

# Carers Delivery Plan – Actions May 2024

## You said

We worked with carers to develop our six ‘Carers Principles’ which are at the heart of our ‘Young Carer, Parent and Adult Carer Strategy’. The principles were rewritten in 2020 to make them more personalised to carers (see below). We know if the strategy is making a difference carers will say:

1. I have good quality information and advice which is relevant to me and the person I care for.
2. I know what my rights are and how to enforce them. There are laws that help and protect me as a carer, and they cover things like:
  - Employment.
  - Protection from discrimination.
  - Right to education.
  - Social security benefits.
  - Assessment of my need(s).
3. The caring I do is valued and I am listened to. This includes:
  - My own needs, wants, opinions and feelings as a carer.
  - My needs, wants opinions and feelings when talking about the person I care for.
4. I have breaks from caring, meaning I have a life of my own and time for friends and family.
5. My prospects in life are not affected due to me being a carer. I can access education, employment, and training.
6. I am supported to look after my mental/physical health and wellbeing.

## We did

Sheffield City Council works with other organisations across Sheffield to turn the strategy into reality and we do this by taking action. Progress on the actions is overseen by our Carers Strategy Implementation Group and Sheffield City Council’s Adult Health and Social Care Policy Committee. This means we keep on track with driving positive change for carers who support someone that lives in Sheffield. If you are a carer and would like to suggest actions or join us at the Carers Strategy Implementation Group, please contact [carers@sheffield.gov.uk](mailto:carers@sheffield.gov.uk).

There are two tables below, the first has actions that we are still working on. The second table contains the actions that have been completed, so you can see what we are doing and what we have already done.

## Ongoing actions

### Key

- Deadline passed, action not complete
- Close to deadline, action not complete
- Action on track to be complete
- Action not started

Red	
Yellow	
Green	
Purple	

Milestone/action	By when	Lead	RAG	Update
Develop a Joint Health and Care Plan for supporting unpaid carers in the city in partnership with the Carers Strategy Implementation Group.	Dec-24	Sheffield City Council	Green	This will evolve from the Carers Delivery Plan
Implement the Joint Health and Care Plan and refresh on a biannual basis in partnership with unpaid carers.	Dec-24	Sheffield City Council	Green	This will evolve from the Carers Delivery Plan
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	Planning is well underway for Carers Week with Sheffield Young Carers, Sheffield Carers Centre, Sheffield Health and Social Care Trust, Sheffield Teaching Hospitals and Sheffield City Council all working to coordinate activities.
Ensure the Council is meeting our statutory duties appropriately by: <ul style="list-style-type: none"> <li>• Developing a transition assessment for young adult carers.</li> <li>• Ensure completed Young Carer’s Needs Assessments / Transition Assessments are collated and reviewed.</li> </ul>	Sep-24	Sheffield City Council	Green	Young Carer’s needs assessments will be delivered by Special Needs Inclusion Play Care Service (SNIPS). There is a meeting planned on 25 May between Adult Care and Wellbeing and SNIPS to plan next steps for transitions assessments for young carers. On 7 May, The Director of Adult Care

Milestone/action	By when	Lead	RAG	Update
<ul style="list-style-type: none"> <li>Providing training on completing Young Carer's Needs / Transition assessments to the workforce.</li> </ul>				and Wellbeing and Director of Children's Services agreed that the Council would sign up to 'No wrong doors', this will help us move towards best practice for supporting young carers.
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.
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.
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.	Sep-24	Sheffield City Council	Green	Some changes have been made to Liquidlogic, further changes will be made in the next few weeks. The Council will explore further data sharing options with the Carers Centre.
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.).				
Develop longer term planning for families with ageing carers.	Sep-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.
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.	Sep-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 definite support to prioritise this area in 2024.
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).	Dec-25	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 <a href="http://www.sheffieldyoungcarers.org.uk/sheffields-young-carers-register">www.sheffieldyoungcarers.org.uk/sheffields-young-carers-register</a>
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: <a href="http://www.sheffieldyoungcarers.org.uk/education">www.sheffieldyoungcarers.org.uk/education</a>
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 2024 we will launch our online fitness activity videos and hold mini Carers Roadshows including with health colleagues on health checks and various activity programmes. We continue with our allotment project which aims to enhance carers mental health in particular, we have monthly sports and games sessions, and our regular walk and talk group. We work with Sheffield Talking Therapies facilitating carers access to counsellors in our office on a weekly basis and hold monthly writing and massage therapy sessions. 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.

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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. Working with the Health Liaison Officer within the Carers Centre the ICB continues to facilitate introductions to continue to raise awareness. Carers updates are embedded in routine updates to GP practices as part of the Comms plan.
Review the governance and membership of the Carers Strategy Implementation Group	Sep-24	Sheffield City Council	Green	Additional members have been added to the Carers Strategy Implementation Group at the request of other members. As this group has organically grown, we need to explore if a Carers Board is something wanted/needed to support with governance.
Complete the Carers Centre's carers strategy	Jul-24	Sheffield Carers Centre	Green	Strategy to be finalised by July for launch in September at 30th Birthday
Monitor and continuously improve the carer support services delivered by Sheffield Carers Centre and Sheffield Young Carers, in partnership with unpaid carers	Mar-25	Sheffield City Council	Green	Regular monitoring takes place and the Carers Centre has improved performance in many of the contract indicator areas when comparing 2022 to 2023. The Carers Centre has had a brilliant start to 2024, registering the most ever carers in one quarter (January-March).
This will include monitoring our carers services to make sure they reflect our diverse population in Sheffield.				
Identify more young carers when assessing adults with care and support needs	Sep-24	Sheffield City Council	Green	On 7 May, the Council agreed to sign up to 'No wrong doors'. This is a memorandum of understanding that means the council's Adult Care and Wellbeing and Children's Services will work together to support young carers. In addition, changes to Liquidlogic that will go live in the next few weeks will mean Adult Care and Wellbeing workers will be routinely asked if they've identified young carers and completed the process so the young carer can be added to the register.
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	Green	In 2022/23, 18.6% of Council staff identified as unpaid carers. This number continues to trend upwards, in 2018/19, only 10.6% of workers, identified themselves as an unpaid carer. This is positive as more people are recognising and/or declaring that they are carers. In Carers Week there will be communications encouraging staff who are carers to look at our intranet resources which includes promotion of the Carers Centre.
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. <ul style="list-style-type: none"> <li>Recruit carers by promoting benefits in recruitment communications</li> <li>Apprenticeships for carers</li> <li>Employment standards for the city for all carers for businesses /organisations to sign up to</li> <li>Review our policies e.g. Carers Leave (depending on new Bill etc)</li> </ul>	Jan-25	Sheffield City Council	Green	Employers for Carers has been renewed for another year.
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.
Practice Development to engage with ASC teams to increase carer awareness and promote the Carers Centre	Sep-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.
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: We had a young people's panel during interviews for a new SYC post - 28th Feb 24.
Training and development: <ul style="list-style-type: none"> <li>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</li> </ul>	Dec-25	Sheffield Young Carers/ Sheffield Carers Centre	Green	SYC works with Sheffield Carers Centre to deliver three multi-agency training courses per year - in March 2024, 32 people attended. 100% stated they would recommend the training to colleagues and 95% scored the training as excellent or very good. 95% stated they would make changes to their practice as a result of the training. Next one booked July 2024. SYC have continued promoting our E-Learning course - 398 people have registered - 170 of those registered since Feb

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<p>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.</p> <ul style="list-style-type: none"> <li>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).</li> <li>Provide training and resources across the city's workforce to build capacity to identify and offer support to carers</li> </ul>				<p>2024 so take-up seems to be slowly increasing. The course is available through BlueStream - accessed by GPs and other health professionals - liaising with ICB about promoting this through GP Bulletin. Range of resources for health and education professionals created by Young Carers National Voice in last 3 years(coordinated by SYC):  <a href="https://www.sheffieldyoungcarers.org.uk/young-carers-national-voice">https://www.sheffieldyoungcarers.org.uk/young-carers-national-voice</a></p> <p>Sheffield Carers Centre continues to work with ACW and NHS services to deliver training, awareness raising and development to HSC professionals. This includes during Carers Week, in hospitals and through the courses above.</p>
<p>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)</p>	Jan-25	Sheffield Young Carers	Green	<p>SYC coordinates the Young Carers National Voice. Some members of Action Group went to Birmingham to work with Ycs from other areas to plan this year's campaign which is improving earlier identification of young carers and getting young carers back into the Ofsted framework - more details to follow! SYC continue to sit on a national advisory group overseeing the work of the Young Carers Alliance and implementation of the Covenant. They met with SY Mayor Oliver Coppard in December to raise their concerns about public transport and specific impacts this has on YC, and with Nicola Ennis from the CYP Alliance at the ICB.</p>
<p>ICB Sheffield to raise awareness of Carers within their own organisation</p>	Mar-25	Integrated Care Board	Green	<p>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. Due to internal ICB re-structure the staff Carer network is being reviewed/relaunched. It continues to meet monthly.</p>
<p>ICB to lead on supporting the delivery of</p> <ul style="list-style-type: none"> <li>the embedding of the Carers strategy with the Council, and Health,</li> <li>the Primary Care Carer Resource packs across GP practices, localities and networks and the identification of Primary Care Carer Champions</li> </ul>	Mar-25	Integrated Care Board	Green	<p>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.</p>
<p>To develop closer working relationship with The Sheffield Carers Centre and Sheffield Young Carers in order to further scope mutual support across organisations</p>	Mar-25	Integrated Care Board	Green	<p>The SY ICB Sheffield Place are a key partner within the multi-agency partnership supporting the Carers Strategy and the associated Carers Delivery Plan. Regular partner meetings take place across all levels as well as having representation at 'Carers Voice' meetings . ICB discharge monies were secured in 2023 for Carers and have seen further Fastrack of initiatives and the raising of awareness within the Trusts. This includes the release of the resent Hospital Discharge video as one example and work to launch a pilot Carer passport. We continue to work with SY ICB, H&amp;C Integrated Programme - Commitment to Carers workstream led by Jo Cameron as this now gets established and embedded to take forward a consistent offer for carers within the new organisational structures.</p>
<p>To look at ways to maximise carers voice in order to feed into planning decisions and services</p>	Sep-24	Integrated Care Board	Green	<p>The multi-agency partnership in Sheffield has been prioritising support for Carers Voice across Sheffield and Sheffield Place are represented, listen to feedback and consider actions to mitigate. We have already supported two hybrid Carers Voice meeting from previous ICB offices as host the first during Carers week in June 2023. We are engaged with Health check and respond as required to any reports or requests for comment /consideration relating to Carers.</p>

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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 GP's, 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. We are pleased to now confirm that Primary Care Sheffield (PCS) GP Federation in Sheffield will be formally joining the multi-agency team as a partner, which will give further assurances and channels of communication to share information to support identification of carers.
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 offer, 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 writing group, and massage started in late in 2023 which are going well. Further carers support groups are planned throughout the city and new activities such as an art group, a men's group and a menopause group are planned for spring/ summer 2024.
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 2024 will have 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 spring 2024 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
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.
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 March 2024, 32 people attended. 100% stated they would recommend the training to colleagues and 95% scored the training as excellent or very good. 95% stated they would make changes to their practice as a result of the training. Next one booked July 2024.
Benchmarking in-patient services for the 'Triangle of Care' accreditation.	Jul-24	Sheffield Health and Social Care Trust	Green	SHSC submitted self-assessments for all inpatient wards, care homes and crisis teams for year 1 award to Triangle of Care in March this year. We attended a peer review panel earlier this month where we provided further evidence and assurance. We are due to hear shortly on whether we have been successful in being awarded our first star. We anticipate commencement for year 2 self-assessments for all our community teams later this year.
Asking if someone is a young carer during admission and discharge.	Sep-24	Sheffield Teaching Hospitals	Green	SYCs report was presented to STH PEEG in January 2024 and also taken to the STH Nursing and Midwifery conference in April.  There is now a prompt in the admission and discharge checklist on the patient administration system.  STH are moving to a new patient admin system and ensuring this tick box is available in the new system.

Milestone/action	By when	Lead	RAG	Update
Review database/forms to ensure that young carers can be routinely identified and linked in to the 'Young Carers Register'. (Community Youth Services)	Sep-24	Sheffield City Council	Green	Since the last meeting it has been decided to adopt the Early Help referral process / form. The early help assessment form has a young carer section in it so that does represent progress. This will start from September and should translate to greater recording of young carers on the client database.
Make sure young carers have involvement in development of community youth services.	Sep-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.
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.	Sep-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 Go Learn as we need it to remain on our LMS in order to access learner data and feedback/ make annual updates based on feedback etc)
Work in partnership to increase carer diversity in general and in engagement e.	Sep-24	Sheffield City Council	Green	Sheffield Carers Centre has engaged with a number of different organisations and communities to ensure that equality and diversity are central to their service offer. The aim is to build relationships and trust which over time, will result in more.
Create delivery models that are ready in case of reoccurring monies for discharge.	Sep-24	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.
Work with GP and Optometry & Mental Health Caf��s – Great potential.	Dec-24	Sheffield Integrated Care Board/Sheffield Carers Centre	Green	Timescale noted: review in 6mths
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	
Review / improve the service offer to young adult carers	Sep-24	Sheffield Young Carers/ Sheffield Carers Centre	Green	Initial meeting between SYC and Carers Centre held to begin planning this, plus SYC meeting with Carers Trust around their YC Futures employment programme. More work to be done summer 2024 including consulting Young Adult Carers and 17-year-old Young Carers to determine interests and develop activities to launch in September 2024.
Expand the number of people in the Carers Involvement Network	Dec-24	Sheffield Carers Centre	Green	More staff required to undertake this work. Actively seeking funding for this development.
Create an updated version of the GP carer pack	Jun-24	Sheffield Integrated Care Board	Green	This will be done for Carers Week.
Outreach into communities and have activities in all postcode areas of Sheffield.	Dec-24	Sheffield Carers Centre	Green	More staff required to undertake this work. Actively seeking funding for this development. Carers Week including Mini Roadshows in new areas.
Explore combined assessments between the Council/Carers Centre for complex cases/short breaks –	Sep-24	Sheffield City Council/Sheffield Carers Centre	Green	This is paused due to delivery costs.
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	Sep-24	Sheffield Teaching Hospitals/Sheffield Young	Green	In progress

Milestone/action	By when	Lead	RAG	Update
		Carers/Sheffield Carers Centre		
Promote the new legal rights (Health and Care Act) and Carers Passport to carers (e.g. social media, newsletter, posters, school assemblies etc)	Sep-24	Sheffield Young Carers/Sheffield Carers Centre	Green	SYC - promoted passport to SYC members, local schools and via social media. No comms re. new rights yet (waiting to hear from a national group who are working on this in the coming year) Carers Centre is actively promoting Carers Passport and new Carers Leave Act in all forms of communication. This will continue and become part of work with businesses.
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	Free ice-skating event held for Young Carers Action Day in March for schools to bring their YCs to. Free multi-sports event planned at Ponds Forge during Carers Week for schools/services to bring YCs to.
Roll out Sheffield Young Carers training to all Community Youth Teams	Jul-24	Sheffield City Council	Green	We've distributed the young carers training across all services within Community Youth Services; it is strongly recommended to staff and is.
Community Youth Services to start giving out Carer Cards to young carers on their system, Sheffield Young Carers to provide the cards	Jul-24	Sheffield City Council	Green	SYC sent cards to CYT in Nov23. As a result Carers Cards are available to all staff. There hasn't been lots of uptake so a reminder will be sent out.
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.	Sep-24	Sheffield City Council/Sheffield Young Carers	Green	SYC sent template wording on Nov23. This relates to adoption of the early help referral/assessment. We need to work out how this fits alongside our own assessments once rolled out. Essentially, we have the mechanism for identifying young carers, we now need to understand if it is effective. We will look at data to see if we are now identifying more young carers as a result of the changes and report on this in the next update.
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	Sep-24	Sheffield Young Carers/Sheffield Carers Centre	Green	SYC not done yet
Explore ways to get more incentives to use Passport e.g. other hospitals offer carers free meals on site/free parking etc	Sep-24	Sheffield Teaching Hospitals	Green	In progress
Link with children's direct payments to see if they are asking questions about young carers/making referrals for support.	Sep-24	Sheffield City Council	Green	In progress
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	Not yet started (process for YC Assessments being reviewed - can hopefully link register process with this development)
Explore GP incentives for carers via 'quality contract'	Nov-24	Sheffield Integrated Care Board	Green	Early internal discussions taken place to explore possibilities for 25/26 contracts - to review in 6mths
Get the Carers Centre on the Ardens template so GPs can have them as a referral option	Sep-24	Sheffield Integrated Care Board	Green	This has been superseded by South Yorkshire Commitment to Carers Group to progress - ongoing
See if there is anything that can be done contractually to incentivise referrals from STH to the Carers Centre	Sep-24	Sheffield Integrated Care Board	Green	Work continues to be explored alongside Sheffield Teaching Hospital to increase referrals across to the Sheffield Carers Centre - ongoing
Sheffield City Council and other strategic partners sign up to 'No wrong doors'	Dec-24	Sheffield City Council/Sheffield Integrated Care Board	Green	It was agreed that the Council would sign up to 'No wrong doors' by the Director of Adult Care and Wellbeing and the Director of Children's Services on 07/05/2024.

## Completed actions

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
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. This action is complete as no separate communication plan is needed.
Operational	Work with Sheffield Carers Centre to produce a hospital discharge information pack	Jun-24	Sheffield Young Carers	Green	SYC have gathered young carers views for hospital discharge and shared the findings with the Carers Centre. See further work with STH in their updates above. We decided it was difficult to co-produce so we wont be taking this forward.
Operational	Sheffield Young Carers to deliver presentation on M-PACT to Community Youth Services	Apr-24	Sheffield Young Carers	Green	Completed
Operational	Develop a public facing webpage for carers on the STH website	May-24	Sheffield Teaching Hospitals	Green	Complete - When someone you support is in hospital (sth.nhs.uk) This also includes a link to the Sheffield Carers Centre Discharge video



Operational	Develop the Carers Passport to help navigate the hospital process.	Apr-24	Sheffield Teaching Hospitals	Green	The Carer's Passport has now been launched across STH. Packs have been taken to all inpatient ward with the STH Carer's Passport Resources. These have also included Sheffield Carers Centre discharge information for carers, and the toolkits for staff- conversations with carers, and toolkit for professionals.
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	We have an established monthly Carers Staff Network Group where any staff member with caring responsibilities are invited to attend where a variety of topics are discussed. Information is shared on training , working carers passport and carers leave etc is passed onto staff in a timely manner.