services and telephone support can only go so far and many Carers, of all ages and backgrounds have struggled, find it difficult or are not able or willing to access support in this way
- Young Carers have struggled to engage in education with their increased caring responsibilities and many are significantly impacted in terms of their social isolation, education and social development
- Carers' financial resilience has decreased - for those Carers who were working, their ability or options to continue have decreased and for those who want to work, access to training and employment is increasingly difficult

South Tees response

Significant consideration to the after-effects of the covid-19 pandemic will be integrated into any future planning of Carer support services across South Tees. As the future landscape remains uncertain, it is vital that services for Carers are delivered flexibly and are able to respond to newly identified needs in a swift and effective manner.

Any revised or new directives from the government going forward will be incorporated into the development of services across South Tees.

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 should bear consideration to the diversity of Carers and their circumstances, from an elderly neighbour, to a Young Adult Carer and including someone serving in the armed forces. 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.

Overarching Objectives

- To ensure Covid-19 recovery plans take account of Carers' views and the pandemic's impact on them
- To improve the awareness about Carers with health and social care professionals, frontline workers and relevant services, to increase the identification of Carers and relevant responses to their needs
- To ensure Carers can access health and social care services in a way appropriate and personal to them
- To take Carers' views into account and facilitate representation across services and systems
- To commission services based on evidence, which are responsive to the identified needs of Carers
- To improve the collective knowledge, connections and communication between services in South Tees

We need to address gaps between health and social care services that impact significantly on Carers. Often there is health support available for the cared for person but not to the Carer, and they may not be included in discussions, planning and decision making.

We need to improve the flexibility and support around Personalisation in line with Care Act and Children & Family Act duties to ensure Carers are provided with the resources they need to enable them to care for as long as they wish to do so.

The population across South Tees is ageing. We need to identify and support older Carers and Carers of people with dementia.

We need to reach Carers in the community that are not known to services, especially those supporting people with mental health, substance misuse or domestic violence issues by building community capacity and developing support networks.

Carers need identifying and informing early in the Carer journey not just at point of crisis. We will work alongside Carers to provide information in different formats, particularly the use of social media, and in different venues.

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. We will work together to make sure we commission services for Carers that are flexible and accessible to all.

In times when budgets are tight, we need to explore funding options and sharing of resources to support Carers.

GPs are often the first people to come into contact with Carers. We will encourage and provide support to the newly formed Primary Care Networks to adopt the NHS England 'Quality Standards for Carer Friendly GP Practices' 2019 to provide support to help build Carers resilience and avoid crisis situations.

Primary Outcomes

- Training will be available to health & social care professionals, knowledge gaps will be identified and new ideas developed
- Mechanisms will be in place to routinely collect the views of Carers in the community
- A marketing campaign will be in place to provide Carers in the community with information in a range of formats in different venues across South Tees to provide community-based information
- Carer services across health & social care will have been mapped to identify gaps
- Carers in the community, particularly those not known to services are identified and community capacity and support developed
- Commissioned services will be developed based on local intelligence
- Regularly collect, collate and analyse Carers' views and feedback to inform services and support and promote
- Partners work collectively under the We Care You Care brand and have a clear communications and engagement plan across South Tees to increase knowledge and awareness of services and support, improve the identification engagement of Carers and ensure effective referrals and signposting

2. Employment and financial wellbeing

Many Carers told us about the difficulties they face balancing work and performing a caring role. At the same time many are struggling to make ends meet, leading to financial hardship which in turn puts further pressure on the caring role. Where an employer is made aware of an employee with caring responsibilities, they 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.

Overarching Objectives

- To raise the profile of Carers and encourage employers to improve their working practices to enable Carers to continue to work alongside their caring role.
- 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.
- To assist Carers who want to work to do so

Many employers support Carers well in the workplace. We will endeavour to encourage others to develop Carer-friendly work practices and help them to become 'Carer Confident' employers and become part of nationally recognised the national Carers benchmarking Schemes.

We recognise that small employers cannot offer the same support as large employers. Smaller employers probably know their staff very well and their personal circumstances, but they will not necessarily have the capacity to absorb demand. This is a challenge that we will endeavour to address alongside these organisations.

Some working Carers are losing their jobs and some are losing their homes or getting into financial crises because of their caring roles. We will explore how we can help prevent financial crisis for Carers.

We need to challenge the instinct to give up work immediately by providing support and advice on staying in work or support Carers to change to more appropriate jobs that may be more flexible, should they not want to give up working. We will promote flexible working and its benefits to increase opportunities for Carers to return to work or continue to work alongside their caring role.

We recognise that returning to work is very individual and is different to being forced back into work. Care should be right for those who want to return.

Primary Outcomes

- Carer friendly work practices across South Tees will be developed, adopting any nationally recognised scheme. South Tees Carer Strategy partners will take a 'lead-by-example' role in policy development.
- DWP and Welfare Rights will support Carers to access the benefits they are entitled to and the support to stay in work or education
- Young Carers have a smooth, supported transition to adulthood and co-ordinated services helping them to engage in education, training or employment if they wish to, or are able to do so, alongside caring roles
- Better integration, awareness and referrals across services to ensure Carers who want to work have better access to training and employment, with relevant support in place for the cared for and their skills valued

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 is vital to providing support. This can ensure that Young Carers are able to access opportunities and have the same life chances as other young people that do not have caring responsibilities.

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](#)).

Overarching Objectives

- To address the impact of caring on young people and on their education and life chances
- To develop training for social workers and other professionals around identifying Young Carers and assessing their needs
- To improve Young Carers' access to support services to make sure they are properly supported at an early stage and that interventions are put in place promptly where necessary
- To improve support for Young Adult Carers to enable them to make positive transitions between the ages of 16-24

We will build on the learning from local and national Young Carers services to empower young people and give them a voice, enabling them to take positive steps and actions for themselves and their communities. Many young people use social media platforms to reach and enable Young Carers to communicate with each other. We will utilise these mechanisms to provide support.

Awareness of the needs of Young Carers in schools and colleges is vital. We will develop mechanisms to encourage educational establishments to support those in their care and help them reach their full potential.

We will work with Adult and Children's Social Services to identify Young Carers, carry out needs assessments and provide family support particularly those in transition

We will listen to the voice of Young Carers and value their input in developing services to meet their needs particularly those from disadvantaged and seldom heard groups

Primary Outcomes

- There will be positive working practices within health and social care services to identify and assess the needs of Young Carers and their families
- Social media platforms are developed to engage with Young Carers in the community
- Robust transition pathway plans will be developed and maintained between adult and young Carer services and social care across South Tees
- Integrated working across Education, Early Help, Health, Children's and Adult Social Services, alongside commissioned Young Carers' services will ensure a joined-up approach and consistent support for Young Carers and their families, reflected in policies, strategies and operational delivery across South Tees

- Schools across South Tees are aware of and supported to engage with the Young Carers in School Award and identify Young Carers Champions to improve awareness of and positive outcomes for Young Carers
- Transition of Young Carers to Young Adult Carers is co-ordinated across children's and adult services, as well as across all Strategy themes and Action Plans and wider services and support

4. Recognising and supporting Carers in the wider community and society

Many Carers have little contact with services to meet their needs 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 are often inflexible and Carers struggle to access services within a standard working day. Carers also tell us that recognition of their role in society is important to them and support in community settings can provide a valuable lifeline to them.

Overarching Objectives

- To increase recognition of Carers in society and their local communities and to improve their everyday experiences.
- To seek to better understand how loneliness affects Carers and find ways to combat it
- To work in partnership with Carers and agencies that support them to develop services to meet their needs
- Improve opportunities for Carers to have a life alongside caring, to be active citizens, less isolated, and more connected to family, friends, work, volunteering, education, training, learning and leisure.

Using technology can connect Carers particularly those isolated because of their caring role. We will work in partnership with organisations across South Tees to provide information in a variety of formats to cater for Carers of all ages and abilities.

It is important to deliver support to Carers where they live. We will endeavour to deliver services and support in community settings across South Tees and link developments to the NHS Long Term Plan and Social Prescribing.

We will encourage the adoption of 'Making Every Contact Count' initiatives to provide timely information and support

We will work alongside Primary Care Networks to provide support and improve early intervention to avoid crisis

We will endeavour to build links into communities that may otherwise not engage with Carers

We will support the national agenda for introducing the Carers Passport Scheme on a local South Tees level.

Primary Outcomes

- Information will be available to Carers in a range of formats and through multiple services, not just those traditionally seen as Carer support services
- We will have developed varied and innovative approaches to enable Carers to take a break from their caring role
- Technology will be in place to connect Carers, particularly those isolated because of their caring role
- We will have developed services at a community level which are Carer and dementia friendly and help Carers engage in social activities.
- There is a Carer passport scheme established across South Tees

5. Building research and evidence to improve outcomes for Carers

The original national 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 and their role may become more complex. Therefore, it is increasingly important to do full justice to the role Carers play so that future policies to ensure they are supported are underpinned by a strong evidence base.

Overarching Objectives

- To build and expand on existing knowledge so that we can ensure we continue to develop policies and interventions that target support for Carers appropriately.
- To carry out research to improve the evidence base of information and data on Carers to inform future strategies to support them
- To use evidence to offer innovative solutions to support Carers

We will /apply as well as carry out research to provide us with an evidence base to help us understand Carers' experiences and what works in terms of services and support. This will be shared with decision makers to ensure Carers services are prioritised appropriately.

We will make sure commissioned services and projects are regularly assessed, with Carer input, to determine whether they are working and if not, why?

We will endeavour to engage more diverse groups in research and offer a range of ways to share loved experience to enter in to dialog with more Carers.

We will track Carer-defined outcomes and statistical data across services across South Tees to make sure we understand their needs.

Primary Outcomes

- Commissioned Carer support services are regularly and rigorously monitored
- Relevant and robust outcomes data is gathered by Carer services and used to inform future service design and delivery
- New approaches will have been developed to engage Carers not already in receipt of commissioned support, in order to gain their views on the barriers and gaps in service
- Learning and recommendations from national research will be adopted where necessary.

Adoption, Governance and Review

The South Tees Carers Strategy is formally approved by Middlesbrough Council, Redcar & Cleveland Borough Council, Tees Valley Clinical Commissioning Group and by the South Tees Health and Wellbeing Board. It is recommended that statutory, voluntary and community and private sector partners also adopt the Strategy through their Boards and make a top-level commitment to support its vision, aims, objectives and outcomes and, where appropriate, the delivery of the Action Plan which supports the Strategy. It is anticipated this will achieve transformation on a bigger scale and enable provision that is built on people's needs rather than organisational boundaries.

Governance

The Care Act (2014) and Children and Families Act (2014) place a legal requirement on local authorities and all agencies involved in public care to adopt integration, co-operation and partnership approaches 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.

The South Tees Joint Commissioning Group, involving commissioners from Redcar & Cleveland Borough Council, Middlesbrough Council and NHS Tees Valley Clinical Commissioning Group, are responsible for producing, monitoring and reporting on the South Tees Carers Strategy and the Action Plan that supports it. The Group is responsible for working in partnership to support the commissioning of services to help meet the vision, aims and objectives of the Strategy and for monitoring these and managing their performance. To ensure accountability and transparency, the Group reports to, and is responsible to, the South Tees Health and Wellbeing Board.

The South Tees Carers' Forum was established in December 2019 and reports directly to the South Tees Commissioning Group. Its main objective is to act as an advisory body to help develop the South Tees Carers' Strategy and Action Plan, based on local and national priorities set out in the government's Carers' Action Plan 2018-20². The Forum brings together a broad constituency of partners and stakeholders. It enables the voice and views of Carers to be fed into and influence the Strategy and Action Plan, as well as raising awareness of Carers' needs, issues and challenges. The Forum promotes collaboration and integrated working between members in order to improve outcomes for Carers and may set up task groups on specific themes or issues.

We recognise that Carers views', voices and experiences are vitally important to inform the delivery of the Strategy. Not all Carers identify as such or engage with services and there is a need to engage Carers in a wide variety of ways and settings, which are relevant to them and their needs. Work carried out by the Forum will be shared across South Tees through public information campaigns. This will help identify and reach Carers and publicise services and support. It will raise awareness of the South Tees vision and partnership approach to services and support and gather views and information to inform the development of the South Tees Carers' Strategy.

Review

The Strategy will be reviewed and refreshed annually by the South Tees Joint Commissioning Group, in consultation with the South Tees Health and Wellbeing Board and the South Tees Carers Forum.

The Action Plan will be monitored on a quarterly basis by the South Tees Joint Commissioning Group and reported back to the South Tees Health & Wellbeing Board, the Senior Management Teams of the Local Authorities, Tees Valley Clinical Commissioning Group and the South Tees Carers Forum.

This document defines the objectives, outcomes and actions agreed by members of the South Tees Carers Forum expanding on the overarching aims in the Carers Strategy 2021-2026 shown below.

This illustrates the commitment of the Forum members to work in partnership to improve support to Carers across the area. The agreed action plan on pages 2 – 16 will be monitored quarterly and revised annually through the Forum.

| Overarching Strategic Aims 2021 - 2026 | |
|--|---|
| 1. Services and systems that work for Carers | <p>To improve the awareness about Carers with health and social care professionals, frontline workers and relevant services, to increase the identification of Carers and relevant responses to their needs</p> <p>To ensure Carers can access health and social care services in a way appropriate and personal to them</p> <p>To take Carers' views into account and facilitate representation across services and systems</p> <p>To commission services based on evidence, which are responsive to the identified needs of Carers</p> |
| 2. Employment and financial wellbeing | <p>To raise the profile of Carers and encourage employers to improve their working practices to enable Carers to continue to work alongside their caring role.</p> <p>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.</p> <p>To assist Carers who want to work to do so</p> |
| 3. Supporting Young Carers | <p>To address the impact of caring on young people and on their education and life chances</p> <p>To develop training for social workers and other professionals around identifying Young Carers and assessing their needs</p> <p>To improve Young Carers' access to support services to make sure they are properly supported at an early stage and that interventions are put in place promptly where necessary</p> <p>To improve support for Young Adult Carers to enable them to make positive transitions between the ages of 16-24</p> |
| 4. Recognising and supporting Carers in the wider society and community | <p>To increase recognition of Carers in society and their local communities and to improve their everyday experiences.</p> <p>To seek to better understand how loneliness affects carers and find ways to combat it</p> <p>To work in partnership with Carers and agencies that support them to develop services to meet their needs</p> <p>Improve opportunities for Carers to have a life alongside caring, to be active citizens, less isolated, and more connected to family, friends, work, volunteering, education, training, learning and leisure.</p> |
| 5. Building research and evidence to improve outcomes for Carers | <p>To build and expand on existing knowledge so that we can ensure we continue to develop policies and interventions that target support for Carers appropriately.</p> <p>To carry out research to improve the evidence base of information and data on Carers to inform future strategies to support them</p> <p>To use evidence to offer innovative solutions to support Carers</p> |

1: Services and systems that work for Carers

Agreed South Tees Carers Forum Objectives 2021-22

- 1.1 To ensure that Covid-19 recovery plans take account of Carers’ views and the pandemic’s impact on them
- 1.2 To improve the awareness about Carers with health and social care professionals, frontline workers and relevant services, to increase the identification of Carers and relevant responses to their needs
- 1.3 To ensure Carers can access health and social care services in a way that is appropriate and personal to them
- 1.4 To take into account Carers’ views and facilitate representation across services and systems
- 1.5 To commission services based on evidence, which are responsive to the identified needs of Carers and develop the market
- 1.6 To improve the collective knowledge, connections and communication between services in South Tees
- 1.7 Communicating effectively with Carers and navigating services and support available across South Tees

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|---|---|--|--|
| 1.1 To ensure that Covid-19 recovery plans take account of Carers’ views and the pandemic’s impact on them | | | |
| 1.1.a Recovery of Carers’ services and support are included in strategic Action Plans | Incorporate pandemic recovery into action plans, reflecting impact and needs | South Tees Joint Commissioning Group | Reflection of recovery plans across Strategy action plans |
| 1.1.b South Tees recovery plans recognise Carers’ needs | Raise awareness to take account Carers’ needs in all relevant recovery plans | All statutory partners Forum members | How recovery plans take account of Carer’s needs in both local authority areas |
| 1.1.c Carers are represented in recovery plan discussions across South Tees and have their voices heard | Review and promote Carers’ representation in recovery planning across health and social care, education, employment and training in S.Tees | All statutory partners Carers Together Health Watch South Tees | Tracking and reporting Carers representation in recovery planning via the Forum |
| 1.1.d Carers have greater trust and are re-engaging with statutory services and support | Reintroduce face to face services which support Carers (e.g. domiciliary care, respite and breaks, day services) Build trust and relationships across social care (adult and children’s services) NHS services are responsive to Carers’ needs Share data/evidence and address concerns of Carers of people who lack mental capacity and their rights in terms of decisions (e.g. Do Not Resuscitate Orders) | Local authorities (adult and children’s social care) NHS primary and acute services NHS People First (Indept Advocacy Hub) Carers Federation | Carers’ satisfaction surveys relating to statutory surveys show improvement in trust and likelihood to engage in services Outcome of advocacy work and any change in decision making approaches |
| 1.1.e Carers are prioritised and recognised in the vaccination programme and understand how and when they will be vaccinated and have support to get vaccinated | Clear shared messaging and communication with Carers on vaccination, their priority Group 6 (if not in a higher group) and support (and if possible, promote vaccination of Carer and cared for person together) Encourage and support registration of Carers with GPs as part of the vaccination programme and to support Carer identification (using NHS read codes) | All statutory partners Voluntary and community sector partners Carers Together NHS Primary Care Networks and GP practices | Take up of vaccination by Carers in line with priority groups (and evidence of dual vaccination of carer/cared for) Increase in registration of Carers with GPs as a result of vaccination |

Page 22

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|---|---|---|--|
| 1.2 To improve the awareness about Carers with health and social care professionals, frontline workers and relevant services, to increase the identification of Carers, ensure relevant responses to their needs | | | |
| 1.2a Training and awareness raising is available and offered to health and social care professionals and frontline workers across relevant services as part of the recovery plan and future commissioning to ensure staff and services understand and can be flexible and responsive to the needs of Carers, based on their feedback and experience | Refresh and roll out training and awareness raising for health and social care professionals across Adult and Children's services (taking into account pandemic response and Carers' needs, as part of recovery plans) Identify what can be done within current contracts to refresh training and awareness Include training and awareness raising in commissioning intentions for 2021 | South Tees Joint Commissioning Group Statutory services Voluntary and community sector South Tees Joint Commissioning GP Carers Together | Number of sessions provided to health and social care professionals and frontline workers Survey of trainees % showing increased awareness and understanding of Carers identification and needs |
| 1.2b GP Quality Markers are introduced across South Tees to ensure best practice in terms of identifying, registering and responding to the needs of Carers | Encourage and support registration of Carers with GPs to support Carer identification (using NHS read codes) | Carers Together NHS Primary Care Networks and GP practices | Increase in registration of Carers with GPs GP-Carer surveys % increase in satisfaction with services |
| 1.3 To ensure Carers can access health and social care services in a way that is appropriate and personal to them | | | |
| 1.3a Carers have a range of ways that are suited to their needs in terms of engaging with health and social care services | Providers offer services in a flexible way to accommodate the access needs of Carers, including online, on the phone, face to face, in local community settings, as appropriate | Health and social care providers | Carers' views/feedback through monitoring and evaluation, including surveys, show increase in satisfaction levels |
| 1.4 To take into account Carers' views and facilitate representation across services and systems | | | |
| 1.4a Carers' views are collected through surveys and feedback mechanisms on services and systems, to identify their needs and views about how and whether they are being met, what could be improved and any action taken to address issues | Disseminate and support completion of relevant surveys to Carers relating to services Outcomes of surveys and any actions required to address issues are acted upon and reported back to Carers and partners Join up intelligence/mechanisms to collate views of Carers to inform future services and support | Statutory providers Forum members Data leads for statutory and commissioned services (Forum data and evidence sub-group) | Number of surveys shared Response rate to surveys Outcomes of surveys and actions taken as a result Level and quality of data sharing and analysis across South Tees |
| 1.4b Carers and their views and voices are represented in relevant planning and decision-making fora and they are supported to have their views heard | Promote representation of Carers or Carers representatives in planning and decision-making fora, to share evidence from research and lived experience which can inform planning and decision making | Statutory partners and partnerships | Level of representation of Carers and Carers' voices in statutory and decision making for and feedback on satisfaction |
| 1.5 To commission services based on evidence, which are responsive to the identified needs of Carers and develop the market | | | |
| 1.5a Commissioners of Carers services base their commissioning intentions on the evidence of needs and requirements of Carers and with a view to developing the market | Commissioning reflects evidence-based needs and supports the development of the market and the range of support services and providers in place that are integrated and collaborating to improve outcomes for Carers | South Tees Joint Commissioning Group | Evaluation of whether the range of commissions and providers meet needs Evaluation of integrated working across providers |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|---|--|--|--|
| 1.6 To improve the collective knowledge, connections and communication between services in South Tees | | | |
| 1.6a Statutory, private and community and voluntary sector partners are aware of the range of services and support available to Carers and proactively work together in an integrated way to ensure effective referrals and joined up services and support for Carers across South Tees | We Care You Care provides an overarching brand under which communications and information are disseminated to partners and awareness raised and the Forum provides opportunities to join up services and action | South Tees Joint Commissioning Group We Care You Care All Forum members | Feedback from Forum partners on effectiveness of communications and integrated working Monitoring We Care You Care |
| 1.6b There is a comprehensive, up to date and easily accessible map and explanation of services and support for Carers across South Tees under We Care You Care, enabling both Carers and support services to access up to date, accurate and relevant information for their needs – as well as regular bulletins to update Forum members on new information, surveys, data, services | Expand We Care You Care to cover South Tees and include mapping, information and evidence hosting and Forum communications in future commissioning Update and regularly refresh the map and type of services and support, including voluntary sector groups, changes and new groups that have emerged | South Tees Joint Commissioning Group We Care You Care | Contract monitoring of amount and relevance of information and type and number of services and support on WCYC Feedback on the ease and frequency of access from Carers, providers, Forum |
| 1.7 Communicating effectively with Carers and navigating services and support available across South Tees | | | |
| 1.7a South Tees Carers Forum acts as a network of networks to disseminate up to date and relevant information relating to Carers to staff and volunteers across South Tees, organisations and voluntary and community sector groups, which can then be communicated in relevant ways to Carers | Forum members will act a conduit for sharing and disseminating information (protocol to be agreed) Discuss potential for We Care You Care to provide triage, navigation, signposting service to relevant services and support and to complement the information available through the website | All Forum partners South Tees Joint Commissioning Group We Care You Care | Survey of Forum members on effectiveness of communication Contract monitoring in relation to the commissioned service and feedback from partners |
| 1.7b There is a clear communications and engagement plan and infrastructure to support the South Tees Carers Strategy and Action Plan, that all partners can be involved with and understand and receive regular updates | Commission a communications and engagement plan and support for South Tees Carers Strategy, Action Plan and Forum Establish a Forum communications sub-group to help join up communications, messaging and comms | South Tees Joint Commissioning Group Statutory partners Forum communications sub-group | Contract monitoring on performance of the plan Review, feedback, reporting on communications effectiveness |
| 1.7c Build frontline staff awareness and community capacity to act as a conduit for up-to-date and relevant information which will improve outcomes for how they engage and work with Carers | Dissemination of clear information to staff and through community groups and organisations that support Carers in terms of the services and support available, new opportunities to engage or new actions | All Forum partners | Survey of frontline staff and community groups of effectiveness of communications |

2024

2. Employment and financial wellbeing

Agreed South Tees Carers Forum Objectives 2021-22

- 2.1 To raise awareness of and influence the Covid-19 economic recovery plan for South Tees based on evidence of Carers issues and needs
- 2.2 To improve awareness of and access to support for welfare rights, benefits and financial support for Carers
- 2.3 To raise the profile and value of Working Carers in the economy, to lead by example and encourage employers to improve their working practices to enable Carers to continue to work and be supported in the workplace alongside their caring role
- 2.4 To support Young Carers and Young Adult Carers transitioning into education, training or employment
- 2.5 To assist Carers who want to work to do so through appropriate information, advice and guidance, training and specialist support services, recognising their skills and experience

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|---|--|--|---|
| 2.1 To raise awareness of and influence the Covid-19 economic recovery plan for South Tees based on evidence of Carers issues and needs | | | |
| 2.1a The Covid-19 economic recovery plan for South Tees takes account of Carers' issues and needs and employers' requirements | Partners to feed in knowledge, evidence and Carers' views and experience and employers' requirements into the economic recovery plan and promote a joined-up approach to take account of their needs across South Tees Carers representation in relevant fora is promoted and supported | Statutory partners responsible for economic recovery planning Forum members Statutory partners and Forum members | Reflection of Carers and employers' needs and requirements in economic recovery plans Level of representation achieved and impact feedback |
| 2.1b Forum partners will raise awareness of Carers' employment and financial wellbeing issues and needs and encourage appropriate representation and actions within networks, partnerships and groups working on issues around employment and financial wellbeing in South Tees | Identify the fora, networks and groups dealing with economic recovery and financial inclusion (promote joining up of financial inclusion partnerships in S.Tees Feed in information around Carers issues and requirements as well as support for employers | Forum members (on or linked to employment/financial wellbeing) Forum representatives on fora | Map of fora, networks and groups delivered and shared Action taken by employment and financial wellbeing partners and impact of this |
| 2.2 To improve awareness of and access to support for welfare rights, benefits and financial support for Carers | | | |
| 2.2a Those providing services and support to Carers are aware of the systems and partnerships in place to support Carers' access welfare rights, benefits and financial support across South Tees and across services, and have confidence in providing advice and making referrals | Key advisers on welfare rights, benefits and financial support, redundancy to be engaged in the Forum and share information to raise awareness of what is available and who can provide support – as well as feeding back to their organisations and networks on employment and financial wellbeing about Carers issues and needs. Produce case studies to share and raise awareness Join up information and awareness raising campaigns | Local Authority Welfare Rights DWP and JCP Carers Together The Junction Triage Central Step Forward Tees Valley Beyond Housing | Level of referrals Increase in access to support on welfare rights, benefits and financial support Take up of benefits and financial support Carers feedback on services No. case studies shared as part of a learning resource |
| 2.2b Carers are able to access good quality information to advice and referrals to support around welfare rights, benefits and financial support across South Tees | All those who engage with Carers as part of their service or support will work to Carers have clear information and appropriate referrals around welfare rights, benefits and financial support | Local authority and health services DWP and JCP Voluntary and community sector Businesses | As above (2.2a) Feedback from frontline staff on awareness and confidence incidence of advice/referrals |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|--|--|---|
| 2.3 To raise the profile and value of Working Carers in the economy, to lead by example and encourage employers to improve their working practices to enable Carers to continue to work and be supported in the workplace alongside their caring role | | | |
| <p>2.3a Statutory organisations across South Tees will lead by example as employers in introducing schemes and programmes supporting and recognising Carers under the national Carers Action Plan (2018-20), including the Working Carers Passport and Carer Confident Employer Benchmarking Scheme and share good practice to encourage other employers to engage in relevant schemes</p> | <p>Seek an update from ADASS NE on the national Carers Action Plan and initiatives and report back to the Forum on any new developments and schemes of relevance to South Tees not yet being applied (and potential of ADASS area memberships of schemes)</p> <p>Lead by example as employers: NHS prioritizing the roll out of the Working Carers Passport for all NHS organisations and local authorities taking this up.</p> <p>Promote take up across South Tees of the <u>Carer Confident Benchmarking Scheme</u> and resources from Employers for Carers - share the <u>business case</u></p> <p>Share examples of good practice from employers</p> | <p>Local authority Commissioners</p> <p>Statutory organisations, including local authorities and NHS</p> <p>Public sector Voluntary and community sector</p> <p>All partners</p> | <p>Report on progress to Forum and recommendations for any actions relating to national plan</p> <p>Extent of roll out of the Passport and take up by Carers</p> <p>Take up of the CC Scheme by South Tees employers</p> <p>No. case studies shared as part of a learning resource</p> |
| <p>2.3b South Tees Carers Forum will promote awareness raising about the value of Carers in the workforce and to the economy based on research and evidence</p> | <p>Share data and evidence from national research and statistics on the value to the economy of unpaid Carers and profile this through wider networks/for a</p> | <p>Forum members</p> <p>Forum data & evidence sub-group</p> | <p>Level of awareness of wider public, private and VCS partners and how it feeds into strategy</p> |
| <p>2.3c Engaging and supporting private sector employers to raise awareness of working Carers skills and need for flexibility and to take up of national Carer Confident Benchmarking Scheme and supportive and flexible working practices – as well as reaching out to businesses and business networks and sharing the offers and opportunities available for employment and self-employment</p> | <p>Promote take up across South Tees of the <u>Carer Confident Benchmarking Scheme</u> and resources from Employers for Carers - share the <u>business case</u></p> <p>Promote the option for SMEs to join through an <u>umbrella scheme</u> (local authority, Chamber of Commerce) and access the resources and scheme free</p> <p>Work with Michael Janes, FSB, to explore issues and options around working with small businesses, including engaging Tees Valley Business Club, Tees Valley Combined Authority (and LEP) to explore issues and support for working Carers and businesses</p> <p>Sharing the opportunities available for self-employment (plus support) and employment in the private sector and working more closely with business, as well as new flexible ways of working</p> <p>Share examples of good practice from businesses</p> | <p>Federation of Small Business NEE Chamber of Commerce</p> <p>Federation of Small Business Local Authority and NHS leads</p> <p>FSB Forum members</p> <p>FSB and businesses</p> | <p>Take up of Carer Confident Benchmarking Scheme by businesses in South Tees</p> <p>Feedback from Tees Valley wide authorities responsible for economic planning and action taken around supporting Working Carers and employers</p> <p>Take up of opportunities and review of working with business</p> <p>No. case studies shared as part of a learning resource</p> |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|---|---|--|--|
| 2.4 To support Young Carers and Young Adult Carers transitioning into education, training or employment | | | |
| <p>2.4a Young Carers and Young Adult Carers will be supported to transition into education, training and employment (if they wish to do so) and partners will work together to remove barriers</p> <p>(Repeated under 3.6 in the Action Plan – Supporting Young Carers)</p> | <p>Key partners will work together in an integrated, consistent way across South Tees to join up support for Young Carers and Young Adult Carers across the services, ensure appropriate referrals address any gaps and additional requirements to improve the transition between Young Carers, Young Adult Carers and Adult Carers</p> <p>Partners supporting Carers will introduce advice and raise awareness around taking into account young people’s caring roles, skills and employer flexibility</p> | <p>Statutory services The Junction Carers Together Step Forward Tees Valley Triage Central Kickstart Beyond Housing JCP</p> | <p>Survey feedback from Carers on confidence and ability to transition to education, training and employment and increase in take up of pathways Feedback from partners on improvement in referral mechanisms and transition Employer feedback</p> |
| 2.5 To assist Carers who want to work to do so through appropriate information, advice and guidance, training and specialist support services, recognising their skills and experience | | | |
| <p>2.5a Partners understand the range of specialist and targeted support services in place for different age groups of Carers around the employment and skills agenda and raise awareness of these across services and groups working with Carers in South Tees</p> | <p>Share information about the range of specialist and targeted support available to Carers on employment and skills and ensure this is accessible and updated through We Care You Care website</p> <p>Provide case studies as examples of the type of support available, the types of people who receive it and their barriers and the impact of support</p> | <p>The Junction Carers Together Step Forward Tees Valley, Kickstart Triage Central JCP Other specialist skills and employment initiatives in S. Tees</p> | <p>Review of information, advice, guidance and services on WCYC</p> <p>Feedback from partners supporting Carers and</p> <p>Case studies available on WCYC as part of a learning resource</p> |
| <p>2.5b Address gap in specialist support for 25-29 year old Adult Carers</p> | <p>Address the gap in this specialist support for people aged 25-29, between the Youth Employment Initiative programmes (16-25) and the Step Forward Tees Valley programme which is 29+.</p> | <p>Step Forward Tees Valley The Junction Welfare Rights leads Carers Together</p> | <p>Progress report on whether the gap for 25-29 year olds has been addressed and how it has been achieved</p> |
| <p>2.5c Carers can access appropriate guidance, support and training to help them to return to work and at a level that is commensurate with their skills and experience</p> | <p>Skills and training providers and employment advisers help Carers to identify their previous work experience and the transferable skills that they have through their caring roles and responsibilities and profile these as positive attributes – as well as supporting articulation in the gap in paid work, to help seek work at a level commensurate with their skills and experience</p> <p>Where the Carer still has caring responsibilities, partners will work in an integrated way to seek to ensure that there is appropriate support and care in place for the cared for person if the Carer gets a job</p> | <p>The Junction Carers Together Step Forward Tees Valley Triage Central Kickstart Beyond Housing JCP</p> | <p>Number of Carers receiving advice and support returning to work (reported by partners)</p> <p>No. case studies produced and shared as part of a learning resource</p> <p>Examples of support put in place to enable a Carer to return to Work</p> |

3. Supporting Young Carers

Agreed South Tees Carers Forum Objectives 2021-22

3.1 To ensure Young Carers and Young Adult Carers issues and needs are reflected in Covid-19 recovery plans

3.2 To identify Young Carers in South Tees through awareness raising, training and integrated working across South Tees

3.3 To support integrated working across South Tees services and address the impact on Young Carers on their education and life chances

3.4 To improve awareness, services and support around the transition of Young Carers to Young Adult Carers

2.4 To support Young Carers and Young Adult Carers transitioning into education, training or employment (repeated from Theme 2. Employment and financial wellbeing)

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|---|---|--|--|
| 3.1 To ensure Young Carers and Young Adult Carers issues and needs are reflected in Covid-19 recovery plans | | | |
| 3.1a Young Carers and Young Adult Carers needs and views and services that support them inform both the South Tees Carers Strategy and Action Plan and Covid-19 recovery plans and are gathered through existing feedback, surveys and research and engagement methods, as well as focus groups | <p>Co-ordinate input of Young Carers views into the Strategy and action plan and feed these and relevant survey data and research as evidence of needs, issues and requirements into Covid-19 recovery planning</p> <p>Ensure Young Carers, Young Adult Carers views and services that support them are represented in recovery planning across South Tees</p> <p>Compile headline data to feed into the Forum data and evidence sub-group (to be shared across Forum)</p> <p>Provide case studies on young people's experience</p> | <p>The Junction (with assistance from Forum members involved in recovery planning and action plan development</p> <p>Statutory organisations to support – local authorities and NHS</p> <p>The Junction Carers Together</p> <p>Forum data/evidence sub-group</p> | <p>Influence on Covid-19 recovery plans and impact on young people measured</p> <p>Data and evidence repository on Young Carers</p> |
| 3.1b Offline, as well as online communications are used to engage and inform Young Carers in the community | Continue to use social media to engage Young Carers and provide support, as well as telephone, but also face-to face support and engagement, where and when possible, to overcome social isolation | The Junction | Level and efficacy of online and offline engagement measured by satisfaction and feedback surveys |
| 3.1c The safe reintroduction of face-to-face services is prioritized for Young Carers as part of the Recovery Plan | Feed into Recovery Plans across South Tees to recommend the safe reintroduction of face-to-face services and the provision of social opportunities for Young Carers locally in communities to combat social isolation and provide emotional support | The Junction Carers Together Forum members who are involved in recovery planning Public Health South Tees | Level of reintroduction of face-to-face services and where is reintroduced and any gaps |
| 3.1d Social activities are available in local communities for Young Carers to engage with in person, as a means to overcome social isolation and support emotional health and wellbeing | <p>Encourage reintroduction of social activities in person when it is safe to do so</p> <p>Share information on DfE funded holiday programme and how to be involved</p> | <p>The Junction</p> <p>Local authority and voluntary and community sector partners</p> <p>Public Health South Tees</p> | <p>Level and amount of activities reintroduced, number of young people accessing these</p> <p>Young Carers accessing DfE programme</p> |

Page 28

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|--|--|--|
| 3.1e The aspirations of Young Carers are routinely gathered | Provide advice on what questions can be used by those speaking to young people about their aspirations and ambitions for the future. | The Junction Forum members coming into contact with Young Carers | Information gathered summarized and shared with Forum |
| 3.1f The Forum works with the Government’s National Resilience Hub to share communications around Covid-19 across the Forum and its networks and give feedback on communications challenges, what works and gaps. The Forum shares case studies around Young Carers experiences, challenges, services and positive and negative outcomes and good practice around communicating with Young Carers | National Resilience Hub Covid-19 communications: Continue to circulate updated Covid-19 information from NRH to all Forum members and feedback points raised and promote partner sharing direct input and case studies around young people and Young Carers Sign up to receive the toolkits directly and provide feedback and any relevant case studies to the NRH North East contact isabel.anttila@cabinetoffice.gov.uk | Forum Chair Forum members | Take up and use of Covid-19 communications from National Resilience Hub Engagement in NRH sessions Case studies provided to NRH and shared with the Forum |
| 3.2 To identify Young Carers in South Tees through awareness raising, training and integrated working across South Tees | | | |
| 3.2a There is more comprehensive intelligence on who Young Carers are, how many there are and their challenges and needs | Share headline data on Young Carers and Young Adult Carers in South Tees Share any Census data on disabilities and parents with disabled children Check whether a question around young people with caring responsibilities could be in the ADASS NE survey | The Junction Carers Together Local Authority data leads Local Authority Commissioners | Repository of data and evidence on Young Carers and how it is shared effectively to influence policy and planning |
| 3.2b There is a joined-up approach across South Tees to identify young carers across a range of services and surveys | Profile services supporting Young Carers through the Curriculum 4 Life portal Determine if schools ‘vulnerables’ survey in R&C can be replicated in Mbro and if SHEU can support research and intelligence gathering on Young Carers Provide advice on what questions could be asked to identify children and young people with caring responsibilities and share with partners in education and who work with families and children | Public Health South Tees Public Health South Tees, SHEU Education and Early Years The Junction The Junction Education and children’s services, voluntary and community partners | Change in engagement of partners with The Junction Identification of young vulnerable Carers, currently not engaged in support services Increase in level and numbers of Young Carers identified |
| 3.2c Training and awareness raising with schools and across services about Young Carers has a positive impact on understanding and meeting their needs | Include training and awareness into the commissioning of services, including type and nature of Young Carers and the impact of their caring roles and responsibilities on their lives | South Tees Joint Commissioning Group | Contracted services reflect training and awareness and monitoring of delivery/reach |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|---|---|---|--|
| 3.3 To support integrated working across South Tees services and address the impact on Young Carers on their education and life chances | | | |
| 3.3a Young Carers commissioned services are evidence-based and reflect the number, needs and issues of Young Carers and the support required to help them achieve positive outcomes | <p>Commissioning services based on data and intelligence around the number and needs of Young Carers across South Tees which provide additionality and also drive integration with statutory services</p> <p>Commissioned services can adapt to the changing needs and impact on Young Carers of Covid-19</p> | <p>South Tees Joint Commissioning Group</p> <p>Commissioned services and Commissioners</p> | <p>Contracted services monitored and report outcomes and impact on Young Carers lives and integrated working</p> <p>Service and contract reviews</p> |
| 3.3b There are positive working practices and integrated working between Education, Early Help, Health and Children’s and Adult social services, plus Young Carers support services and they collaborate to identify and assess the needs of Young Carers and their families and take a joined-up approach to address these, reflected in policies, strategies and operational delivery across South Tees | <p>Share the intelligence on Young Carers issues from the work with Young Carers and surveys, plus national intelligence with Public Health South Tees and education partners</p> <p>Support integrated working across South Tees and across Education, Early Help, Health and Children’s and Adult social services and with Young Carers support services</p> | <p>The Junction</p> <p>S.Tees Joint Commissioning Group Education, Early Help, Health and Children’s and Adult social services The Junction Carers Together</p> | <p>Feedback on discussions with education and schools on need to address support for Young Carers in education</p> |
| 3.3c Schools across South Tees are aware of and supported to engage with the Young Carers in School Award and identify Young Carers Champions in order | <p>Raise awareness with the schools in South Tees of the opportunity and necessity of addressing Young Carers issues, encourage and support them to go for the Award and to have School Champions</p> <p>Offer the training and awareness raising activities to schools and support to sign up for the School Award</p> <p>Contact the Education teams in each local authority (inclusion teams) to engage them and raise awareness of the Strategy and Action plan around Young Carers strand and the need to involve Education in engaging schools and promoting this as a priority</p> | <p>The Junction Public Health South Tees</p> <p>The Junction</p> <p>The Junction Public Health South Tees</p> | <p>Take up of Young Carers in School Award in South Tees No. School Champions Feedback on impact on Young Carers Take up and impact of training</p> <p>Level of involvement of S.Tees education inclusion teams in planning and engaging schools, actions taken and reviewed</p> |
| 3.4 To improve awareness, services and support around the transition of Young Carers to Young Adult Carers | | | |
| 3.4a Robust transition plans are developed and maintained between Adult Carers and Young Carers services and social care across South Tees | <p>Work together around introducing transition into the adult needs assessment process</p> <p>Share outcomes of transition research with Young/Young Adult/Adult Carers with the Forum</p> | <p>Statutory services The Junction Carers Together</p> | <p>Transition arrangements achieved and their success across Children’s and Adult Services and impact on Young Carers and Young Adult Carers</p> |
| 3.4b Transition of Young Carers is reflected across other South Tees Carer Strategy themes and plans, organisations and services’ strategies and operational delivery | <p>Feed in South Tees Carers Strategy and Action Plans into strategic policy and decision-making forums across statutory services and multi-agency partnerships to inform policy, strategy and operations</p> | <p>All Forum Members</p> | <p>Integration of Young Carers priorities and actions into other strategies, plans and operational delivery</p> |

Page 30

4. Recognising and supporting Carers in the wider community and society

Agreed South Tees Carers Forum Objectives 2021-22

4.1 To reintroduce services for Carers and access to community activities and support as part of Covid-19 recovery planning

4.2 To recognise Carers in the community and across services and in local communities and help them identify as Carers

4.3 Improve opportunities for Carers to have a life alongside caring, to be active citizens, less isolated, and more connected to family, friends, work, volunteering, education, training, learning and leisure.

4.4 To work in partnership with Carers and agencies that support them to develop services to meet their needs

4.5 To provide clear messaging and communications relevant to Carers in the community

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|---|--|--|
| 4.1 To reintroduce services for Carers and access to community activities and support as part of Covid-19 recovery planning | | | |
| <p>4.1a Promote the safe reintroduction of support services for Carers and the cared for and promote their access to these, as part of the Covid-19 recovery plans across South Tees and to enable Carers to have breaks and respite from their caring roles</p> <p>When it is safe to do so and vaccination allows:</p> <ul style="list-style-type: none"> o access to day services, breaks and respite o reintroduction of services going into the home – domiciliary care, sitting services, paid support o enable and facilitate Carers’ safe access to local activities, groups and face to face support within the community to overcome social isolation | <p>Forum members engaged in recovery planning and service planning will feed information and recommendations from South Tees Carers Strategy and Action plans across of health, social and community services to join up the front line and community-based services, with wider services that can and should support Carers</p> <p>Use data and evidence to demonstrate the impact on Carers and the need for recovery planning in communities (see Theme 5)</p> | <p>Local authority representatives S.Tees Joint Commissioning Group Organisations involved in Covid-19 planning and recovery</p> <p>Forum members</p> | <p>Monitor reintroduction of services when restrictions are lifted and vaccine programme allows for services and activities to resume</p> <p>Feedback from Carers and Carer support services and communities on the impact of reintroducing services</p> |
| <p>4.1b Include Carers, voluntary and community sector organisations and groups in both Covid-19 recovery plans and the development and review of future services</p> <p><i>(see Theme 1: Services and systems that work for Carers at 1.1c)</i></p> | <p>Forum members in recovery planning and decision-making fora will promote representation and engagement of voluntary and community sector organisations, providers and Carers and raise awareness of the impact of Covid-19 on Carers and their needs</p> | <p>Forum members involved in Covid-19 recovery planning</p> | <p>Level of engagement in Covid-19 recovery planning and outcomes achieved</p> |
| <p>4.1c Forum members to support vaccination roll out and take up across communities who may be reluctant or may be distant or not engaged with services or support and use this opportunity to help hidden Carers be identified and identify themselves</p> <p><i>Definition: A Carer is anyone who provides unpaid care and support for another person</i> <i>Question “Does someone rely on you for care and support?”</i></p> | <p>Campaign to register Carers with GPs and to help Carers recognise their own roles – as part of vaccination programme</p> <p>Profile across partners’ social media, local radio for BAME communities, local TV and press/newsletters, business news to reach hidden Carers – also create own content and use data and evidence to great infographics</p> | <p>Carers Together Primary Care Networks and GPs</p> <p>Partners who can support local reach through communications and engagement channels Public Health South Tees</p> | <p>Vaccination take up Carer identification and registration with GPs</p> <p>Improved reach and access to Carers in the community Effectiveness of communications</p> |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|--|---|---|
| 4.1d use National Resilience Hub Covid-19 communications resources to send clear messages and overcome misinformation about Covid-19 and the vaccine and engage with Carers who have concerns | Share the social media, video and translated resources provided by the National Resilience Hub toolkits and use local case studies of good practice, as well as challenges being identified around vaccination myths and misinformation | Forum Chair Forum members | Use of toolkits and reach of media and communications being used – feedback from Carers, community organisations, services involved with vaccination roll out |
| 4.2 To recognise Carers in the community and across services and in local communities and help them identify as Carers | | | |
| 4.2a Increase the recognition of Carers in society and their local communities and join up the approach to recognition across public, private and voluntary services, as well as increasing Carers’ recognition of themselves as Carers and care givers <i>See Action 5.5a “Does someone rely on you for care and support?” See Action 4.3b “I am a Carer” card</i> | Support the national agenda for introducing the Carers Passport Scheme at a local South Tees level Promote take up of the I am a Carer card Awareness activities to promote understanding of what a Carer is | Statutory organisations Forum partners | Take up of Carers Passport measured Take up of I am a Carer and resulting contact/engagements Type and scope of activities |
| 4.3 To improve opportunities for Carers to have a life alongside caring, to be active citizens, less isolated, and more connected to family, friends, work, volunteering, education, training, learning and leisure. | | | |
| 4.3a Building on learning from Ageing Better Middlesbrough’s ‘Empower’ Strategy and dementia friendly activities across South Tees to identify ways of supporting active lifestyles and connections | Develop varied and innovative approaches to enable carers to take a break from their caring role Deliver services and support in community settings across South Tees and link to the NHS Long Term Plan and Social Prescribing. | South Tees Joint Commissioning Group Statutory organisations Voluntary and community partners | Type and take up of breaks and impact of these Range of services delivered, take up, social prescribing monitoring |
| 4.4 To work in partnership with Carers and agencies that support them to develop services to meet their needs | | | |
| 4.4a We will work alongside Primary Care Networks to provide support and improve early intervention to avoid crisis and work with ‘Make Ever Contact Count’ initiatives | Provide timely information and support and early intervention across services to support Carers and avoid crisis | Forum members | Impact measurement of early intervention and Make Every Contact count performance |
| 4.4b Develop a comprehensive, straight forward communications plan for Forum members to be able to share clear and consistent messages to help raise awareness of and identify Carers with services and as Carers themselves | Prepare an overarching communications plan and simple messaging (see Action 5.3a) | South Tees Joint Commissioning Group (see Action 5.3a) | (see Action 5.3a) |
| 4.4c Consistent messages are shared by Forum members and partners in a range of different formats relevant to people who may access information through different media | Forum members to help with roll out of information across communities, through local services and groups and the variety of communications channels Promote We Care You Care as a point of access for online information with signposting to relevant information, providers, advice, support and wider services in the community | Forum communications sub-group Forum members We Care You Care Forum Members | Review of dissemination of information across communities, reach and impact Use of We Care You Care (analytics) |

5. Building research and evidence to improve outcomes for Carers

Agreed South Tees Carers Forum Objectives 2021-22

5.1 To use robust data and evidence to inform Covid-19 recovery planning and future services for Carers across South Tees

5.2 To engage with the National Resilience Hub for Covid-19 and share data, evidence with them and their communications across South Tees to inform Carers

5.3 To promote and support a shared understanding of and use of data and evidence around Carers' needs, issues and requirements

5.4 To compile relevant research, data and evidence and analyse this for use in communications and planning services, support and actions

5.5 To identify, recognise, engage and understand hidden Carers and Carers from diverse communities

5.6 To use data and evidence to track and support Ex-Carers transitioning from their caring role

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|--|--|---|
| 5.1 To use robust data and evidence to inform Covid-19 recovery planning and future services for Carers across South Tees | | | |
| <p>5.1a South Tees-wide partners commit to sharing, collation and analysis of quantitative and qualitative data and evidence relating to Carers, from the spectrum of services, organisations and groups that come into contact with Carers, whether they identify as Carers or not</p> <p>Highlighting particular issues and challenges, which may have been ongoing or which have come to the fore or been exacerbated as a result of the pandemic, as well as examples of the positive impact of different types of support</p> | <p>Identify and share (where appropriate) data sets, research and qualitative data and evidence (case studies) around Carers (especially on the impact of the pandemic) to help build the evidence base to inform future services and support and to identify and address issues and challenges</p> <p>Feed analysed data and headline information to partnership fora and statutory services to inform Covid-19 recovery plans and the future commissioning and design of services</p> <p>Case studies will be shared as part of the evidence base, but also to raise awareness of Carers issues and challenges, as well as good practice in overcoming these</p> <p>Summary and any relevant detailed data, evidence and research should be made available online on We Care You Care, where it can be easily accessed</p> | <p>Statutory organisations Service and support providers from all sectors Carers</p> <p>Forum members</p> <p>Forum members</p> <p>We Care You Care</p> | <p>Data provided and the learning and insights it provides</p> <p>Reviewing and recording how data and evidence has been used to influence services and recovery plans</p> <p>No. and type of case studies shared and what impact these have had as part of a learning resource</p> <p>Range of data and evidence available on We Care You Care website and downloads</p> |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|--|--|--|
| 5.2 To engage with the National Resilience Hub for Covid-19 and share data, evidence with them and their communications across South Tees to inform Carers | | | |
| <p>5.2a The Forum supports and encourages information sharing between the PM/Cabinet Office National Resilience Hub (NRH) for Covid-19 and Forum members and engages in national and North East groups convened by the NRH on communities and communications</p> | <p>Attend NRH virtual meetings and provide ongoing feedback between the Forum and NRH on communications on Covid-19</p> <p>Share case studies with NRH on experiences of engaging and communicating with the public, Carers and service users about the pandemic, vaccination and related issues</p> | <p>Forum Chair Forum members engaged with NRH</p> <p>Forum Chair (from feedback of members) Forum members engaged with NRH</p> | <p>Regular review of engagement with NRH and outcomes</p> <p>No. case studies shared Feedback from NRH</p> |
| <p>5.2b The Forum supports the roll out of national communications messages and resources to Carers across South Tees, including social media resources and media resources in different languages about the pandemic, virus and vaccination programme and provides feedback to the National Resilience Hub on the impact of these as well as challenges, issues and successful approaches in South Tees around communications and engagement of Carers relating to Covid-19</p> | <p><u>We Care You Care webpage hosting NRH toolkits</u> will be updated with the latest NRH toolkits on an ongoing basis</p> <p>Use toolkits to share information with staff, service users and partners and stakeholders in your networks</p> <p>Partners and their communications staff to sign up to receive the toolkits directly and provide feedback and case studies directly to the NRH North East contact isabel.anttila@cabinetoffice.gov.uk</p> | <p>We Care You Care</p> <p>Forum members communications channels</p> <p>Forum members</p> | <p>Toolkits on website and downloads</p> <p>Informal feedback on use of toolkits</p> <p>Sign up for toolkits directly</p> |
| 5.3 To compile relevant research, data and evidence and analyse this for use in communications and planning services, support and actions | | | |
| <p>5.3a Commissioning includes resource to add value around collation and analysis of data and evidence, as well as resource to support communicating data, research and intelligence in a way that a range of different services and support organisations can use and act upon and to build awareness across services, communities and with the public</p> | <p>Establish a Forum data and evidence sub-group to identify, review and collate and analyse data, evidence and research from national, regional and local sources</p> <p>Establish a communications sub-group as part of the Forum to engage communications experts and support the development and implementation of a Forum communications and engagement plan, including communicating evidence and intelligence to raise awareness and influence policy and decision making, as well as the design of services and support for Carers</p> <p>Summary quantitative data, research findings and case studies should be presented in easy-to-understand formats and shared</p> | <p>South Tees Joint Commissioning Group Forum data & evidence sub-group</p> <p>South Tees Joint Commissioning Group</p> <p>Forum communications sub-group of communications leads</p> <p>Forum data and evidence and communications sub groups</p> | <p>Review and report of improvement and added value around data and evidence gathering and analysis relating to Carers</p> <p>Review of improvement in communications and monitoring of impact of communications (analytics, Carer and partner surveys)</p> <p>No. of research summaries and case studies produced and shared as part of a learning resource</p> |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|---|--|--|
| 5.3b Key national research reports and findings will be shared with the Forum and made available and accessible on a relevant website, with headline summaries around Carers' data and insights | <p>Any national data available which includes Carers, will be analysed where possible, at South Tees and local authority level and be compared at regional and national level</p> <p>Where national methodologies are useful for data gathering and can apply locally and be replicated, these should be introduced by partners who have the capacity or are doing research and analysis as part of their service provision, evaluation and reporting</p> | <p>Local authority and NHS data analysts Forum data & evidence sub-group</p> <p>As appropriate</p> | Level of data that is available which can inform South Tees policy and Strategy and feedback on its usefulness and accessibility |
| 5.3c Completion of the Census is encouraged, including links to any support and following completion, a review of data for South Tees relating to Carers will be provided | Analyse and synthesise Census data and provide area statistics and demographics in relation to Carers and share this with Forum | Local authority data analysts | Robust data on Carers and how this is used by the Forum and members |
| 5.3d Regional data will be reviewed and any insights relating to Carers and South Tees will be shared | Regional data and research will be reviewed at local authority and South Tees level and where relevant, Forum partners will encourage involvement in any relevant research through their services and networks | Local authority data analysts | Research briefings and reports shared as part of a learning resource |
| 5.3d The Forum actively supports research being undertaken by its members and will engage as appropriate and use findings to inform policy and the development of services where relevant | <p>Local authorities will aim to join up data held for children, young people and adult Carers and through transition and to join up data and evidence across South Tees</p> <p>NHS and Local Authorities will review the data they collect across their own and commissioned services and seek to ensure that Carers are included or identified and to build an understanding of the number, demographics and characteristics of Carers as well as their needs and any outcomes data</p> | <p>Children's and Adult Services and local authority data analysts</p> <p>Local authorities NHS</p> | Provision of data and analysis |
| 5.4 To promote and support a shared understanding of and use of data and evidence around Carers' needs, issues and requirements | | | |
| 5.4a South Tees-wide partners commit to sharing, collation and analysis of quantitative and qualitative data and evidence relating to Carers, from the spectrum of services, organisations and groups that come into contact with Carers, whether they identify as Carers or not | Data and evidence should be used to inform policy and decision making, lobbying and advocacy activities as well as awareness raising activities with professionals, services, communities and the public | <p>Forum members</p> <p>Forum data & evidence sub-group</p> | Range and type of data and evidence shared and its use as part of a learning resource |

APPENDIX B

| Objectives and outcomes | Partner preparations and actions | Leads | Measuring progress |
|--|--|--|--|
| 5.5 To identify, recognise, engage and understand hidden Carers and Carers from diverse communities | | | |
| <p>5.5a The Forum promotes a common definition and question, as well as the “I am a Carer” card, so partners can help identify and engage ‘hidden Carers’ and understand who they are, where they are and their issues and needs and have a means to offer them initial support:</p> <p>Common definition: A Carer is anyone who provides unpaid care and support for another person</p> <p>Common question “Does someone rely on you for care and support?”</p> | <p>Use this consistent approach to raise awareness with all partners and groups who do not deliver Carer-specific services, but who might come into contact with ‘hidden Carers’ and ensure that they understand the need to identify, engage and signpost carers and are enabled to do so</p> <p>Promote the “I am a Carer” card across South Tees as a means to identify Carers and give them an opportunity to access support</p> <p>Share case studies to demonstrate the reasons why some Carers are hidden or may be reluctant to be identified (add WCYC)</p> | <p>All Forum members Promote across all statutory services and community provision</p> <p>All Forum members and related services Carers Together</p> | <p>Take up of the approach as part of awareness raising and training – feedback from partners on the success of the approach and impact</p> <p>Take up of I am a Carer card across South Tees and subsequent contacts</p> <p>No. of case studies shared as part of a learning resource</p> |
| <p>5.5b The Forum shares data and evidence around the identification of Carers and their engagement with support</p> | <p>Share data and evidence and join up with actions across other Strategy themes which address identification, training and awareness raising, signposting and the development of the communications and engagement plan for South Tees Carers Strategy</p> | <p>Forum members Statutory and commissioned services</p> <p>Forum data & evidence sub-group</p> | <p>Success on identification of Carers, numbers identified and whether or not they were engaged with support</p> |
| 5.6 To use data and evidence to track and support Ex-Carers transitioning from their caring role | | | |
| <p>5.6a Data and evidence is tracked, relating to ex-Carers who are transitioning from a Carer role, either as a result of bereavement or other reasons and ensure that ex-Carers are signposted to relevant services and support</p> | <p>Consider how to best collate and share data and evidence on ex-Carers</p> | <p>Carers Together Statutory Services</p> <p>Forum data & evidence sub-group</p> | <p>Success of identification and tracking of ex-Carers and numbers identified</p> |

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