

## Appendix One

### Coventry Carers Action Plan 2024-2026

#### Who are carers?

Carers can be of anyone of any age, ethnicity, or background, with most of us likely to be affected by or have caring responsibilities at some stage in our lives. While this role can be immensely rewarding, it can also significantly impact the carer's life, affecting their own health, well-being, and opportunities.

#### Identifying carers

The role of a carer might not be immediately apparent, often perceived simply as assisting a loved one. This support can take various forms, such as practical tasks, personal care, emotional support, advocacy, or financial management. Though each carer's experience is unique, their contribution is invaluable, and the person they care for would struggle without their support.

#### Support for carers

If you are a carer, you may be entitled to a range of support and benefits to assist both you and the person you care for. This includes:

- Carers Assessment: This is a way to discuss your needs as a carer, and the impact this may have on you, with a professional. This can be as a combined assessment with the person you look after, or a separate carers assessment.
- Carers Allowance: You could be entitled to a weekly Carers Allowance benefit if you care for someone at least 35 hours a week and they receive certain benefits.
- Access to support specifically for carers, including respite or replacement care (allowing carers to take a break from the caring role or ensuring the individual receives care in event of an emergency), support groups, information and advice, training and other health and wellbeing support (for example, counselling or group support sessions).
- The individual you are supporting is also entitled to a social care assessment to understand their needs and possible support options.

Further information on carers assessments, support and how to access this are available via the Council website. You can also complete a Carer's Assessment for yourself on our website. Information is also available via the Carers Trust Heart of England, an organisation commissioned by the Council to deliver a range of support (including training, support, information and advice and planned and emergency breaks) to carers in Coventry, with no charge to the carer.

#### Key objectives

The Carers Action Plan 2024-26 has been developed following analysis of the biennial Survey of Adult Carers in England 2021/22, a local 'Let's Talk' Coventry Carers Survey undertaken in 2023 and using national information and data sets.

The Carers Action Plan 2024-26 therefore focuses on three priority areas to improve the services and support carers experience:

1. Empower carers with flexible respite options, ensuring they can take breaks
2. Deliver the right support, at the right time, and in the right place
3. Maximise the reach of carers assessments to benefit more carers

### **Measuring impact**

Our commitment to making a difference for carers requires continuous monitoring and evaluation. To ensure the Action Plan's effectiveness, we will:

1. Review demand for support from both Coventry City Council and commissioned providers, addressing disparities in access among various communities.
2. Engage in regular dialogue with carers, including via the Adult Social Care Stakeholder Reference Group and Dementia Hub Steering Group, seeking feedback on the plan's implementation and potential areas for improvement.
3. We will monitor national surveys and data collections, providing valuable insights into the overall impact of our efforts.

### **Definitions:**

Adult Carer: 'An adult who provides or intends to provide care for another adult (adult needing care)' Section 10(3) Care Act 2014

Parent Carer: 'A person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibilities.' S97 children and Families Act 2014

Young Carer: 'A person under 18 who provides or intends to provide care for another person of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work.' S96 Children and Families Act 2014

### **Helpful Links:**

For carers seeking support or more information, we provide an online Carers Assessment tool on the Coventry City Council website. Additional resources are available on our carers' information pages. For specific support services, you can connect with the Carers Trust Heart of England, an organisation commissioned by the Council to provide assistance without any charge to the carer.

**We encourage all carers and those who suspect they may be carers to take advantage of the resources and support available. Together, we can make a positive and lasting impact on the lives of carers in our community.**

[Online Carers Assessment – Coventry City Council](#)

[Coventry City Council – carers information pages](#)

[Carers Trust Heart of England](#)

[Carers Allowance \(GOV.UK\)](#)

## Coventry Carers Action Plan 2024-2026

The Carers Action Plan is based on carer engagement, local requirements, and using national information and data sets, focusing on three priority areas to better support carers in the City. The action plan is a working document, and we aim to continue to work with local carers and third sector organisations to shape the priorities and actions moving forward.

### Priority 1: Empower carers with flexible respite options, ensuring they can take breaks

**Carer Outcome:** I have access to a flexible break options to enable me to have a break from caring when needed

Ref:	We Will	Priority Year One:	Year One Actions (January -December 2024)	Priority Year Two:	Year Two Actions (January -December 2025)	Related Data / Engagement Source (ASCOF, Survey of Adult Carers in England, Let's Talk Carers Survey, National Carers Action Plan)
1.1	Commission a range of respite and break provision, develop a 'community alternative' support model to empower carers with flexible respite options, co-designed with carers, ensuring they can take breaks, increase social contact and reduce the risk of isolation.	High	Work with third sector organisations and community groups to explore the potential for 'community alternative' support models or community delivered carers breaks.	High	Review and map current respite provision, usage, gaps, barriers, and demand.	<ul style="list-style-type: none"> <li>•ASCOF indicator: 1C2B, Proportion of carers receiving direct payments for support direct to carer</li> </ul>
			Investigate alternative offers or routes to accessing breaks, e.g. charities, grants and alternative holidays.		Scope and confirm commissioning arrangements for respite and carer breaks (market research and best practice, scope and confirm requirements). Decisions and designs to be co-produced with carers.	<ul style="list-style-type: none"> <li>•ASCOF indicator 1D: Carer-reported quality of life</li> </ul>
			Increase awareness of informal networks and social contact opportunities for carers.		Commence commissioning activity to commission a range of break and respite services, co-produced with carers. To include: <ul style="list-style-type: none"> <li>-Planned, contingency and emergency breaks</li> <li>-Short, medium and long term options</li> </ul>	<ul style="list-style-type: none"> <li>•ASCOF indicator: 1I2, Proportion of carers who reported that they had as much social contact as they would like</li> </ul>
					Review success of community alternative / community delivered carers breaks and scale up where successful.	<ul style="list-style-type: none"> <li>•ASCOF indicator: 3B, Overall satisfaction of carers with social services</li> </ul>
1.2	Improve information on respite and promote carers breaks to support carer wellbeing and prevent carer breakdown.	Medium	Refresh Coventry City Council website on respite and break information, including information on costs, entitlement, options, purpose and how to access.	Medium	Information on respite and break options available on the Coventry City Council website and Coventry Information Directory.	<ul style="list-style-type: none"> <li>•Survey of Adult Carers: Percentage of carers who feel they never have enough time to carry out their carer responsibilities</li> </ul>
			Develop respite / carer break FAQ's document, including information on the use of direct payments to access respite and replacement care.		Promotion of respite and break services at Adult Social Care open days and in Carers Bulletin.	<ul style="list-style-type: none"> <li>•Survey of Adult Carers: Percentage of carers who feel they have no control over their daily life</li> </ul>

			Promotion of respite / break information with under served communities (e.g. pop ups / information circulated in temples, community centres etc.) working with community leaders to improve awareness.		Practitioner refresher training to inform of respite / break provision and ensure these are considered when assessments are undertaken.	<p>•National Action Plan: Services and systems that work for carers</p> <p>•Local 'Lets Talk' Survey: Lack of consistent or suitable breaks</p> <p>•National Action Plan: Recognising and supporting carers in the wider community</p> <p>•National Action Plan: Building research and evidence to improve outcomes for carers</p>
			Review process for administering carers direct payments and literature to support positive conversations around direct payments by practitioners.			
1.3	Review options for assistive technology to enable carers to have time away from caring role and increase opportunities for socialising.		Utilise existing technology and resources to support carers.	High	Review options for assistive technology to enable carers to have time away from their caring role, including understanding of best practice and the offer of / methods of commissioning assistive technology by other local authorities.	
					Engagement activity with carers as to whether any of the assistive technology options identified are of interest or benefit, and gauge demand.	
					Explore approach to and commence commissioning of assistive technology, dependant on outcome of engagement and market research.	
					Work with carers to ensure confidence in use of technology (training, information, access to equipment etc).	

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**Priority 2: Deliver the right support, at the right time, and in the right place.**

**Carer Outcome: I have flexible support options at the right time and right place to support me as a carer to maintain my health and wellbeing**

Ref:	We Will	Priority Year One:	Year One Actions (January -December 2024)	Priority Year Two:	Year Two Actions (January -December 2025)	Related Data / Engagement Source (ASCOF, Survey of Adult Carers in England, Let's Talk Carers Survey, National Carers Action Plan)
2.1	Improve information and resources available to carers to help them make informed decisions to support them in their caring role and their own wellbeing.	Medium	Coventry City Council to work in conjunction with Carers Trust and third sector organisations to update Council website to centralise information and identify support options available for carers - information to be easy to navigate, clear, and specific to audience (e.g. adapted for young carers, translated and culturally sensitive).	Medium	Coventry City Council to work with Carers Trust to develop a carer mental health and resilience toolkit.	<ul style="list-style-type: none"> <li>•ASCOF indicator 1D: Carer-reported quality of life</li> </ul>
			Coventry City Council and Carers Trust to work with communities, specifically under served communities, and community leaders to promote information and advice services into communities and everyday messaging to reach hidden carers and reduce barriers to identifying as a carer or accessing support.		Coventry City Council to work with Carers Trust to develop carer self support pack.	<ul style="list-style-type: none"> <li>•ASCOF indicator: 3B, Overall satisfaction of carers with social services</li> <li>•ASCOF indicator: 3D2, Proportion of carers who find it easy to find information about services</li> </ul>
			Work with GP's, pharmacists and health professionals to raise awareness of how to identify and support carers, knowledge of carers support services and referral mechanisms to Carers Trust and other support services.		Improve awareness and uptake of carers direct payments through clear information sharing and promotion at assessment, open days and literature.	<ul style="list-style-type: none"> <li>•Survey of Adult Carers: Percentage of carers who feel they are neglecting themselves</li> </ul>
			Work with schools and colleges to identify young carers and promote young carers support options, advice and assessments.		Increase use of social media promotion and information sharing to target different age groups, as appropriate, including use of promotion by prominent local public figures and campaigns.	<ul style="list-style-type: none"> <li>•Survey of Adult Carers: Proportion of carers who are 'extremely worried' about their personal safety</li> </ul>
			Increased visibility and presence of Carers Trust and carers support / information services in communities e.g. GP's, pharmacy, food hubs, library's, community centres, gyms, supermarkets, ASC open days etc.			<ul style="list-style-type: none"> <li>•Survey of Adult Carers: Percentage of carers who have safety concerns</li> </ul>

			Work with the Integrated Care Board on Compassionate Communities project to improve carers experience across the health and social care system.			<ul style="list-style-type: none"> <li>•Survey of Adult Carers: Percentage of carers who feel they receive no encouragement or support in their caring role</li> <li>•Local 'Lets Talk' Survey: Poorer experiences of social care and healthcare provision, particularly hospital discharge and access to Primary Care. This included confusion on roles and responsibilities of health and social organisations.</li> <li>•Local 'Lets Talk' Survey: The psychological impact of COVID lockdowns and feelings of abandonment during this time. Caring responsibilities increased or intensified; many carers reported caring until breaking point.</li> <li>•Local 'Lets Talk' Survey: Continued anxiety around infection risks from COVID.</li> <li>•Local 'Lets Talk' Survey: Economic challenges are a significant concern, with some carers depleting savings and struggling to afford essentials like food and heating.</li> <li>•National Action Plan: Employment and financial wellbeing</li> <li>•National Action Plan: Recognising and supporting carers in the wider community</li> <li>•National Action Plan: Supporting young carers</li> </ul>
2.2	Ensure carers have access to practical support by way of peer support groups, telephone or face to face support and community networks to increase opportunities for socialising and reduce the risk of isolation.	Medium	Promote training and understand gaps in training needs through consultation with young and adult carers e.g. condition specific training such as dementia, autism, mental health, resilience, bereavement	Medium	In person / online 'induction style' training to assist carers in caring role (informed from yr. 1 engagement).	
			Develop a range of meaningful support groups available to carers, including activity based sessions, informal sessions and friendship building.		Develop a carers resource guide for professionals to summarise support options available.	
2.3	Provide additional support in respect of the cost of living, benefits advice and getting back into work or education, to support carers with managing finances.	Medium	Coventry City Council to engage with all unpaid carers identified via the Low Income Family Tracker (LIFT) to inform of available support services, carers assessments, benefits entitlement, respite and break options and support available via the Carers Trust.	Medium	Create a cost of living support pack in conjunction with third sector organisations.	
			Ensuring carers are aware of their legal rights through clear communications, a strong community presence and working with local businesses and employers.		Work with third sector organisations to support people into voluntary or paid work.	
2.4	Ensure a range of support is available to promote carers overall wellbeing and safety.	High	Re-commission a range of carers support services co-designed with carers	Medium	Work in partnership with Carers Trust and with local businesses to develop 'carer friendly offers' in the city.	
			Work towards a Go CV+ discount for carers (including young carers) to allow a flexible membership to be utilised when time is available.			
			Engage with carers, carers support organisations, housing, community safety team and the police to understand reasons why carers do not feel 'safe' and potential actions we can take to address and improve this.		Further year two actions dependant on year one engagement.	

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**Priority 3: Maximise the reach of carers assessments to benefit more carers.**

**Carer Outcome: I am aware of my right to a carers assessment, have access to a choice of a joint or separate assessment, and that this leads to a meaningful outcome(s) to support my caring role**

Ref:	We Will	Priority Year One:	Year One Actions (January -December 2024)	Priority Year Two:	Year Two Actions (January -December 2025)	Related Data / Engagement Source (ASCOF, Survey of Adult Carers in England, Let's Talk Carers Survey, National Carers Action Plan)
3.1	Improve carers awareness of carers assessments, the benefits of an assessment, and its intended outcomes to ensure carers have access to all support options available.	Medium	Review and refresh Coventry City Council information on carers assessments available on both the Council and Carers Trust website to include what this is, the benefit of having an assessment and how to access (e.g. online assessment, Carers Trust, joint assessment etc.).	Medium	Work with advocacy organisations to affirm an advocacy offer for carers and raise awareness.	<ul style="list-style-type: none"> <li>•ASCOF indicator: 1C1B, proportion of carers receiving self-directed support</li> <li>•ASCOF indicator: 1C2B, Proportion of carers receiving direct payments for support direct to carer</li> </ul>
			Commence re-commissioning activity for delegated carers assessments.			<ul style="list-style-type: none"> <li>•ASCOF indicator 1D: Carer-reported quality of life</li> </ul>
			Increase the number of carers assessments completed.			<ul style="list-style-type: none"> <li>•ASCOF indicator: 3B, Overall satisfaction of carers with social services</li> </ul>
			Complete carers assessment refresher training for practitioners.			<ul style="list-style-type: none"> <li>•ASCOF indicator: 3C, Proportion of carers who report that they have been included or consulted in discussion about the person they care for</li> </ul>
			Promotion of carers assessments via Carers Bulletin, Carers Trust, partner organisations, Adult Social Care Open Days and in particular with under served communities.			<ul style="list-style-type: none"> <li>•Local 'Lets Talk' Survey: Poorer experiences of social care and healthcare provision, particularly hospital discharge and access to Primary Care. This included confusion on roles and responsibilities of each organisation.</li> </ul>
			Carers Trust to have a visible presence, promoting carers support and assessments in areas of high carer population in the city (GP's, pharmacies, food banks, library's, community assets).			<ul style="list-style-type: none"> <li>•National Action Plan: Services and systems that work for carers</li> </ul>



3.2	Improve access to carers assessments, including clear referral routes and pathways by other organisations, to reduce barriers in accessing support.	Medium	Develop process map for referral routes to assessment and for carers assessment process (for use by individuals and professionals).	Medium	Understand any barriers to referrals from GP / healthcare professionals and review potential to streamline referral process, if required.
			Work with Integrated Care Board / health professionals and Adult Social Care practitioners to ensure carers are involved in decisions and kept informed through hospital admissions and discharge.		Inform providers of adult social care of how to identify and support carers, and how to refer for assessment (including use of provider forums and provider bulletins).
3.3	Ensure carers assessments lead to positive, meaningful outcomes for carers	Medium	Outcomes of carers assessments are tracked on a quarterly basis to ensure assessments are resulting in meaningful actions and support for carers.	Medium	Review potential for a carer / expert by experience led audit process to ensure assessments are resulting in better outcomes for carers.
			Ensure practitioners are equipped and aware of support options for carers.		
			Quarterly dip sampling of carers assessments for quality assurance purposes.		