

Adult Care and Wellbeing

Carers Delivery Plan 2022 to 2025

Adult Care and Wellbeing: Carers Delivery Plan 2022 to 2025

Our Vision and Ambitions for Carers in Sheffield Who is a Carer?

The Young Carer, Parent and Adult Carer Strategy says 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.' This vision is echoed in 'Living the life you want to live', which says, 'Unpaid carers are recognised for their expertise and supported to make the right choices for them and their family.' Our Delivery Plan for carers will be shaped by the vision and help us achieve its ambition.

The vision is centred around delivery of six Carer Principles; these provide the guidance our multi-agency partnership will follow to improve the lives of carers in our city. This delivery plan will align with and adopt Commitment five of 'Living the life you want to live' which states we will 'Recognise and value unpaid carers and the social care workforce, and the contribution they make to our city'.

The identification and support of carers is the responsibility of all partners in the health, education, and social care systems. No single organisation can deliver everything that is needed for carers to feel recognised, valued and supported; for this to happen, it requires a partnership approach that provides 'a system of support' as described in the adult social care strategy. 'The strategy is about strengthening the relationship between the services providing support and the people supported, together with their carers — all as equal members of this system.'

Making the vision a reality

The strategy underpinned by this Delivery Plan and robust governance structures will ensure that we deliver on our vision. Good governance helps to provide strategic clarity, support, guidance, challenge, and accountability. Put simply, effective governance turns policies into results. This is what carers who support someone living in Sheffield want, actions not just words, change, not just the status quo. Carers need to be able to see and understand what is being done to help them; to make this easy for carers, the Delivery Plan lists the actions that will happen; these actions will be overseen by the governance structure, to make sure progress is made. A new governance structure has been designed to review the delivery plan and promote carer awareness in the education, health and social care systems. Figure 1 outlines how this will work.

The Young Carer, Parent and Adult Carer Strategy defines a carer as:

... someone of any age who provides unpaid support to family or friends to enable them to cope and carry on with their day-to-day life as they could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or suffers with mental ill-health or substance misuse'

Within that broader definition, there are specific groups of carers, and these 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.**

What must we do to support carers?

We know what good looks like, but there is also legislation that states what we must do to support carers. These are predominantly covered in:

- Care Act (2014)
- Children and Families Act (2014)
- Health and Care Act (2022)

The majority of the legal duties are to be discharged by local authorities. There are general duties that apply to carers e.g. section 1 of the Care Act on promotion of wellbeing, section 2 of the Care Act on preventing needs for care and support, section 4 of the Care Act on providing information and advice etc. There are also more specific duties covering identification, assessment and support of carers. For example:

Carers Delivery Plan

This 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. These strategies set our vision, values, and direction, but we need to work with our communities to figure out what comes next together.

The 'Carers Delivery Plan 2022-2025' sets out the detail we'll need to make the carers strategy a reality. We'll make sure our carers can be involved in helping set these plans and priorities through our governance structure.

Our plan will be published and shared. We will set up ways for people to hear our progress and challenge us where things aren't working. It will be a live document that carers and partners can add to/amend at any time. A refreshed version will be published on an annual basis. A report on the progress made on the Delivery Plan will be completed on an annual basis and scrutinised by the governance structure outlined earlier.

The actions in the Delivery Plan will be shaped by:

1. The aim of identifying more carers.
2. The 'Carers Principles' table in this document.
3. Living the life you want to live the adult social care strategy.
4. Other relevant strategy/policy documents partners have in Sheffield.

Adult Care and Wellbeing: Carers Delivery Plan 2022 to 2025

Our Vision and Ambitions for Carers in Sheffield

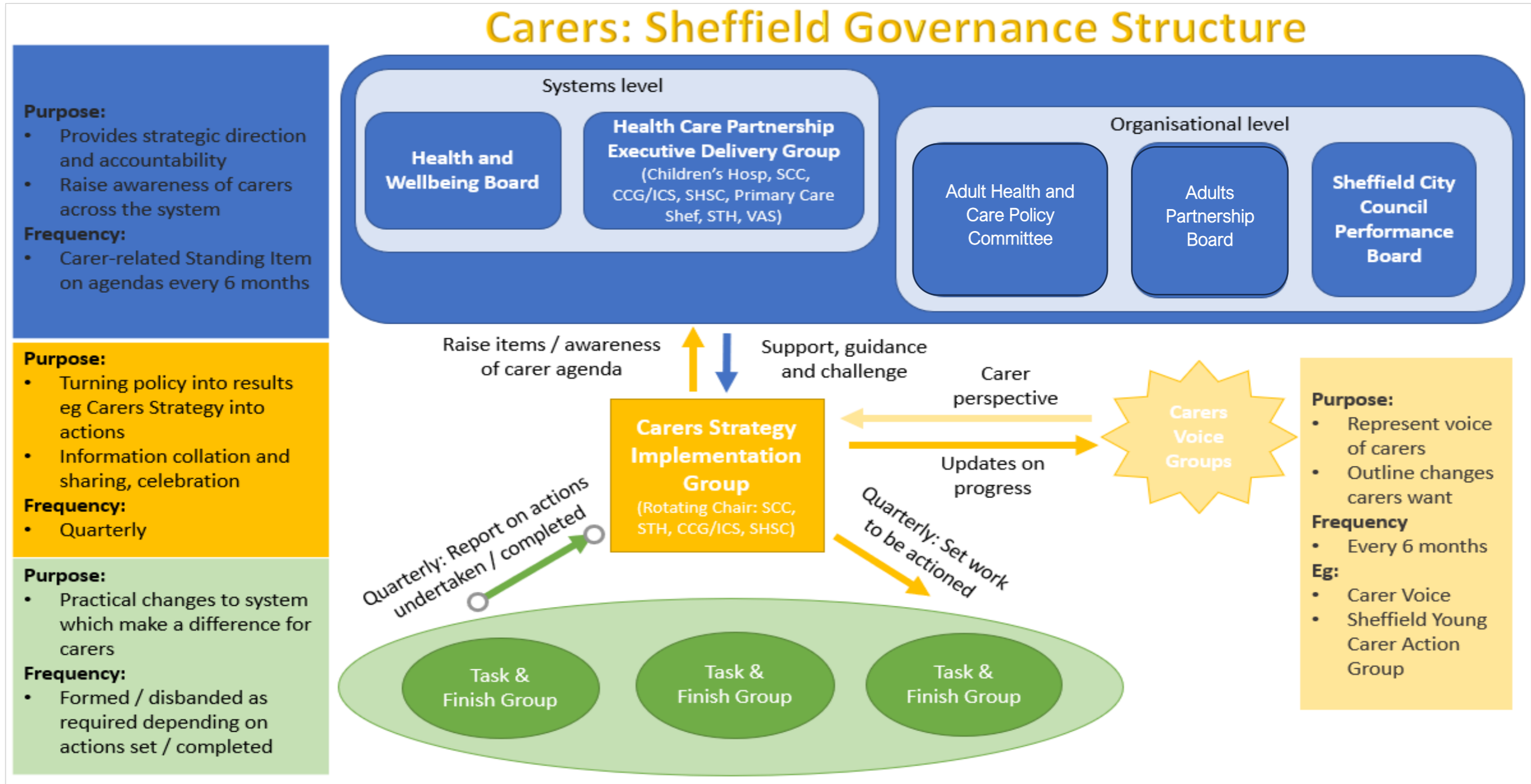


Figure 1.

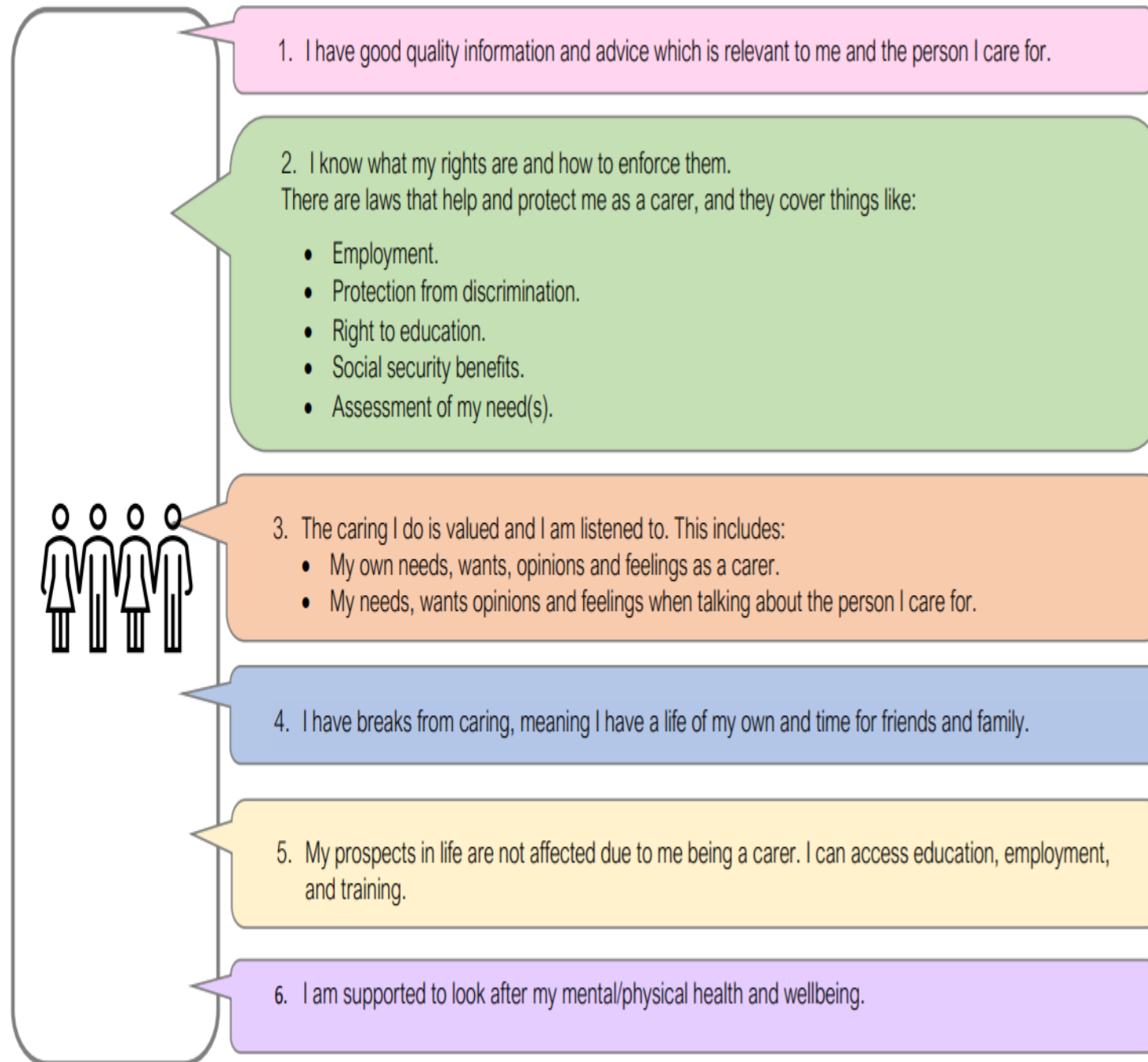
This Delivery Plan aims to drive activity and achieve outcomes for carers by clearly setting out the milestones/actions that our multi-agency partnership will be focusing on.

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What does good look like?

The 'Carer Principles' below show what things should be like for carers if the strategy was working i.e. what good looks like.

Carers will say: -



National Outcomes

In 2008, the Government published '[Carers at the heart of 21st century families and communities.](#)' This 10-year strategy built on the first national carers strategy from 1999, 'Caring about Carers.' In 2010 '[Recognized, valued and supported: next steps for the Carers' Strategy](#)' was reviewed and a revised action plan was produced. The '[Carers Action Plan 2018-2020 – Supporting carers today.](#)' set out the Government's short-term programme of action to support unpaid carers, ahead of the social care green paper. This green paper has not yet been published so until it is, the existing 2010 carers strategy aims, and outcomes remain in place. Our carer delivery plan, strategy and 'Carer Principles' are aligned with the national approach and outcome areas listed below.

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.
- Carers will be able to have a life of their own alongside their caring role.
- Carers will be supported so that they are not forced into financial hardship by their caring role.
- Carers will be supported to stay mentally and physically well and treated with dignity.
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop, and thrive and to enjoy positive childhoods.

This delivery plan will also help us focus on the national indicators listed below:

NHS Outcome Framework Outcomes

- Enhancing quality of life for carers - 2.4 Health-related quality of life for carers (ASCOP 1D**)
- Improving the experience of care for people at the end of their lives - 4.6 Bereaved carers' views on the quality of care in the last 3 months of life

More information on the NHS Outcome Framework can be found [here](#).

Adult Social Care Outcome Framework Outcomes

- Domain 1 – Enhancing quality of life for people with care and support needs
 - (1D) Carer-reported quality of life
 - (1I) Proportion of people who use services and carers, who reported that they had as much social contact as they would like.
- Domain 3 – Ensuring that people have a positive experience of care and support
 - (3B) Overall satisfaction of carers with social services
 - (3C) The proportion of carers who report that they have been included or consulted in discussion about the person they care for
 - (3D) The proportion of people who use services and carers who find it easy to find information about support

More information on the Adult Social Care Outcome Framework can be found [here](#).

Adult Care and Wellbeing: Carers Delivery Plan 2022 to 2025

Our Forward Look – Building on Great Foundations 2021 - 2024

Identifying More Unpaid Carers

As a partnership we have: -

- ✓ Launched Sheffield's first Carers roadshow in partnership with other organisations and promoted across a range of organisations in the City, support to unpaid carers.
- ✓ Guidance to identify young and adult carers within Adult Social Care and through that saw increased referrals to Sheffield Carers Centre.
- ✓ Within Sheffield Teaching Hospitals a new carers policy to give guidance on identifying carers, working in partnership with carers and referring for further support.
- ✓ Within Sheffield Teaching Hospitals a new online carer training to give guidance on identifying carers, working in partnership with carers and referring for further support.
- ✓ A discharge leaflet and hospital discharge information pack.
- ✓ Carer involvement to help shape Sheffield Teaching Hospital's Carer Passport and support to develop our approach to hospital discharge.
- ✓ A coordinated joint communications plan, with Sheffield Young Carers, to promote the joint training
- ✓ Roll out Sheffield Young Carers training to all Community Youth Teams.
- ✓ Promoted Multi-agency training through Sheffield Carers Centre, Sheffield Young Carers newsletters and websites and Sheffield Children's Safeguarding Partnership.

Strengthen Carers Voices

As a partnership we have: -

- ✓ Refreshed the Carer Voice group to broaden our engagement with carers.
- ✓ Undertaken an Annual survey of carers views – including whether they have been involved and consulted in discharge arrangements
- ✓ Implemented the Joint Health and Care Plan and refresh on a biannual basis in partnership with unpaid carers.
- ✓ Through the Carers Strategy Implementation Group to overseeing delivery of the delivery plan and through this forum adding to and allocate actions for transparency/scrutiny purposes

Improve Outcomes that Matters to Carers

As a partnership we have: -

- ✓ Our carers Adult Social Care Outcome Framework results.
- ✓ Launched M-PACT which is a national programme to support families affected by addiction – will be delivered three times per year and with this programme Sheffield Young Carers to deliver presentation on M-PACT to Community Youth Services
- ✓ Through Community Youth Services giving out Carer Cards to young carers on their system.
- ✓ A Joint Health and Care Plan for supporting unpaid carers in the city in partnership with the Carers Strategy Implementation Group.
- ✓ Reviewed impact of Carers Policy and Training at Sheffield Teaching Hospitals
- ✓ Developed longer term planning for families with ageing carers. 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.

Improved Information and Advice

As a partnership we have: -

- ✓ Developed a public facing webpage for carers on the STH website
- ✓ Developed the Carers Passport to help navigate the hospital process.
- ✓ Through Community Youth Services giving out Carer Cards to young carers on their system, Sheffield Young Carers to provide the cards
- ✓ Launched a video for Sheffield Teaching Hospital's staff made by chief nurse to promote the carers passport and benefits from carers' perspective

Carers Delivery Plan: Live Actions

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| Legend | Action Underway and on Track for Completion | Action, delayed and requires additional support to complete | Risk of Non-Delivery - Action Requires further support to complete |
| Accountable Officer Strategic Director Adult Care and Wellbeing | | Accountable Committee/ Board: Adult Health and Social Care Policy Committee | |

| Theme | Milestone | By When | Lead and Resources | Benefit of the Action | Update and RAG at November 2024 |
|------------------------------------|--|-----------|--|--|---|
| Identify More Unpaid Carers | 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 | <ul style="list-style-type: none"> ASCOF 1D/3D New referrals to Carers Centre % of carers who feel supported to continue caring | Carers Week was a great success with lots of partnership working. This included nurses delivering mini health checks to staff who are carers at Sheffield City Council and the ICB. The Carers Centre was also at those staff drop-in sessions for staff to provide advice and guidance. There was joint promotion of events. We are now planning for Carers Rights Day on 21 November 2024. |
| | 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-25 | Sheffield City Council/ Sheffield Integrated Care Board | <ul style="list-style-type: none"> ASCOF 1D/3D New referrals to the Carers Centre. | There is more alignment on communications, in both Sheffield and in South Yorkshire with the 'Commitment to Carers' strategic group. Numbers of carers identified in Adult Care and Wellbeing continues to increase. 19.11.24 - ICB to link ICB Comms with SCC Comms to understand their offer for carers. communications / key messages for a joint communication plan. |
| | 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. | Jul-25 | Sheffield City Council | <ul style="list-style-type: none"> New referrals to the Sheffield Carers Centre New referrals to the Sheffield Carers Centre made by adult social care (Rolling 12 months) | Changes to Liquidlogic (case management system) have helped to identify more carers in Adult Care and Wellbeing. The council is about to pilot a project that gives Sheffield Carers Centre access to Liquidlogic so that our systems and way of working are even more joined up. |
| | 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.). | July 2025 | Sheffield City Council | <ul style="list-style-type: none"> New referrals to the Sheffield Carers Centre New referrals to the Sheffield Carers Centre made by adult social care (Rolling 12 months) | Changes to Liquidlogic (case management system) have helped to identify more carers in Adult Care and Wellbeing. The council is about to pilot a project that gives Sheffield Carers Centre access to Liquidlogic so that our systems and way of working are even more joined up. |
| | 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. | Jul-25 | Sheffield City Council/ Integrated Care Board/ Sheffield Carers Centre | <ul style="list-style-type: none"> New referrals to the Sheffield Carers Centre New referrals to the Sheffield Carers Centre made by adult social care | We are working with the ICB and Primary Care Sheffield to access more GPs and try to gain access to the NHS Spine to further identify and support carers. This is being explored. 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 2025. |
| | Work with all health care professionals to raise awareness of identification of carers | Mar-25 | Integrated Care Board/Sheffield Carers Centre | New referrals to the Sheffield Carers Centre | 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 in order to continue to raise awareness. |

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| | | | | | Carers updates are embedded in routine updates to GP practices as part of the Comms plan. Carers Centre to share key highlights for the work being undertaken every 6 weeks. |
| Identify More Unpaid Carers | Identify more young carers when assessing adults with care and support needs | Jan-25 | Sheffield City Council | Comply with legislation | Adult Care and Wellbeing have made changes to Liquidlogic, meaning workers are now prompted to identify young carers. Sheffield City Council has also signed up to 'No wrong doors' meaning that Adult Care and Wellbeing and Children's Services will work together more closely on young carers. |
| | Adult Care and Wellbeing teams to increase carer awareness and promote the Carers Centre | Jan-25 | Sheffield City Council | <ul style="list-style-type: none"> • ASCOF – 3B/3C New referrals to the Sheffield Carers Centre made by adult social care | In 2024, nearly all Adult Care and Wellbeing teams have referred carers to the Carers Centre. The importance of carers continues to be pushed at the Carers Operational Group, which meets monthly and has invitees from across Adult Care and Wellbeing. |
| | Include support for unpaid carers and young carers in induction and preceptorship training for Health Care Support Workers and Allied Health Professionals | Jun-25 | Sheffield Teaching Hospitals | <ul style="list-style-type: none"> • ASCOF 3D • New referrals to the Sheffield Carers Centre • Improve support for young carers • Identify more young carers % of carers who feel supported to continue caring | Currently working on training slides to be included from the next cohort. |
| | 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 | Dec-25 | Sheffield Young Carers/Sheffield Carers Centre/Sheffield City Council/Sheffield Health and Social Care Trust/Sheffield Teaching Hospitals | <ul style="list-style-type: none"> • ASCOF 1D/3B/3C/3D New referrals to the Sheffield Carers Centre made by adult social care | SYC works with Sheffield Carers Centre to deliver three multi-agency training courses per year – in June 2024, over 50 people booked on and 100% stated they would recommend the training to colleagues. Next one booked Nov 2024. SYC have continued promoting our E-Learning course - ICB will start promoting this 3 times a year in their bulletins (starting Nov 24). Young people in Young Carers National Voice (coordinated by SYC) are creating assembly and PSHE resources to share with schools in Sheffield and nationally. 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. |
| | To work with all health care professionals to raise awareness of identification of carers | Mar-25 | Integrated Care Board | <ul style="list-style-type: none"> • ASCOF 1D/3D New referrals to the Sheffield Carers Centre | 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.To communicate updates to a wider primary care audience to help identify carers |
| | 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 | <ul style="list-style-type: none"> • New referrals to the Sheffield Carers Centre | Carers are supported through ongoing activities and public campaigns. Carers Week 2024 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 Autumn 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 |

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| | 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 | <ul style="list-style-type: none"> New referrals to the Sheffield Carers Centre Number of Assessments by Carers Centre- Tier 1 Number Assessments by Carers Centre- Tier 2 | 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. |
| Identify More Unpaid Carers | Asking if someone is a young carer during admission and discharge. | Mar-25 | Sheffield Teaching Hospitals | Comply with legislation | 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. |
| | Review database/forms to ensure that young carers can be routinely identified and linked in to the 'Young Carers Register'. (Community Youth Services) | Jan-25 | Sheffield City Council | Comply with legislation | The early help assessment form has a young carer section in it and Community Youth Services will adopt the form. Use of referral form started re Community Youth Services in September and is being phased in over autumn term. From January we would expect to see all referrals through this form used by IAG and CYT in Community Youth Services. It should lead to an increased identification of young carers (to be monitored). |
| | Work with GP and Optometry & Mental Health Café's – Great potential. | May-25 | Sheffield Integrated Care Board/Sheffield Carers Centre | New referrals to the Sheffield Carers Centre | Update in six months |
| | 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 | Jul-25 | Sheffield Hallam University | Identify more young carers | Sheffield Hallam University is now monitoring the numbers of students who have ticked the carer box on their UCAS form. |
| | 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. | Jan-25 | Sheffield City Council | Comply with legislation | 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. Because the early help referral also forms part of our assessment, this is covered in relation to IAG. There was an increase in number of young people identified on our caseloads as of May 2024 (30) compared to May 2023 (19) - however numbers identified were still a significant under-representation of the numbers of young people who have caring responsibilities we would expect. Update requested re number of young carers identified re. young people known to our service for purposes of comparison to previous numbers identified. |
| | Link with children's direct payments to see if they are asking questions about young carers/making referrals for support. | Dec-24 | Sheffield City Council | Comply with legislation | 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) | Mar-25 | Sheffield City Council/Sheffield Young Carers | Identify more young carers | 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' | Jul-25 | Sheffield Integrated Care Board | <ul style="list-style-type: none"> New referrals to the Carers Centre % of carers who feel supported to continue caring | Early internal discussions taken place to explore possibilities for 25/26 contracts - to review in 6mths |
| | 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 | Comply with legislation | 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. Numbers are still low though. SYC hope the new assessment procedure will align with the register to ensure more identified young carers get added to it. |
| | Promote that the Council identifies carers within the Council via our annual workforce survey, ensure they are aware of the | Mar-25 | Sheffield City Council | <ul style="list-style-type: none"> ASCOF 1D | 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 staff were |

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| | Carers Service and encourage employee carers to join the community of carers at Sheffield Carers Centre | | | I have balance in my life, between being a parent, friend, partner, carer, employee | invited to a drop-in session, to sign up to the Employee Carer Hub and have mini health checks and get information and advice from the Carers Centre. The Employee Carers Hub was launched in 2024 and is a group that is for council staff who are carers, to provide help plus peer support. |
| | ICB Sheffield to raise awareness of Carers within their own organisation | Mar-25 | Integrated Care Board | <p>Improve support for young carers</p> <p>New referrals to the Carers Centre</p> <ul style="list-style-type: none"> • ASCOF 1D/1I/3D • New referrals to the Sheffield Carers Centre made by adult social care (Rolling 12 months) • No. Assessments by Carers Centre- Tier 1 • No. Assessments by Carers Centre- Tier 2 • % of new registrations from minority ethnic communities • % of carers who feel supported to continue caring | <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 on a monthly basis.</p> <p>ICB to continue to promote carers support for staff in one-to-one conversations, for inclusion in the relevant paperwork. AK to pick up with ICB HR colleagues.</p> |
| Improve Outcomes that Matters to Carers | Improve outcomes for carers by influencing and working with other organisations | Dec-26 | Sheffield Carers Centre | <ul style="list-style-type: none"> • % of carers who report that the carer's assessment has helped to meet their needs/achieve the outcomes they wanted • No Carers Support Plans in Place • I am connected and engaged with my community (I-Statement Survey) • I have aspirations in my life and achieve my goals (I-Statement Survey) | 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. |
| | To develop closer working relationship with The Sheffield Carers Centre and Sheffield Young Carers in order to further scope mutual support across organisations | Mar-25 | Integrated Care Board | <ul style="list-style-type: none"> • % of carers who report that the carer's assessment has helped to meet their needs/achieve the outcomes they wanted • No Carers Support Plans in Place • I am connected and engaged with my community (I-Statement Survey) • I have aspirations in my life and achieve my goals (I-Statement Survey) | 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&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. |
| | John Moloughney from Community Youth Services will link in with health services and Sheffield Young Carers to share information about new and current youth groups. | Dec-24 | Sheffield City Council - Community Youth Services | | In progress |
| | Discharge - work with colleagues across STH including the new Care Transfer Hub to improve discharge experiences for unpaid carers of patients. | Mar-25 | Sheffield Teaching Hospitals | I have balance in my life, between being a parent, friend, partner, carer, employee. (I-Statement Survey) | In progress |
| | 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 | | In 2024, Sheffield Carers Centre's performance against contractual key performance indicators is really good. We know from carer feedback that they are highly satisfied with the service delivered. |
| Improve Outcomes that Matters to Carers | 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"> · 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 | <ul style="list-style-type: none"> • ASCOF 1D <p>I have balance in my life, between being a parent, friend, partner, carer, employee</p> | Employers for Carers has been renewed for another year. |

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| | ICB to lead on supporting the delivery of: <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> ASCOF 1D/1I/3D New referrals to the Sheffield Carers Centre New referrals to the Sheffield Carers Centre made by adult social care (Rollin Number of Assessments by Carers Centre- Tier 1 | 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. |
| | 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 | <ul style="list-style-type: none"> Number Assessments by Carers Centre- Tier 2 % of new registrations from minority ethnic communities % of carers who feel supported to continue caring % of carers who report that the carer's assessment has helped to meet their needs/achieve the outcomes they wanted Number Carers Support Plans in Place I am connected and engaged with my community I have aspirations in my life and achieve my goals <p>I have balance in my life, between being a parent, friend, partner, carer, employee.</p> | 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, online and in person Carer Cafe, Carer Support Groups throughout the city, Carers Connect, Emergency planning, information and resources (digital and hard copy), signposting, monthly newsletter, Involvement Network, allotment, sports and games, a writing group, book group massage. An art Group, Men's Group and Menopause Group started in the summer in 2024 and are going well. Counselling piloted in 2 Carers Support Groups and will front facing staff will start in January 2025 |
| Improve Outcomes that Matters to Carers | Benchmarking Community Mental Health Teams for the 'Triangle of Care' accreditation. | May-25 | Sheffield Health and Social Care Trust | ASCOF 1D/3D | Work is underway in delivering a series of 30-minute Triangle of Care introductory/support workshops to all staff in community teams. |
| | Work in partnership to increase carer diversity in general and in engagement. | Mar-25 | Sheffield City Council | <ul style="list-style-type: none"> New referrals to the Sheffield Carers Centre % of new registrations from minority ethnic communities | 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. | Mar-25 | Sheffield Integrated Care Board | New referrals to the Sheffield Carers Centre | 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. |
| | Create an updated version of the GP carer pack | Jan-25 | Sheffield Integrated Care Board | New referrals to the Carers Centre | This will be done ASAP |
| | Outreach into communities and have activities in all postcode areas of Sheffield. | Dec-25 | Sheffield Carers Centre | <ul style="list-style-type: none"> ASCOF 1D/3D I am connected and engaged with my community I have balance in my life, between being a parent, friend, partner, carer, employee. | A funding bid will be implemented to support increased outreach into communities |
| | Explore combined assessments between the Council/Carers Centre for complex cases/short breaks – | Jul-25 | Sheffield City Council/Sheffield Carers Centre | ASCOF 3B/3C | Discussions underway to increase respite activities and linking to an organisation to match carers to free hotels/ accommodation for breaks |

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| Improve Outcomes that Matters to Carers | Promote the new legal rights (Health and Care Act) and Carers Passport to carers (e.g. social media, newsletter, posters, school assemblies etc) | Ongoing | Sheffield Young Carers/Sheffield Carers Centre | <ul style="list-style-type: none"> New referrals to the Sheffield Carers Centre Comply with legislation | SYC are planning to do a promotion around rights for Carers Rights Day |
| | Review / improve the service offer to young adult carers | May-25 | Sheffield Young Carers/ Sheffield Carers Centre | <ul style="list-style-type: none"> New referrals to the Carers Centre % of carers who feel supported to continue caring | SYC and Carers Centre now meeting regularly on this. First joint activity delivered in the summer (barge trip). Consultation underway to determine interests and develop activities to launch later in autumn or spring 2025. Sheffield Carers Centre to review / improve the targeted information and service offer to young adult carers. |
| | 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 | Mar-25 | Sheffield Young Carers/Sheffield Carers Centre | <ul style="list-style-type: none"> ASCOF 1D | 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 | Mar-25 | Sheffield Teaching Hospitals | | Discounts are now available in STH food outlets and concessions for parking are available for carers. These will be included in the next review of the Carers Passport document. |
| | Get the Carers Centre on the Ardens template so GPs can have them as a referral option | Jul-25 | Sheffield Integrated Care Board | | 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 | Mar-25 | Sheffield Integrated Care Board | | Work continues to be explored alongside Sheffield Teaching Hospital to increase referrals across to the Sheffield Carers Centre - ongoing STHFT are progressing this piece of work - no funds available, this action to be removed |
| | Sheffield Young Carers to link Carers Centre to their university contacts to inform young person service development. | Mar-25 | Sheffield Young Carers | | Not done yet. |
| | 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) | Jun-25 | Sheffield Young Carers/ Sheffield Carers Centre | | <p>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 has also been working with a range of sports providers to put on free sports events for young carers in schools across Sheffield (events held in March and June - another planned for November).</p> <p>Sheffield Carers Centre works with all aspects of health to reach and involve more carers in healthy activities. During Carers Week 2024 we introduced online fitness activity and held 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 are starting to work with Sheffield Colleges facilitating carers access to student counsellors in our office, in communities, online as well as for our frontline staff on a weekly basis and also hold monthly writing and massage therapy sessions. We have a new Menopause group for carers. We are working with the ICB and PC Sheffield to access more GPs and to try to gain access to the NHS Spine to further identify and support carers.</p> |

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| Improve support to young carers | Meet with leisure services to explore how leisure offers can reach more young carers, not just those in SYC service | Jul-25 | Sheffield Young Carers | Identify more young carers | Free events held for Young Carers Action Day in March and in Carers week in June. Next event planned for Carers Rights Day in Nov. |
| | Make sure young carers have involvement in development of community youth services. | Jun-25 | Sheffield City Council | Improve support for young carers | 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. We have not implemented a service wide consultation with young people re development of the service to date (though this was original plan). If and when this consultation takes place, we will ensure involvement of young carers in the design of the consultation as above. |
| | 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 | Identify more young carers | 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. |
| Improve support to young carers | Sheffield City Council and other strategic partners sign up to 'No wrong doors' | Mar-25 | Sheffield City Council/Sheffield Integrated Care Board | Comply with legislation | 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. |
| | Sheffield Young Carers will contact the Education department to request mandatory training for schools about pupils who are carers and petition for each school to have a "carers champion". | Jun-25 | Sheffield Young Carers | <ul style="list-style-type: none"> Identify more young carers Improve support for young carers | SYC not started yet |
| | ICB will look at arranging drop-in sessions with PCT nurses at Sheffield Young Carers with a view to expanding it out to schools. | Jun-25 | Sheffield Integrated Care Board | Improve support for young carers | Not started |
| | 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. | Mar-25 | Sheffield City Council | Comply with legislation | Still very few YCs being registered on school census (Only 334 young carers on census from Sheffield schools in January 2024 (0.4% of school population) – young carers estimated to be 10% of population). SYC are working with Learn Sheffield on comms and data project to try to increase numbers on the Jan 2025 census. The council have pulled off some shocking attendance data for young carers based on YCs on council register - further work is now being done to dig deeper into this. |
| Strengthen Carers Voices | 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 | ASCOF 3B | 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. |
| | 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 now. | Mar-25 | Sheffield City Council | Identify more young carers | 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) |
| | Review the governance and membership of the Carers Strategy Implementation Group | Jul-25 | Sheffield City Council | Partnership working | 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 | Jan-25 | Sheffield Carers Centre | ASCOF 1D | Strategy to be finalised by December for launch in January 2025 at our AGM |

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| Strengthen Carers Voices | To look at ways to maximise carers voice in order to feed into planning decisions and services | Mar-25 | Integrated Care Board | ASCOF 1D/3D | 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. ICB Colleagues to attend Carers Voice Meeting, date tbc. |
| | 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 | Improve support for young carers | SYC coordinates the Young Carers National Voice. This year's campaign which is improving earlier identification of young carers and getting young carers back into the Ofsted framework - the group submitted a response to Ofsted's Big Listen about this. SYC continue to sit on a national advisory group overseeing the work of the Young Carers Alliance and implementation of the Covenant. |
| | Expand the number of people in the Carers Involvement Network | Dec-25 | Sheffield Carers Centre | I am connected and engaged with my community | A funding bid will be implemented to support increased carers involvement |
| Improve information and advice | Improve information given from health services/hospitals to young carers, so they have an age appropriate understanding of things like medication/treatment side effects. | Jun-25 | Sheffield Teaching Hospitals/Sheffield Young Carers | Improve support for young carers | STH to attend the SYC AGM and gather feedback about the best way to give information to young carers. |
| | Sheffield Carers Centre to pilot extending their Advice Line hours to support more people (including carers in employment). | Jun-25 | Sheffield Carers Centre | <ul style="list-style-type: none"> ASCOF 1D/3D Number of Assessments by Carers Centre- Tier 1 Number Assessments by Carers Centre- Tier 2 Number of Carers Support Plans in Place I have aspirations in my life and achieve my goals <p>I have balance in my life, between being a parent, friend, partner, carer, employee.</p> | In progress |
| | Sheffield Carers Centre to develop Targeted information for young adult carers. | Jun-25 | Sheffield Carers Centre | <ul style="list-style-type: none"> ASCOF 1D/3D I have aspirations in my life and achieve my goals <p>I have balance in my life, between being a parent, friend, partner, carer, employee.</p> | |