

SOUTH TEES CARERS FORUM ACTION PRIORITIES 2023-2024

This document defines the priorities agreed by members of the South Tees Carers Forum in relation to the five overarching strategic aims of the South Tees Carers Strategy 2021-2026, which was adopted by the South Tees Health and Wellbeing Board in April 2021.

The priorities demonstrate the commitment of the Forum members to work in partnership to improve services, support, recognition and outcomes for unpaid Carers of all ages and backgrounds in South Tees.

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
To improve the collective knowledge, connections and communication between services in South Tees

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

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

WORKING GROUPS

1: Hospital Discharge

Agreed South Tees Carers Forum Priorities 2023-24

1.1 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

Objectives and outcomes	Partner preparations and actions	Leads	Measuring progress
1.1 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			
Hospital staff and systems ensure that Carers are engaged, treated as experts in care and communicated with on admission, during the stay and at the point of discharge of the people they care for and there is appropriate support in place on discharge	Build on work already being done with hospitals and seek to establish a systemic and consistent approach to the interface with Carers around the patient admission, stay and discharge with relevant process and procedures to trigger action and engagement	Carers Together, NHS Hospital Foundation Trusts, Healthwatch South Tees, NHS Improvement	Progress in implementing a whole system approach Monitoring Carers involvement at stages of admission, stay, discharge and support in place

2. Employment and financial wellbeing

Agreed South Tees Carers Forum Priorities 2023-24

2.1 To improve awareness of and access to support for welfare rights, benefits and financial support for Carers

2.2 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

2.3 To support Young Carers and Young Adult Carers transitioning into education, training or employment

2.4 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 improve awareness of and access to support for welfare rights, benefits and financial support for Carers			
2.1a 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
2.1b 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
Objectives and outcomes	Partner preparations and actions	Leads	Measuring progress
2.2 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			
2.2a 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	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) 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. 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>	Local authority Commissioners Statutory organisations, including local authorities and NHS Public sector Voluntary and community sector	Report on progress to Forum and recommendations for any actions relating to national plan Extent of roll out of the Passport and take up by Carers Take up of the CC Scheme by South Tees employers

	Share examples of good practice from employers	All partners	No. case studies shared as part of a learning resource
2.2b 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	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	Forum members Forum data & evidence sub-group	Level of awareness of wider public, private and VCS partners and how it feeds into strategy
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>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> 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>

3. Supporting Young Carers

Agreed South Tees Carers Forum Priorities 2023-24

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

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

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

Objectives and outcomes	Partner preparations and actions	Leads	Measuring progress
Feedback and coproduction with Young Carers			
The aspirations of Young Carers are routinely gathered and reported on annually through the task group	Quarterly service user satisfaction data User survey Coproduction and social action research data Embedded monitoring and awareness function	The Junction Forum members coming into contact with Young Carers	Information gathered, summarised and shared with the Forum annually
To identify Young Carers in South Tees through awareness raising, training and integrated working across South Tees			
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
There is a joined-up approach across South Tees to identify young carers across a range of services and surveys	Embedding of the NHS Health Pack Transition links with LA NEET provision/colleges, etc. Supporting Young Carers in education High levels of awareness and integration	NHS commitment to Carers 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 Progress report and systems review with Young Carers task group annually.

Objectives and outcomes	Partner preparations and actions	Leads	Measuring progress
To support integrated working across South Tees services and address the impact on Young Carers on their education and life chances			
Supporting Young Carers in education, training and employment – there are clear systems of support and partnership arrangements to ensure Young Carers are identified and able to access support that will address barriers to attainment and achievement through specialist support	Progress of education and post 16 project Formal agreements with providers – info sharing referral, etc.	The Junction S.Tees Joint Commissioning Group Education, Early Help, Health and Children’s and Adult social services The Junction Carers Together	Feedback on discussions with education and schools on need to address support for Young Carers in education
To improve awareness, services and support around the transition of Young Carers to Young Adult Carers			
Robust transition plans and support offer are further developed and maintained between Adult Carers and Young Carers services and social care across South Tees	Assessments and passports in place, report on next steps service outputs and outcomes to Forum annually	Statutory services The Junction Carers Together	Transition arrangements achieved and their success across Children’s and Adult Services and impact on Young Carers and Young Adult Carers
There is more general awareness of young adult carers, systems of support and integrated working to meet transition needs for young adult carers that ensures successful transitions to adulthood	Next Steps event Jointly promoted comms	All Forum Members Carers Together The Junction	More integrated working and multi-agency support packages
The needs of Young Carers and their families are met during the cost of living crisis			
Services for Young Carers and their families are responsive to situational basic needs and services are accessible and “poverty proofed”	Needs assessment and intelligence gathering Initial response, signposting and meeting needs within service Development of action plan around specific Carers cost-of-living needs brokering in system wide support to meet needs	The Junction The Junction The Forum?	
Social and skills provision			
Develop a strategic response to the identified needs of Young Carers in relation to wider skills and social opportunities for Young Carers	Understand the wider community offer and develop link Brokerage of additional resources to meet demand		

TASK AND FINISH GROUPS

1. Coding and registration in GP practices

Agreed South Tees Carers Forum Priorities 2023-24

1.1 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

Objectives and outcomes	Partner preparations and actions	Leads	Measuring progress
1.1 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			
GP Quality Markers are introduced across S.Tees to ensure best practice in terms of identifying, registering, coding and responding to the needs of Carers in a consistent way across in South Tees	Encourage and support registration of Carers with GPs to support Carer identification (using NHS read codes) Ensure recording and coding of Carers is consistent across Primary Care and there is awareness training	Carers Together, NHS Improvement NHS Primary Care Networks and GP practices, NENC ICB (Tees Valley), Healthwatch South Tees	Increase in registration of Carers with GPs GP-Carer surveys % increase in satisfaction with services

2. Building research and evidence to improve outcomes for Carers

Agreed South Tees Carers Forum Priorities 2023-24

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

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

Objectives and outcomes	Partner preparations and actions	Leads	Measuring progress
2.1 To promote and support a shared understanding of and use of data and evidence around Carers' needs, issues and requirements			
2.1a Monitoring of contracted services and outcome data gathered to guide development.		Local authorities	
2.2 To compile relevant research, data and evidence and analyse this for use in communications and planning services, support and actions			
2.2a Analysis of the latest census information.		Statutory agencies	
2.2b Link with public health ward information on deprivation and health inequalities.		Statutory agencies	

3: Mental Health

Agreed South Tees Carers Forum Priorities 2023-24

3.1 To ensure that Carers mental health is prioritised in all interactions with health and social care professionals, frontline workers and relevant services, to reduce the drivers that lead to Carers experiencing poor mental health

Objectives and outcomes	Partner preparations and actions	Leads	Measuring progress
3.1 To ensure that Carers mental health is prioritised in all interactions with health and social care professionals, frontline workers and relevant services, to reduce the drivers that lead to Carers experiencing poor mental health			
3.1a Ensure that Carers mental health is prioritised in all interactions and that frontline workers know how to signpost to dedicated mental health support services when needed.			
3.1b Organisations should consider what measures and support they can put in place to reduce stress and anxiety for Carers accessing their services.			

