

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

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

2. Employment and financial wellbeing

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

3. Supporting Young Carers

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

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

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.

5. Building research and evidence to improve outcomes for Carers

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

APPENDIX B

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
1.1b 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
1.1d 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
1.1e 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

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

APPENDIX B

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 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 Local authority and voluntary and community sector partners 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>

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>

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"> ○ access to day services, breaks and respite ○ reintroduction of services going into the home – domiciliary care, sitting services, paid support ○ 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 is 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			
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>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>
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><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			
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>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 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 style="padding-left: 40px;">Common definition: A Carer is anyone who provides unpaid care and support for another person</p> <p style="padding-left: 40px;">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>

NOTES

APPENDIX B