

# Carers Strategy & Action Plan Update



Coventry City Council

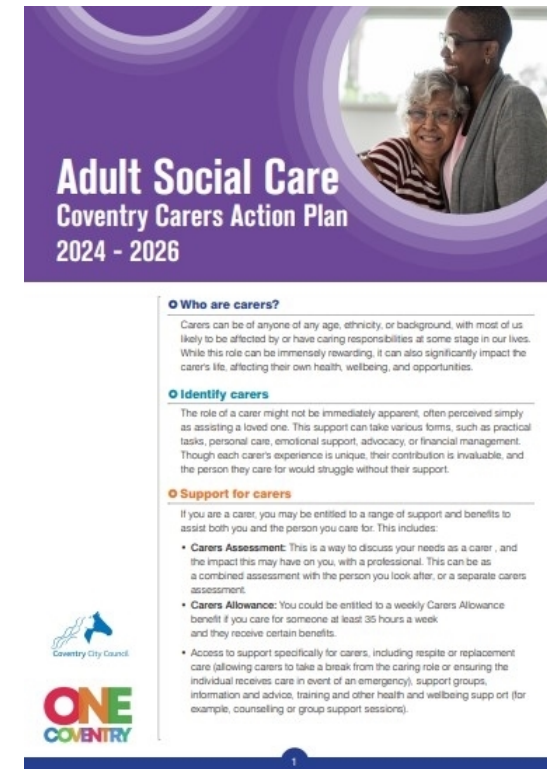
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# Carers Action Plan 2024-26

**Carers Action Plan** was a two-year plan that ran from January 2024-December 2025. Delivered by a multi-agency steering group with a common purpose to improve the lives of carers across the city.

## Key Achievements:

- Implementation of 3 Accelerated Reform Fund projects:
  - My Time – Breaks for Carers
  - Bridgit – Digital Support Tool for Carers
  - Hospital Liaison Support at UHCW
- Recommissioning of Carers Support Services
- Developing carers support at UHCW
- CWPT – Triangle of Care – Star 1 – Accreditation
- Carers Money Matters Project
- Carers Counselling Pathway



## Enhancing support for carers during a hospital stay



Over the course of 2024-25, we worked with UHCW to explore carer experience through the hospital, admission, outpatient appointments, stays and discharge, involving carers in a series of workshops.

During Carers Week 2025 a carer identification card was launched in the hospital, this enables carers to receive practical support such as drinks, meals, extended visiting, provision of beds when staying overnight.

UHCW also created carer webpages bringing together advice and guidance for carers during a hospital stay

We worked with the hospital to enhance carer identification by upscaling our commissioned support for carers within the hospital and recruiting an additional hospital liaison advisors.

This has meant increased presence at UHCW, clearer referral routes for support, regular ward presence, increased working relationships with wards.

## Looking differently at breaks

My Time – A project delivered through the Accelerated Reform Fund – starting delivering breaks for carers in April 2025. Working with local businesses, hotels, leisure services the scheme broker free opportunities for carers to access, enabling them to take a break.

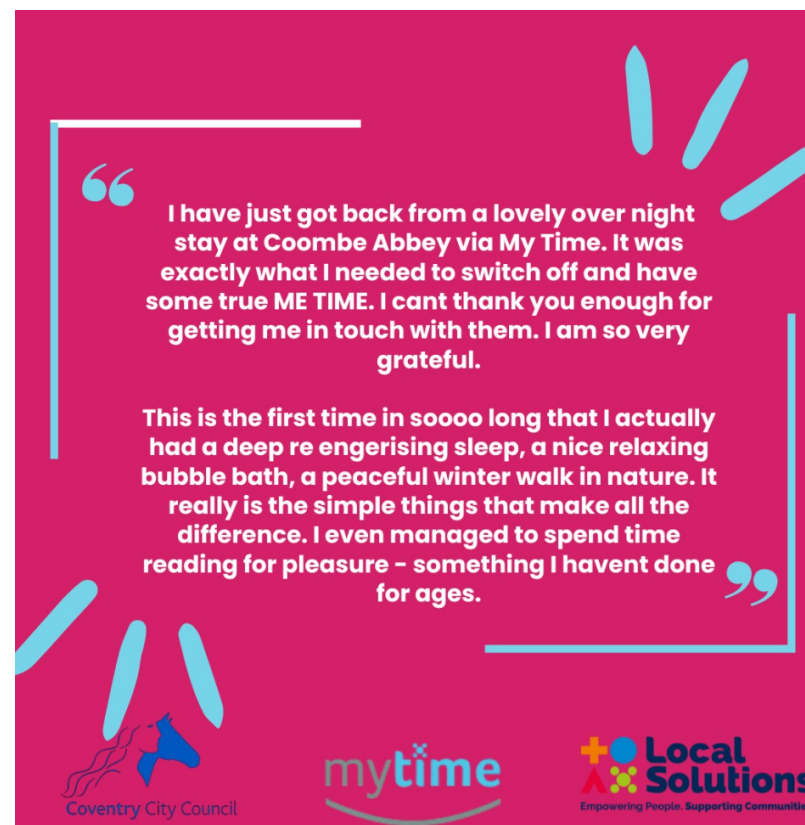
Key partnerships include Coombe Abbey, Coventry Rugby Club, Slug and Lettuce, Historic Coventry and more recently CV Life and the Albany Theatre.

Carers have told us how meaningful breaks have been and that they have felt valued as a consequence.



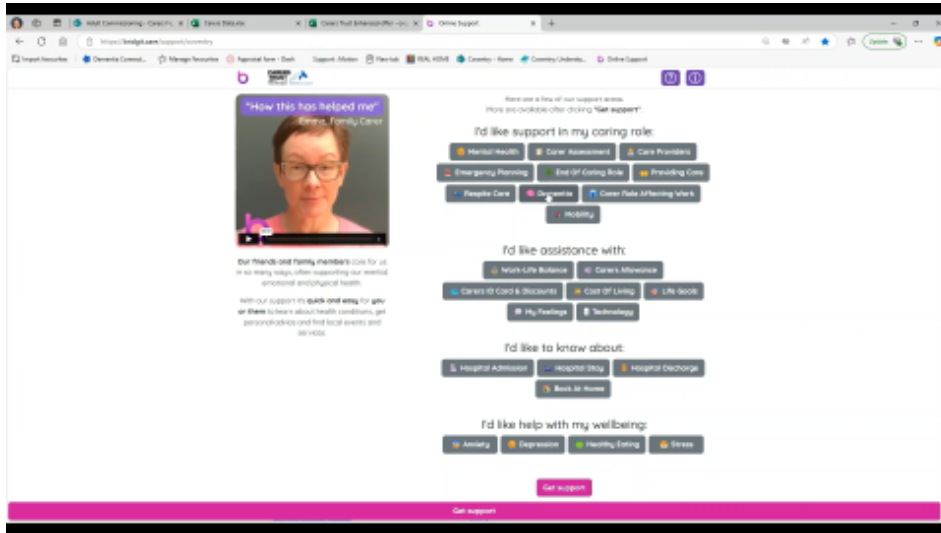
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Carers have benefitted from the project since it started in April 2025





# Digital Solutions to carer identification



Bridgit, an online platform for carers, launched in October 2024.

Up until November 4837 carers have accessed the platform with 6019 self help plans created.

Key Topics, include finding out more about Carers Allowance, returning-back home from hospital and carers assessments.

We have noticed patterns of utilisation outside of office hours and weekends.

We've worked with partners to ensure the platform is well utilised across systems.

# Embedding the Triangle of Care



In December, Coventry and Warwickshire Partnership Trust proudly achieved Star 1 of the nationally recognised Triangle of Care Accreditation. This award reflects the trust's commitment to implementing robust policies and procedures that support carers, with a particular focus on enhancing their experience within mental health services.

An award that sets out a clear commitment to supporting carers well by starting with robust audits of inpatient settings and crisis teams, building policies and procedures, raising awareness and recruiting carer champions and adopting systemic change in settings, making sure carers are considered at every stage.

A Carer Experience Lead has also been appointed, a role dedicated to improving experience for carers within the trust.

# Recommissioning of Carer Support Services



In 2025 we recommissioned Carers Support Services, bringing a range of grants and contracts together under one contract and aligning this with a wider contract for Young Carers Support. The Carers Trust Heart of England were the successful provider, with a new contract beginning in October 2025 with a 2.5 year contract + 3 years (Completion in October 2031).

Recommissioned services were based on carer engagement with an added focus on:

- Ensuring smaller organisations, specialised or carer grown groups are supported with the creation of a funding pot for groups
- Preventative model of short breaks for people most in need
- Clearer training offer and support
- More focus on carers voice and continual co-production models.

# Supporting Young Carers

Long established Young Carers Services in the city by the Carers Trust Heart of England. The service delivers:

- Weekly carers activities and support – run through partnership with Family Hubs
- Young Carers Needs Assessments
- Work with schools to support identification.
- Partnership working with the two Universities – Warwick and Coventry to support Young Adult Carers
- Young Carers Voice
- Transitional pathway for young carers into adult services

Organisational and system commitment to the “No Wrong Doors” Memorandum of Understanding.






## Current Carers Services and Funding Arrangements

Carers Support Services	£774,731 (£134,096 funded through CWICB)
Bridgit	£60,000 (Accelerated Reform Funding)
My Time	£60,500 (Accelerated Reform Funding)
Additional ARF – Hospital Liaison Role (Carers Trust HoE)	£35,000 (Accelerated Reform Funding)

# Proposed Carers Strategy 2026-2031

- To continue the momentum of the Carers Action Plan and to develop a long-term vision and plan we aim to produce a 5-year Carers Strategy, delivered by a multi-agency steering group.
  - The strategy will take a whole system approach to improving carer experience recognising that improvements to carer support require partnership working
  - Wider focus on co-production – engagement with continued involvement and carer representation on steering group, as part of this we will seek to recruit Experts by experience to be consistent members of the group.
  - The strategy will enable us:
    - to embed the voices of Coventry residents into a long-term vision for carers
    - inform and develop our commissioned services during the duration of their contract cycle
    - continue the momentum of system led improvement for carers
    - evaluate project support from Accelerated Reform Fund projects and embed learning
    - strengthen council wide and partner approaches to Young Carers
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# Engagement Plan

## Who we plan to engage with?

- Adult Carers
- Parent Carers
- Young Carers and Young Adult Carers
- Carers from the global majority
- Newly established communities
- Social workers and practitioners
- Coventry City Council Unpaid Carers Staff Network
- UHCW – Carers Staff Network
- Key stakeholders, including Carers Trust Heart of England, CWPT, UHCW, ICB, Dementia Services, CGL and Myton Hospice.

## Methods of Engagement

- Face to face engagement will take place throughout February-April 2026, this will be a range of attending carers groups and consulting community groups.
- A Let's Talk Platform will be created to support continual engagement throughout, with survey activity.
- A Multi- Agency Steering Group
- Feedback to the "Carers Voice" group facilitated by the Carers Trust Heart of England

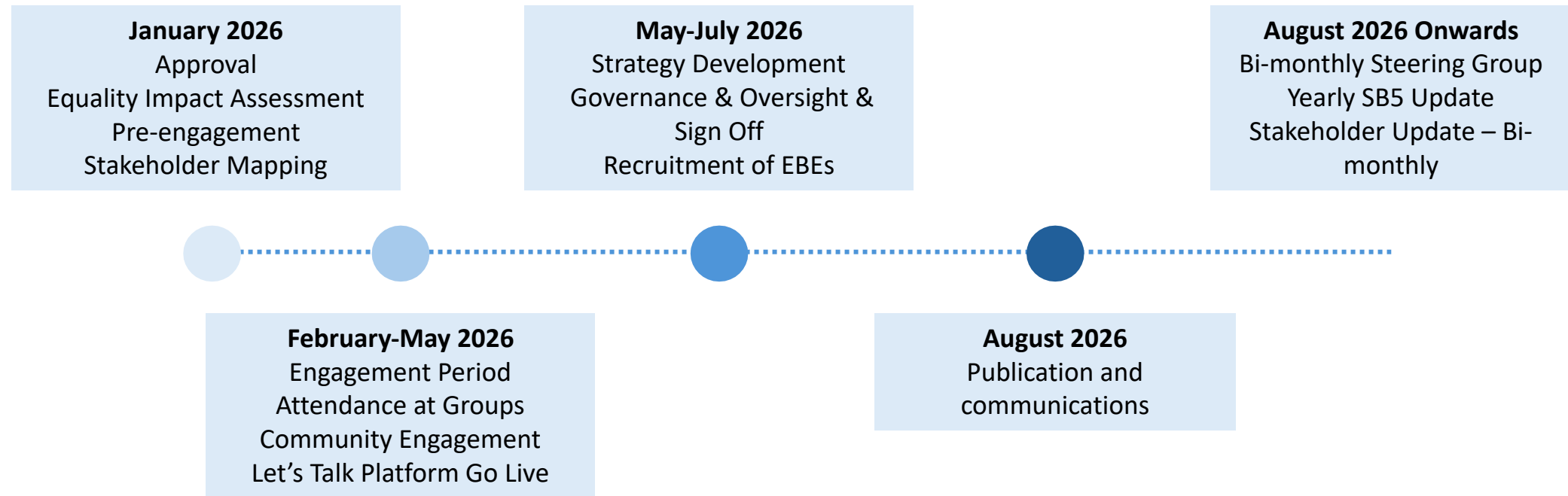
## Existing Engagement Activity

- SACE – Survey of Adult Carers in England
- Our Adult Social Care Experience Survey
- Carers Voice – An established group run through the Carers Trust Heart of England
- Adult Social Care Stakeholders Group – A group that meet bi-monthly that oversee activity within Adult Social Care
- State of Caring Survey – An annual national survey conducted by Carers UK

## Promotion

- Carers Bulletin
- Carers Webpages and Events Information
- Social Media promotion
- Bridgit – Online Platform
- Text promotion utilising Gov Notify
- Carers Trust Heart of England Existing Stakeholder Forums
- Community Events
- Dementia Hub
- Internal unpaid working carers network

# Timeline for Strategy Development





## Next Steps

- Intention to complete engagement activity throughout January, including meeting as a multi-agency group, engagement with CWICB
  - Carer and key stakeholder engagement to take place during February – May 2026
  - Publication of strategy in August 2026
  - On-going carer engagement to continue through Steering group and Carers Voice.
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