

HEALTH AND WELLBEING BOARD PAPER

FORMAL PUBLIC MEETING

Report of: Alexis Chappell

Date: 28/03/2024

Subject: Unpaid Carers – Carers Delivery Plan 2022-25

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Summary:

This report provides an update to the Health and Wellbeing Board on the progress of Sheffield's multi-agency Carers Delivery Plan (2022-2025).

Questions for the Health and Wellbeing Board:

- How can the Health and Wellbeing Board support Sheffield to become a carer friendly city?
- Can unpaid carers be cited in our new health and wellbeing strategy as an important cohort to support?
- Can members of the Health and Wellbeing Board help raise the profile of unpaid carers so we are able to identify more of them in our health social care and education systems?

Recommendations for the Health and Wellbeing Board:

- Recognise the positive progress made on the Carers Delivery Plan (2022-2025).
- State their commitment to reducing health inequalities for people who are unpaid carers across the city, so they feel recognised, valued, and supported.

- Request updates on the Carers Delivery Plan and subsequent carer policies every 12 months to provide assurance and leadership on reducing health inequalities for people who are unpaid carers.

Background Papers:

- *Appendix 1 - Carers Delivery Plan*

Which of the ambitions in the Health & Wellbeing Strategy does this help to deliver?

There are many important reasons that we need to help our carers. Carers provide essential support to some of the most vulnerable people in our society. We need to be proactive and respond to carers' needs or we risk compromising the health and wellbeing of carers and in turn the health and wellbeing of the person for whom they care. Carers are vital to our communities and without this unpaid workforce, our health and social care systems would be severely compromised.

- Starting well – we know that young carers can be disadvantaged by their caring role (see section 2 for further details).
- Living well – Caring is a social determinant of health and can cause financial hardship and poverty (see section 2).
- Aging well – with an aging population, unpaid carers provide vital support to those in our communities plus the health/social care systems.

Who has contributed to this paper?

The Carers Delivery Plan takes a multi-agency approach. Organisations involved are:

- Sheffield City Council
- Sheffield Teaching Hospitals.
- Sheffield Integrated Care Board.
- Sheffield Young Carers
- Sheffield Carers Centre
- Sheffield Health and Social Care Trust
- Sheffield Hallam university

REPORT TITLE – *Unpaid Carers – Carers Delivery Plan 2022-2025*

1.0 SUMMARY

This report provides an update to the Health and Wellbeing Board on the progress of Sheffield's multi-agency Carers Delivery Plan (2022-2025).

The Delivery Plan supports the 'Young Carer, Parent and Adult Carer Strategy' and 'Living the life you want to live,' the Adult Social Care Strategy 2022 to 2030.

There are approximately 60,000 carers in Sheffield (1 in 10 of us) with around 7,000 being young carers. The caring population is not static; in Sheffield about 20,000 people start caring and 20,000 people stop caring each year. NHS England says it takes on average two years for someone to acknowledge they are a carer. Academics have calculated that nationally, carers save the economy £162 billion per year, the equivalent spent on the NHS.

A carer is someone, of any age, who looks after a person (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.

Evidence is growing that caring is a social determinant of health, it is therefore vital for health, social care and education systems to support carers.

The Carers Delivery Plan (2022-2025) was approved at the Adult Health and Social Care Committee on 19 December 2023. It was developed following consultation with carers and partners, who agreed that the [Young Carer, Parent and Adult Carer Strategy](#) remained relevant however what was needed was a multi-agency Delivery Plan to ensure the strategy was purposeful and delivered on its commitments and principles, which were for carers to:

- Access at the right time, the right type of information and advice for them, their family and the person they care for.
- Understand their rights and have access to an assessment.
- Have a voice for themselves and the person they care for.
- Have regular and sufficient breaks.
- Continue to learn and develop, train or work (if they wish to).
- Look after their own health.

“Carers need all kinds of different support from lots of different agencies, including health services. The health services and social services should know about and look after carers, as well as the person who has the care.”

- Quote from a carer

The Carers Delivery Plan takes a multi-agency approach as partnership working between organisations is vital in order to recognise, value and support our carers. The actions are informed by the six 'Carer Principles' set out in the carer's strategy. Carers told us that they want actions, not just words. The Delivery Plan provides the roadmap for change and action. The full Carers Delivery Plan can be seen in Appendix 1.

Carers supported through the Delivery Plan are:

- Young carers – a person under 18 who provides or intends to provide care for another person.
- Young adult carers - young people aged 16–25 who care, unpaid, for a family member or friend with an illness or disability, mental health condition or an addiction.
- Adult carers – an adult who provides or intends to provide care for another adult (an adult needing care)
- Parent carers – a person aged over 18 who provides or intends to provide care for a disabled child for whom the person has parental responsibility.

2.0 HOW DOES THIS IMPACT ON HEALTH INEQUALITIES IN SHEFFIELD?

2.1 The Carers Delivery Plan aims to identify and support our carers, in doing so, we can start to tackle the health and social inequalities carers face, some of which are outlined below.

2.2 In ‘Caring as a social determinant of health’ (a 2021 report funded by Public Health England), the conclusion was that there is ‘mounting evidence that unpaid caring should be considered a social determinant of health. Carers experience poor physical and mental health, struggle to access services and are at risk of financial hardship.’ Furthermore, The report cites the ‘GP Patient Survey’ to evidence that ‘carers are at increased risk of illness, and specifically musculoskeletal conditions, cardiovascular disease, generalised cognitive deterioration and function, and poor sleep.

2.3 In the ‘NHS Long Term Plan’ (2019) chapter 2 ‘More NHS action on prevention and health inequalities’, the NHS commits to identifying and supporting carers. The rationale for the NHS to support carers is given stating that ‘Carers are twice as likely to suffer from poor health compared to the general population, primarily due to a lack of information and support, finance concerns, stress and social isolation.’

2.4 According to the Joseph Rowntree Foundation, 44% of working-age adults who are caring for 35 hours or more a week, are in poverty. Census 2021 data helps to give us an estimate of what that could be in Sheffield. There are 18,631 people (between 16-64) who are caring for either 20-49 or 50 plus hours per week. Of that population, approximately 8000 will be in poverty. Furthermore, Carers UK state that Carers Allowance (for those caring for more than 35 hours per week) is the lowest benefit of its kind at only £76.75 per week.

2.5 Caring can have a profound impact on our children, including their education, which impacts on their life chances. This means caring can have both an immediate and long-term impact on health for young carers. The [All-Party Parliamentary Group enquiry](#) in 2023 found that:

- 10% of all pupils provide high or very high levels of care – equating to at least 2 carers in every class.
- 13% of all pupils surveyed had caring responsibilities.

- Young carers miss an average of 27 school days per academic year compared to peers without caring responsibilities:
- Higher prevalence of anxiety and depression (13%) compared to non-carers (8%).
- Have a higher prevalence of self-harm (25%) compared to non-carers (17%).
- Of those who self-harm, twice as likely to do so in an attempt to take their own life (17% compared to 7% of non-carers).
- 32% 'always' or 'usually' face additional costs because they are a carer.
- 57% said they are 'always' or 'usually' worrying about the cost of living and things being more expensive.
- Five times more likely to drop out of college.
- 38% less likely to achieve a university degree than their peers without a caring role.
- 32.9% were not currently in education, employment or training (NEET), compared to 5.3% who were not carers.
- 40% of registered carers and 31.3% of unregistered carers had spent over 18 months being NEET.
- 40% say caring 'always' or 'usually' affects how much time they can spend with their friends.

3.0 IMPACT OF CARERS DELIVERY PLAN

3.1 *"...Please make carers feel valued & respected, including hidden carers..."*

- *Quote from a carer*

3.2 The Delivery Plan is an essential tool to make our carers strategy vision a reality. Our vision states that Sheffield is a 'City where Carers are valued and have the right support to continue to care for as long as they want to.'

Our significant achievements against the Carers Delivery Plan, are highlighted below:

Theme	Key Achievements in 2023
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Strategic	<ul style="list-style-type: none"> • Delivering Sheffield's first 'Carers Roadshow' in which 33 support agencies held stalls, enabling 1728 contacts between carers and support organisations and 2041 pieces of information to be given out. There were 71 mini health checks completed on the day by community nurses. • Launching the multi-agency Carers Strategy Implementation Group that governs, scrutinises, and evolves the Carers Delivery Plan in collaboration with adult and young carers. • Adult Care and Wellbeing improve its Adult Social Care Outcome Framework (ASCOF) scores for carers in 4 out of 5 measures. • Sheffield Carers Centre creating their 'Involvement Network' which currently has approximately 100 active members who share their lived experience to shape services and policies. • Young people and staff in Sheffield Young Carers worked with Paul Blomfield MP, alongside other national partners, and MPs, to ensure young carers were included in the Health and Care Act, which gave Integrated Care Boards and hospitals new duties relating to young carers. • Sheffield Integrated Care Board started a carer support group for its staff who are in a caring role. • the Young Carers National Voice submitting a collective video giving evidence to the All-Party Parliamentary Group Inquiry on Young Carers and Young Adult Carers. Sheffield Young Carers took a young adult carer to Parliament for the launch of the report from this inquiry on 14th November. • A full programme of activities for Carers Week created and delivered in a multi-agency way. • Adult Care and Wellbeing referred more carers to the Carers Centre than ever before: <ul style="list-style-type: none"> ○ 750 in 2023 (62.5 carers per month) from 458 in 2022. ○ That is a 63.8% increase in referrals from 2022 to 2023.
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Operational	<ul style="list-style-type: none"> • Changing the Council’s Liquid Logic system to enable easier referrals to the Carers Centre and Sheffield Young Carers. • Sheffield Teaching Hospitals creating a ‘Carer Passport’ which it has piloted on several wards. • Sheffield Teaching Hospitals worked with the Carers Centre to produce a discharge guide/animation to get support information to carers and better connect health / social care systems. <p>Sheffield Teaching Hospitals created prompts in the admission and discharge checklist on the patient administration system - this prompts staff to ask if a patient has a carer and asks whether this is a young carer – a check box enables monitoring of this.</p> <ul style="list-style-type: none"> • Sheffield City Council’s Community Youth Services have worked on their database / forms to ensure they routinely identify young carers and link into the Young Carers Register. • Sheffield Health and Social Care Trust benchmarking in-patient services for the ‘Triangle of Care’ accreditation. • Sheffield Young Carers and Sheffield Carers Centre delivered three training sessions per year (open to health and social care professionals) to raise carer awareness. • Dedicated training on unpaid carers for social care teams.
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3.3 A highlight of the year was the first ever Sheffield Carers Roadshow. A public event held at the Winter Gardens. The concept was to put carers at the centre of the day and wrap a range of complementary services, advice workshops and information sharing around them, all in one place, making it as accessible as possible for carers. The event evidenced the power of multi-agency working between Sheffield Integrated Care Board, Sheffield City Council, Sheffield Carers Centre, Sheffield Young Carers and Carers UK as they worked together to plan and coordinate the day. The approach embodied the Council’s core values, specifically, ‘people are at the heart of what we do and ‘together we get things done’.

The Roadshow also raised carer awareness with notable attendees to help promote the carer agenda including Paul Blomfield MP; Colin Ross, the Lord Mayor; John Burkhill, Sheffield’s own ‘Man with a Pram’ and many of our local Councillors.

Feedback on the day was incredibly positive and this was further supported via a short follow up questionnaire. 100% of respondents said the roadshow made them feel valued and supported.

3.4 A substantial action within the Carers Delivery Plan was to ‘improve our carers Adult Social Care Outcome Framework (ASCOF) results’. ASCOF measures how well Care and Support Services achieve the outcomes that matter to people. There are five carer specific measures, with a Local Authority’s scores being determined by responses to the Survey of Adult Carers in England (SACE).

The table below gives Sheffield’s scores for the carer measures in 2021/22 and

2023/24, plus national and regional scores for context. We have made sizable progress on four out of five outcome areas which is extremely positive considering the ongoing cost of living crisis. There is still work to do but the evidence from 577 carers (who responded to the SACE), tells us that carers' quality of life is improving, which is exactly what the Strategy and Delivery Plan aim to do.

Measure Description	Sheff 2021/21	Sheff 2023/24	National 2021/22	Y&H 2021/22
Carer reported quality of life	7.3	7.4	7.5	7.7
Proportion of carers who reported that they had as much social contact as they would like	30.0%	33.9%	32.5%	35.8%
Overall satisfaction of carers with social services	34.7%	31.2%	38.6%	40.1%
The proportion of carers who report that they have been included or consulted in discussions about the person they care for	62.4%	66.7%	69.7%	70.7%
The proportion of carers who find it easy to find information about services	53.2%	56.0%	62.3%	63.4%

3.5 Priorities for the next 12 months

“Some people can shout and make others understand what they need . Others find that hard. None of us ever thought we would be carers. That's our job. Just make sure you are all doing yours right for people like me.”

– Quote from a carer

The Carers Delivery Plan is already having a positive impact on the lives of carers. There is evidence that tells us carers feel valued and supported and that their quality of life is improving, however, whilst partners should be proud of the achievements over the last 12 months, there is no room for complacency.

The priorities for the next year are set out in the full Delivery Plan in Appendix 1, however our agreed priority goals include:

- **Identification** - Identify more carers, ensuring they are linked to appropriate support, advice, and networks.
- **Awareness** – Updating and providing information for the public to assist people to recognise themselves as carers, including further campaigns.
- **Equality** – Reach and engage with diverse communities to identify more carers and work with communities to develop support which is personalised.
- **Governance and Partnership** - Review the governance and membership of the Carers Strategy Implementation Group, particularly ensuring that carers voices remain central to driving and informing improvements.

- **Personalised and Joined Up Support** - Work with partners to improve the connectivity of services and enabling personalised support.
- **Young Carers** - Ensure more young carers get added to our Young Carers Register and review / improve the service offer to young adult carers.
- **Involvement** - Expanding the membership of the 'Involvement Network' at Sheffield Carers Centre.
- **Strategy** - Completing the Carers Centre's Carers Strategy.

As we continue to embed and further implement our Carers Delivery Plan, our ambition is that Sheffield becomes a Carer Friendly City. We want Carers to be recognised, valued, and supported for what they do.

4.0 QUESTIONS FOR THE BOARD

- 4.1 How can the Health and Wellbeing Board support Sheffield to become a carer friendly city?
- 4.2 Can unpaid carers be cited in our new health and wellbeing strategy as an important cohort to support?
- 4.3 Can members of the Health and Wellbeing Board help raise the profile of unpaid carers, so we are able to identify more of them in our health, social care and education systems?

5.0 RECOMMENDATIONS

It is recommended that The Health and Wellbeing Board:

- 5.1 Recognise the positive progress made on the Carers Delivery Plan (2022-2025).
- 5.2 State their commitment to reducing health inequalities for people who are unpaid carers across the city, so they feel recognised, valued, and supported.
- 5.3 Request updates on the Carers Delivery Plan and subsequent carer policies every 12 months to provide assurance and leadership on reducing health inequalities for people who are unpaid carers.
- 5.4 Sign the Carers Trust's [Young Carers Covenant](#).

NB the Young Carers Covenant sets out 10 outcomes that are key to improving young carers lives. Any organisation or individual who feels they can help achieve the outcomes is urged to sign up. Of particular interest to the Health and Wellbeing Board are the outcomes:

'Have good physical and mental health' and 'Live free from poverty'.

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Carers Delivery Plan - January 2024

Key	
Deadline passed, action not complete	Red
Close to deadline, action not complete	Yellow
Action on track to be complete	Green
Action not started	Purple

Theme	Milestone/action	By when	Lead	RAG	Update
Strategic	Develop a Joint Health and Care Plan for supporting unpaid carers in the city in partnership with the Carers Strategy Implementation Group	Mar-24	Sheffield City Council	Green	This will evolve from the Carers Delivery Plan
Strategic	Implement the Joint Health and Care Plan and refresh on a biannual basis in partnership with unpaid carers.	Mar-24	Sheffield City Council	Green	This will evolve from the Carers Delivery Plan
Strategic	Continue to work collaboratively to organise and participate in awareness raising campaigns for carers. Especially during Carers Week, Young Carers Awareness Day, and Carers Rights Day.	Mar-30	Sheffield City Council	Green	This continues to happen with the latest example being, the partnership working to deliver our first ever Sheffield Carers roadshow. 33 organisations participated and we had a range of dignitaries invited including the Lord Mayor and Paul Blomfield MP and a multiagency comms plan to promote the event. The Carers Roadshow will have raised awareness of carers and the vital role they play in our communities.
Strategic	Ensure the Council is meeting our statutory duties appropriately by: · Developing a transition assessment for young adult carers. · Ensure completed Young Carer's Needs Assessments / Transition Assessments are collated and reviewed. · Providing training on completing Young Carer's Needs / Transition assessments to the workforce.	Mar-24	Sheffield City Council	Green	SYC has worked with the City Council to review the young carers assessments and present an options paper to explore how the City Council can meet its statutory obligations under the legislation for young carers assessments.
Strategic	Improve outcomes for carers by influencing and working with other organisations	Dec-26	Sheffield Carers Centre	Green	The Carers Centre works across the city with voluntary and statutory sector colleagues and organisations as well as being represented on relevant groups and boards.
Strategic	Create a joint carers communication plan using tools like 'stories of difference' and case studies to promote the carer agenda and identify more carers within health and social care.	Jul-24	Sheffield City Council/ Sheffield Integrated Care Board	Green	We have started to align communications more e.g. Carers Roadshow, however, there is no formal plan yet. Some significant work has been undertaken to get a common understanding and working relationship between partners comms teams.
Strategic	All partners have systems to capture and report on relevant carer data (each key partner will have its own individual priority actions under this, including health and care systems, education providers etc. All partners have processes to effectively connect carers to the most appropriate local support organisation/group/network (alter Liquidlogic to reflect the Carers Centre's new referral processes as well as explore ways to roll out systems for registering young carers on the Young Carers Register to more settings e.g. health, voluntary sector, etc.).	Jun-24	Sheffield City Council	Green	Liquidlogic changes should be completed in the next few weeks. The Council will then start to explore getting the Carers Centre on Liquidlogic so they can access our system, making data transfer/sharing much easier.
Strategic	Develop longer term planning for families with ageing carers.	Mar-24	Sheffield City Council	Green	Sheffield City Council has now insourced the 'Sharing Caring Project', which was previously delivered by Sheffield Mencap and Gateway. This will allow us to continue to support aging long-term carers.
Strategic	Scope options (with Sheffield Integrated Care Board and others) to improve carer identification via data sharing between health and social care. Including reporting on the feasibility of joining up carer registers.	Jun-24	Sheffield City Council/ Integrated Care Board/ Sheffield Carers Centre	Green	We are working with the ICB to access more GPs and try to gain access to the NHS Spine to further identify and support carers. This is being explored. Review in 6 months. Nationally, regionally and locally there is work being undertaken around the identification, flow and sharing of data for carers in order to streamline and improve outcomes. Work continues locally to explore options and there is definitive support to prioritise this area in 2024. Review in 6 months.
Strategic	Increase the number of young carers on the Council's Young Carers Register to better reflect the likely number in the city (through regular promotion with schools, CSC, ASC and other stakeholders).	Mar-24	Sheffield City Council	Green	SYC send quarterly data to City Council for the Young Carers Register. We also promote the Register through our Schools Network and our training and awareness work, and our website www.sheffieldyoungcarers.org.uk/sheffields-young-carers-register
Strategic	Analyse the new schools census data about young carers (from Spring 2023) and the numbers registered on the city's Young Carers Register to review resource allocation i.e. are we meeting demand for support.	Jun-24	Sheffield City Council	Green	SYC promoted identification of young carers on the schools census through sharing resources including a comms pack, checklist and Governor briefing sheet: www.sheffieldyoungcarers.org.uk/education
Strategic	Carers services will engage with relevant stakeholders to improve the health and wellbeing of carers in the city (e.g. GPs, hospitals, leisure services etc)	Mar-25	Sheffield Young Carers/ Sheffield Carers Centre	Green	SYC engages with stakeholders through strategic partnerships such as Children's Safeguarding Partnership, Hidden Harm Implementation Group and Alcohol Steering Group, through working with the Carers Lead in the ICB and the NHS commitment to carers team. We work in partnership with leisure and cultural providers in the city, e.g. Sheffield City Trust to provide opportunities for young carers to participate in leisure activities such as ice skating and swimming; Sheffield Theatres for free tickets and Tramlines for festival tickets. SYC are having a meeting with a range of Sports Providers soon to explore ways to increase leisure offers to reach young carers not in SYC through schools. Sheffield Carers Centre works with all aspects of health to reach and involve more carers in healthy activities. During Carers Week we launched our allotment project which aims to enhance carers mental health in particular, we have months sports and games sessions, during carers week and the Sheffield Carers Roadshow we worked with health colleagues on health checks and various activity programmes. We work with Sheffield Talking Therapies facilitating carers access to counsellors in our office on a weekly basis. We are working with the ICB to access more GPs and to try to gain access to the NHS Spine to further identify and support carers.
Strategic	Work with all health care professionals to raise awareness of identification of carers	Mar-25	Integrated Care Board	Green	There is a programme of work continuing to embed the identification of Carers across all health professionals with associated signposting to Carers Centre/Sheffield Young Carers. The ICB continue to communicate with key professionals such as GPs, PCNs, community pharmacists, optometrists, dentistry etc in order to raise awareness. The Carers Roadshow on October 2023 was a catalyst for raising awareness and continues to provide a sustainable legacy for groups working together and facilitating regular updates.
Strategic	Review the governance and membership of the Carers Strategy Implementation Group	Apr-24	Sheffield City Council	Green	
Strategic	Complete the Carers Centre's carers strategy	Jun-24	Sheffield Carers Centre	Green	
Operational	Monitor and continuously improve the carer support services delivered by Sheffield Carers Centre and Sheffield Young Carers, in partnership with unpaid carers This will include monitoring our carers services to make sure they reflect our diverse population in Sheffield.	Mar-25	Sheffield City Council	Green	Regular monitoring takes place and Sheffield Carers Centre is strengthening carer participation/engagement via their new engagement network.
Operational	Identify more young carers when assessing adults with care and support needs	Sep-24	Sheffield City Council	Green	Mary Gardner to speak to Dawn Bassinder about improving practice to identify more young carers.
Operational	Promote that the Council identifies carers within the Council via our annual workforce survey, ensure they are aware of the Carers Service and encourage employee carers to join the community of carers at Sheffield Carers Centre	Mar-25	Sheffield City Council	Purple	
Operational	Support carers to enter and stay in employment within the city through renewing our subscription to Employers for Carers. This adds to our information offer via 'Digital Resources for Carers' provided by Carers UK. · Recruit carers by promoting benefits in recruitment communications · Apprenticeships for carers · Employment standards for the city for all carers for businesses /organisations to sign up to · Review our policies e.g. Carers Leave (depending on new Bill etc)	Jan-25	Sheffield City Council	Green	Employers for Carers has been renewed for another year.
Operational	Ensure every school in the city has a named Young Carers Lead who is given dedicated time for this role and is part of SYC's Young Carers Schools Network	Mar-25	Sheffield City Council/ Sheffield Young Carers	Green	There are currently 101 schools on SYC's Schools Network but lack of requirement for schools to do this, plus staff turnover and often a lack of protected time given to do the YC Lead role makes this challenging.
Operational	Practice Development to engage with ASC teams to increase carer awareness and promote the Carers Centre	Apr-24	Sheffield City Council	Green	The Adult social Care restructure was completed in Feb 2023, low referring teams will be targeted and provided with information/training as appropriate.
Operational	Invite and train carers to sit on recruitment panels for all relevant Council posts (e.g. in ASC, CSC, MAST, carers commissioning posts etc.) Carers to be invited via Sheffield Carers Centre, Sheffield Young Carers and Parent Carer Forum.	Mar-25	Sheffield City Council	Purple	SYC has trained young people and cared for parents to be part of recruitment panels (young people's panel during interviews for a new SYC post - 15th Nov 23).
Operational	Training and development: · All professionals who work with/come into contact with carers have access to introductory level training/resources to provide awareness of carers, the impact of caring and enables them to identify carers, e.g. in the health and care system. (actions for the key organisations to make this available within their own learning and development platforms). For example, all relevant staff to undertake Sheffield Young Carer's e-learning course on identifying and supporting young carers as part of their induction and Continued Professional Development. · All professionals who work with/come into contact with carers have access to training/resources that enable them to signpost and refer to the most relevant local support organisation, group or network. (actions to include our joint training). · Provide training and resources across the city's workforce to build capacity to identify and offer support to carers	Mar-24	Sheffield Young Carers/ Sheffield Carers Centre	Green	SYC works with Sheffield Carers Centre to deliver three multi-agency training courses per year - one in March 2023, one in June 2023, and the next is on Carers Rights Day (23rd Nov 2023). We have promoted our E-Learning course - 209 people have registered since the launch but take up still seems to be on individual not organisational level. The course is now available through BlueStream - accessed by GPs and other health professionals - liaising with ICB about promoting this through GP Bulletin but not heard if this has happened yet or not. Range of resources for health and education professionals created by Young Carers National Voice in last 3 years(coordinated by SYC): https://www.sheffieldyoungcarers.org.uk/young-carers-national-voice
Operational	Involve young carers in the design and development of local and national service, policy and practice development (through the SYC Action Group, Young Carers National Voice, Young Carers Alliance etc)	Jan-25	Sheffield Young Carers	Green	SYC coordinates the Young Carers National Voice and their current campaign is on improving young carers mental and physical health. 23 young people from the group submitted a collective video giving evidence to the APPG Inquiry on Young Carers and Young Adult Carers. SYC is taking a young adult carer to Parliament for the launch of the report from this enquiry on 14th Nov. SYC were invited to sit on a national advisory group working on the development of the Young Carers Covenant, gathering the views of young carers to inform this. Action Group have been involved in developments around hospital admissions and discharge - see below. They met with Cllr Abtissam Mohammed and will be meeting Oliver Coppard in December. Another Open Letter is being presented to the Prime Minister on 14th November - young carers in the SYC service have been sent the letter to sign if they wish.
Operational	ICB Sheffield to raise awareness of Carers within their own organisation	Mar-25	Integrated Care Board	Green	ICB Sheffield Place have been leading on the establishing of SY wide staff Carers Support network which now takes place on a monthly basis. We have already presented twice at Sheffield Place staff briefings to raise awareness of the Carers agenda and the specific support to staff. Work has been undergoing with HR colleagues to review SY paperwork to identify Carer staff wherever possible and to promote the support available.
Operational	ICB to lead on supporting the delivery of · the embedding of the Carers strategy with the Council, and Health, · the Primary Care Carer Resource packs across GP practices, localities and · networks and the identification of Primary Care Carer Champions	Mar-25	Integrated Care Board	Green	ICB colleagues are working very closely with Carer partners to support this action. Across South Yorkshire we now have an ICB Carers web page with individual Place pages. This is the foundation to drive communications and we will be building on this and understanding how we can maximise this. Work continues at SY Carer level to publicise the Carers Resource pack. Within Sheffield Place we will be looking to work with the Sheffield Carers Health Liaison officer in order to continue to cascade this information.
	To develop closer working relationship with The Sheffield Carers Centre and				The SY ICB are a key partner supporting the Carers Strategy and this associated delivery plan. Regular

Operational	Sheffield Young Carers in order to further scope mutual support across organisations	Mar-25	Integrated Care Board	Green	partner meetings take place across all levels. ICB discharge monies were secured for Carers and have seen further fastrack of initiatives and the raising of awareness. This includes the release of the recent Hospital Discharge video as one example. We continue to work with South Yorkshire Carer colleagues inc Jo Cameron and Campbell Mc Neill from NHSE to ensure Sheffield are aligned to the Commitments to Carers' agenda.
Operational	To look at ways to maximise carers voice in order to feed into planning decisions and services	Jul-23	Integrated Care Board	Green	SYC joint partnership work has been prioritising support for Carers voice across Sheffield. We have already supported two hybrid Carers Voice meeting from the ICB Boardroom as host site , the first during Carers week in June 2023.
Operational	To work with all health care professionals to raise awareness of identification of carers	Mar-25	Integrated Care Board	Green	ICB Sheffield Place are linking in with Primary Care colleagues including GPs, Community Pharmacists and optometrists to establish communication routes to support this action. We have established a multi-agency monthly meeting across a: partners which allows information and priorities to be shared / discussed and supported on a wider footprint.
Operational	Deliver services for carers, as contracted with Sheffield City Council, to include information, advice, signposting Carers Assessments, Personal Budgets, support planning, and events	Dec-26	Sheffield Carers Centre	Green	Services and activities are delivered to carers across the city, as part of the SCC contract. These include a Carers Advice line, Carer's Assessments, Personal budgets, Time for a Break grants, Carer Card officer, Legal Advice Clinic, Counselling, Group activities and workshops, weekly Carer Cafe, Carer Support Groups throughout the city, Community Connect, Emergency planning, information and resources (digital and hard copy), signposting, monthly newsletter, Involvement Network, allotment, sports and games. A new writing group is starting in December and further carers support groups and activities planned for spring 2024.
Operational	Reach 'hidden' carers and ensure they are connected to support through promotional activities and public campaigns (e.g. Carers Week); encourage carers to self-identify and join the community of carers at Sheffield Carers Centre	Dec-26	Sheffield Carers Centre	Green	Carers are supported through ongoing activities and public campaigns. Carers Week 2023 and the Sheffield Carer Roadshow both had activities for carers and HSC Professionals. Carers are encouraged to self identify and call the Centre or send a self referral through our website. New activities from Winter 2023 are : work with businesses/ employers to support their employees who are carers outreach in communities to reach hidden carers work with community groups to reach more carers intended opening hours to increase accessibility for carers, especially those who are working drop-in at our city centre office
Operational	Reach 'hidden carers' and ensure they are connected to support by raising awareness amongst professionals who work with carers and encouraging them to signpost and refer to Sheffield Carers Centre. To include delivering training and information about the service offer and the pathways into the service.	Dec-26	Sheffield Carers Centre	Green	Ongoing work with HSC professionals to raise awareness of our universal activities for all carers and Carers Assessments. Some training is coordinated with SYC while much is solely delivered by the Carers Centre. Work undertaken to ensure a simple referral process, with work to streamline the process while ensuring the maintenance of security and safeguarding. Materials and resources including training are constantly redeveloped including animated videos and accompanying materials for carers.
Operational	Deliver 3 scheduled joint training sessions per year, open to all health and care professionals, with Sheffield Young Carers.	Dec-26	Sheffield Carers Centre/ Sheffield Young Carers	Green	In 2023, course delivered in March, during Carers Week in June and on Carers Rights day on 23 November 2023. 46 people attended the March course, 38 attended the June one.
Operational	Create and deliver a coordinated joint communications plan, with Sheffield Young Carers, to promote the joint training	Jun-24	Sheffield Carers Centre/ Sheffield Young Carers	Green	Multi-agency training is promoted through Sheffield Carers Centre and SYC's newsletters and websites. It is also promoted by Sheffield Children's Safeguarding Partnership. There has been no development of a communications plan to date.
Operational	Benchmarking in-patient services for the 'Triangle of Care' accreditation.	Jul-24	Sheffield Health and Social Care Trust	Green	HSC are self-assessing all inpatient wards, care homes and crisis teams for year 1 award to Triangle of Care. We anticipate the results by April 2024. Also from April 2024, year 2 self-assessment will commence
Operational	Talking to all organisations in h&sc partnerships are identifying who their carers are within the workforce. Ensure this information is passed to their staff appropriately.	Apr-24	Sheffield Health and Social Care Trust	Green	
Operational	Asking if someone is a young carer during admission and discharge.	Apr-24	Sheffield Teaching Hospitals	Green	SYC's Action Group have developed ideas for how to identify and support young carers whilst their cared for person is in hospital, including what information and support is needed at discharge - this report has been shared with STH and will be presented at the Patient Experience and Engagement Team meeting in December 2023. They have also helped develop a young carer leaflet for the Forest Close Ward (SHSCT) and have been working with STH on a Carer Passport. There is now a prompt in the admission and discharge checklist on the patient administration system - this prompts staff to ask if a patient has a carer and asks whether this is a young carer - this leads to a check box so usage of this can be monitored monthly.
Operational	Develop the Carers Passport to help navigate the hospital process.	Apr-24	Sheffield Teaching Hospitals	Green	The Carers Passport is currently being piloted across 12 inpatient wards. Feedback so far has been mostly positive - the pilot will run until January 2024. SYC have worked with STH around the development of their Carers Passport - SYC's Action Group fed back their views on design, wording and promotion of the passport
Operational	Work with Sheffield Carers Centre to produce a hospital discharge information pack	Jun-24	Sheffield Young Carers	Green	SYC have worked on young carers views for hospital discharge and shared the findings with the Carers Centre but we have not taken any further steps to develop joint work around this - we plan to do more!
Operational	Review database/forms to ensure that young carers can be routinely identified and linked in to the 'Young Carers Register'. (Community Youth Services)	Apr-24	Sheffield City Council	Green	We have reviewed database used by Community Youth Services. The facility exists within our database to record this. Referral forms and assessment paperwork however, do not explicitly refer to young carers. As a result, it is clear from data drawn down from our database that only a small proportion of registered young carers are recorded as young carers on our system. This needs to be explored further re. whether this has negative impact on support provided to young carers and what actions should be considered and recommended to SMT re. change to these systems. We also need to do more work with our staff team re. guidance around identification of young carers and recording of information on the database. Further exploration also required re collating information from other sources in order to recognise more of the young carers within our service and contribute to improved / appropriate support for them. ACTION : JM to raise at CYS SMT.
Operational	Make sure young carers have involvement in development of community youth services.	Jul-24	Sheffield City Council	Green	We are committed to young carers being given the opportunity to influence the development of Community Youth Services by ensuring that (1) young carers are included when the service consultation process for young people/stakeholders is launched (awaiting confirmed date). (2) There is agreement that the consultation is designed in such a way that young carers input can be identified and views of young carers represented in the conclusion of the consultation process.
Operational	Work with Sheffield Young Carers/Sheffield Carers Centre and South Yorkshire Teaching Partnership – practice development get carer e-learning onto relevant degree courses e.g. social work as it's not happening at the moment.	Jul-24	Sheffield City Council	Green	Presentation done at SY Teaching Partnership meeting in July but no feedback received about whether any courses have started using the e-learning. Afterwards, someone from Sheffield's Practice Development Team said they would try to promote the course via their e-bulletin/internal website. They also said work is happening to explore ways that Go Learn could 'handshake' with external modules in the future. (SYC haven't currently added it to GoLearn as we need it to remain on our LMS in order to access learner data and feedback/ make annual updates based on feedback etc)
Operational	Work in partnership to increase carer diversity in general and in engagement e.	Jul-24	Sheffield City Council	Green	The Council/Sheffield Carers Centre have increased the KPI relating to the number of BAME carers that are identified. Sheffield Carers Centre has been doing lots of engagement work with under-reached communities. We will continue to focus on ensuring that there is equity when accessing support fort.
Operational	Create delivery models that are ready in case of reoccurring monies for discharge.	Dec-23	Sheffield Integrated Care Board	Green	Ongoing review of plans and initiatives to establish any legacy impacts and areas for further development / improvement should business cases be required to secure additional pots of funding.
Operational	Work with GP and Optometry & Mental Health Café's – Great potential.	Jul-24	Sheffield Integrated Care Board/Sheffield Carers Centre	Green	Timescale noted : review in 6mths
Operational	Develop the plan for identifying young carers following receiving information from UCAS – then how we will contact and support them e.g. try and use different language, work together with Sheffield Young Carers, schools, colleges	Sep-24	Sheffield Hallam University	Green	
Operational	Review / improve the service offer to young adult carers	Sep-24	Sheffield Young Carers/ Sheffield Carers Centre	Green	
Operational	Expand the number of people in the Carers Involvement Network	Jun-24	Sheffield Carers Centre	Green	
Operational	Create an updated version of the GP carer pack	Jun-24	Sheffield Integrated Care Board	Green	
Operational	Outreach into communities and have activities in all postcode areas of Sheffield.	Dec-24	Sheffield Carers Centre	Green	
Operational	Explore combined assessments between the Council/Carers Centre for complex cases/short breaks –	Apr-24	Sheffield City Council/Sheffield Carers Centre	Green	A costed plan to be presented at February's Carers Operational Group
Operational	Launch a video for Sheffield Teaching Hospital's staff made by chief nurse to promote the carers passport once the pilot is completed. To include young/adult carers to highlight benefits from carers' perspective	Jun-24	Sheffield Teaching Hospitals/Sheffield Young Carers/Sheffield Carers Centre	Green	
Operational	Promote the new legal rights (Health and Care Act) and Carers Passport to carers (e.g. social media, newsletter, posters, school assemblies etc)	Jun-24	Sheffield Young Carers/Sheffield Carers Centre	Green	
Operational	Meet with leisure services to explore how leisure offers can reach more young carers, not just those in SYC service	Jul-24	Sheffield Young Carers	Green	
Operational	Roll out Sheffield Young Carers training to all Community Youth Teams	Jul-24	Sheffield City Council	Green	
Operational	Sheffield Young Carers to deliver presentation on M-PACT to Community Youth Services	Apr-24	Sheffield Young Carers	Green	
Operational	Community Youth Services to start giving out Carer Cards to young carers on their system, Sheffield Young Carers to provide the cards	Jun-24	Sheffield City Council	Green	
Operational	Community Youth Services do not have a question about caring responsibilities on their assessment forms. Sheffield Young Carers to send template wording / Community Youth Services to explore getting this added.	Jun-24	Sheffield City Council/Sheffield Young Carers	Green	
Operational	Get feedback about the Carers Passport Pilot from carers/young carers, how have they used it on the 10 wards (e.g. QR feedback form with incentive for completing, via SHEFFIELD YOUNG CARERS asking young carers who have family in hospital etc	Apr-24	Sheffield Young Carers/Sheffield Carers Centre	Green	
Operational	Explore ways to get more incentives to use Passport e.g. other hospitals offer carers free meals on site/free parking etc	Jun-24	Sheffield Teaching Hospitals	Green	
Operational	Link with children's direct payments to see if they are asking questions about young carers/making referrals for support.	Jun-24	Sheffield City Council	Green	
Operational	Explore ways the Young Carers register can offer more reason/ incentive for young people to want to be added (e.g. getting sent a Carers Card, getting information about events for carers/rights, getting info about the STH Carers Passport etc)	Sep-24	Sheffield City Council/Sheffield Young Carers	Green	
Operational	Explore GP incentives for carers via 'quality contract'	Jun-24	Sheffield Integrated Care Board	Green	
Operational	Get the Carers Centre on the Ardens template so GPs can have them as a referral option	Jun-24	Sheffield Integrated Care Board	Green	
Operational	See if there is anything that can be done contractually to incentivise referrals from STH to the Carers Centre	Jun-24	Sheffield Integrated Care Board	Green	

Key

Deadline passed, action not complete

Close to deadline, action not complete

Action on track to be complete

Action not started



Theme	Milestone/action	By when	Lead	RAG	Update
Strategic	Work with Adult Social Care to improve our carers Adult Social Care Outcome Framework results.	Mar-24	Sheffield City Council	Green	Complete
Operational	Start the Carers Strategy Implementation Group to oversee, add to and allocate actions for transparency/scrutiny purposes	Nov-22	Sheffield City Council	Green	Complete
Operational	Promote adult carer's assessments by improving our whole family approach to assessing and supporting carers including referring more carers from adult social care to the Sheffield Carers Centre.	Mar-23	Sheffield City Council	Green	Complete
Operational	Implement new process and guidance in Adult Care and Wellbeing to identify young carers.	Mar-23	Sheffield City Council	Green	Complete
Operational	Work with partners to refresh the Carer Voice group to broaden our engagement with carers.	Mar-23	Sheffield City Council	Green	Complete
Operational	Publish Sheffield Teaching Hospitals Carers Policy and publicise across the Trust. Policy to give guidance on identifying carers, working in partnership with carers and referring for further support.	Sep-23	Sheffield Teaching Hospitals	Green	Complete
Operational	Roll out new online Carers training at Sheffield Teaching Hospitals and promote this and existing training available to all staff who work with carers. Training to give guidance on identifying carers, working in partnership with carers and referring for further support.	Sep-23	Sheffield Teaching Hospitals	Green	Complete
Operational	Review impact of Carers Policy and Training at Sheffield Teaching Hospitals via:	Jun-23	Sheffield Teaching Hospital	Green	Complete
Operational	Annual survey of carers views – including whether they have been involved and consulted in discharge arrangements	Jun-22	Sheffield Teaching Hospitals	Green	Complete
Operational	Keep working on the discharge leaflet and get the message out to staff.	Dec-23	Sheffield Teaching Hospitals	Green	Complete
Operational	Launch M-PACT which is a national programme to support families affected by addiction – will be delivered three times per year and has been successful elsewhere in the country so hopeful of success.	Dec-23	Sheffield Young Carers	Green	Complete
Operational	Plan and launch Sheffield's first Carers roadshow in partnership with other organisations.	Oct-23	Sheffield Integrated Care Board	Green	Complete
Operational	Facilitate carer involvement to help shape Sheffield Teaching Hospital's Carer Passport	Dec-23	Sheffield Young Carers/Sheffield Carers Centre	Green	Complete

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