

# Carers Action Plan - progress update

## Services and systems that work for carers

### Raising awareness of and promoting best practice amongst health professional

Ref.	Action	Delivery Date	Status	Progress
1.1	NHS England (NHSE) will work with the Care Quality Commission on the development of quality standards for carer-friendly GP practices, and is developing a framework of questions (quality markers) that can be used by doctors' surgeries to demonstrate how effective they are in recognising and supporting carers.	Spring 2019	Complete	<p>NHSE published the <a href="#">quality markers</a> on 11th June. They offer a series of practical ideas that have been developed in partnership with carers, primary care teams and other key stakeholders. Collectively, these provide a framework for improving how general practice can better identify and support carers of all ages, and set a clear ambition to:</p> <ul style="list-style-type: none"> <li>• improve carers' health and promote positive wellbeing</li> <li>• reduce carer crisis and family breakdown</li> <li>• reduce unwarranted variations in carer support</li> <li>• meet demand more appropriately and better manage demand on service</li> </ul>

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Ref.	Action	Delivery Date	Status	Progress
1.3	<p>NHS England and the Ministry of Defence will work to improve support for armed forces carers, in keeping with the intent of the Armed Forces Covenant, whereby service personnel and their families are not disadvantaged as a consequence of service in the armed forces. NHS England will jointly raise awareness of the health-related aspects of support for carers in the armed forces and will make sure this work reaches relevant stakeholders at their annual armed forces carers conferences.</p> <p>The Ministry of Defence and NHS England will continue to work together to support armed forces carers, particularly through the work of the Ministry of Defence on the UK armed forces families' strategy and work regarding safeguarding. The commitment to the Covenant considers adult, young adult and young carers, and</p>	Ongoing	Ongoing	<p>A second national conference to review progress on the Armed Forces Covenant took place on the 6 November 2018 at the De Vere Colmore Gate, Birmingham.</p> <p>The conferences have helped to inform how policy can best be implemented to help carers who are either in the armed forces or are a relative of someone who is.</p> <p>These events have helped to bring together key stakeholders to learn of progress and achievement delivered through cross- government and third sector work to identify and support armed forces carers and the young carers within armed forces communities.</p> <p>NHS England are looking to hold this event every 2 years, working with the Ministry of Defence to improve support for armed forces carers, in keeping with the intent of the Armed Forces Covenant and the Department of Health and Social Care's Carers Action Plan 2018-20 - Supporting carers today.</p> <p>NHS England and the Ministry of Defence shall continue to positively help the identification of carers and support within armed forces communities and raise awareness through the joined-up systems and working with Armed Forces Welfare.</p>

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	acknowledges the need to best support a community that often does not have access to broader familial support. A holistic approach to armed forces carers recognises the need for timely access to care and services.			
1.4	NHS England is working on a project to identify exemplar models for identification of and support for older carers and carers of people with dementia. The findings of the scoping work on exemplar models will be shared via NHS England networks and will look to identify key factors that will enable positive practice to be spread.	March 2019	Complete	<p>The report, <a href="#">Exemplar models of support for older carers and carers of people with dementia: informing commissioning</a>, was published in October 2018.</p> <p>This project has resulted in the identification of older carers and carers of people with dementia. Based on the analysis, the outcomes and recommendations that would seem to offer the most promising opportunities for next steps for commissioners and providers to consider include:</p> <ul style="list-style-type: none"> <li>• Building carer resilience through techniques for coping and understanding</li> <li>• Reducing isolation and loneliness: social contact and peer support are particularly valuable components</li> <li>• Living a life beyond diagnosis: recognising that the condition is progressive but taking opportunities to enhance daily life. Timely diagnosis and referral are crucial</li> </ul>

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				<ul style="list-style-type: none"> <li>Reimagining respite: recognising that respite is also about breaks from the usual routine for both carer and cared for person</li> <li>Space and scope to expand: commissioning models of support within longer timeframes that allow scope for development.</li> </ul>
1.5	<p>As part of the programme of work on implementation of the Dementia 2020 Challenge: NHS England is working to ensure that GPs are playing a leading role in ensuring coordination and continuity of care for people with dementia and their carers. The next phase will be to establish a nationally agreed set of codes for the dementia care plan in 2018. Skills for Care (SfC) is working in partnership with Health Education England (HEE), Alzheimer's Society (AS), and Association of Directors of Adult Social Services (ADASS) to ensure that people with dementia and their carers are supported by health and care</p>	<p>Review 2018 Delivery 2020</p> <p>Review 2018 Delivery 2020</p>	Ongoing	<p>1-3: DHSC have undertaken a review of the Challenge on Dementia 2020 Implementation Plan and published <a href="#">the report</a> on the outcomes in February 2019. Progress will continue to be monitored by the Dementia Programme Board.</p> <p>1. Following the Review this action has been revised to meet the commitment by 2020. It is not a new commitment but adds detail to the ambition set out in the Challenge.</p> <p>2. By 2020, we expect all relevant staff to have received appropriate dementia training. The requisite training needs are set out in The Dementia Training Standards Framework. Good progress has been made in training NHS staff to Tier 1 level and care workers to the Care Certificate or common inductions standards. We are now exploring options for increasing uptake at the more advanced tier 2 level.</p> <p>3. This is ongoing and the National Dementia Action Alliance is continuing to make progress in increasing the number of hospitals that are signed up to the hospital charter and increase volunteers.</p>

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	<p>staff that have undertaken appropriate levels of dementia awareness and training. Progress will be assessed as part of the review of implementation of the Dementia 2020 Challenge in late 2018. The Department of Health and Social Care (DHSC) is working with the Dementia Action Alliance to increase the numbers of hospitals who have signed up to the Dementia Friendly Hospitals Charter.</p>	<p>Delivery 2020</p>		
<p>1.6</p>	<p>Public Health England (PHE) is working with internal and external partners, including a carers' organisation, to develop a 'productive healthy ageing' action plan, with a focus on reducing health inequalities. This action plan will promote productive healthy ageing and dementia risk reduction messages, including those that impact on carers.</p>	<p>2018/19</p>	<p>Ongoing – additional actions due to complete by Summer 2019</p>	<p>A range of work has been undertaken to progress this action on productive healthy ageing. This is overseen by the Productive Healthy Ageing and Dementia Expert Advisory Group, which includes a representative from the Carers Trust.</p> <p>PHE is working with the Centre for Ageing Better to deliver a range of actions, focusing on three key areas, with issues affecting carers including:</p> <ul style="list-style-type: none"> <li>Development of healthy ageing consensus statement and narrative</li> <li>Building and sharing the evidence base on productive healthy ageing</li> <li>Supporting local implementation</li> </ul>

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				<p>PHE is progressing several other pieces of work which will contribute to promoting productive healthy ageing and dementia risk reduction messages, and incorporate issues relating to carers. These include:</p> <p>Publication of a <a href="#">Menu of Interventions</a> that can be made by pharmacy teams to improve quality of life for older people, launched in March 2019</p> <p>Publication of a <a href="#">Productive Healthy Ageing Profile</a>. The tool assembles, updates and adds to the existing range of indicators that are relevant to our health as we age, and includes specific metrics on carers. The tool together with links to further resources was launched in June 2019.</p> <p>A forthcoming evidence review of inequalities in ageing in rural and coastal areas, due for publication summer 2019</p> <p>A Healthy Ageing Current Awareness Bulletin, due for publication summer 2019</p>
1.7	<p>Health Education England will work with unpaid carers and their representative organisations to consider healthcare education and training needs for unpaid carers, to empower and equip them with the knowledge and skills they need. Early work is underway between Health Education England and Carers UK to</p>	Autumn 2018	Ongoing – expected to complete May 2020	<p>Work continues between Health Education England and Carers UK to develop a suite of online learning resources that are free to access and can support carers in their roles and provide evidence of learning to support future careers. We are currently coproducing workshops with carers to identify the education and training topics that would be most useful for this audience.</p>

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Ref.	Action	Delivery Date	Status	Progress
	develop actions to be included in the Health and Social Care Workforce Strategy in the summer of 2018.			

## Raising awareness amongst social workers

Ref.	Action	Delivery date	Status	Progress
1.8	The Department of Health and Social Care and Research and Practice for Adults (RiPfA) will support the implementation of social work practice guidance with carers with Principal Social Workers and Carers Leads. This will involve following up on the carers resources published in 2017 to see how well they have been implemented and what more is needed to improve social work practice with carers.	2018/19	Complete	<p><a href="#">The Chief Social Worker's annual report</a>, published in March 2019, included a commitment to relaunch the carers resources, which was achieved in June 2019. The resources have been designed in partnership with carers and social workers and are supporting social workers and other social care professionals to be better at identifying, valuing and working with carers.</p> <p>The resources also include new capabilities statements to improve social work practice for people with learning disabilities and for autistic people, which have been coproduced with experts by experience, including carers.</p>

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1.9	The Department of Health and Social Care will consult on and publish a knowledge and skills statement for social work supervisors to improve the quality of practice including practice with carers.	2018/19	Complete	The DHSC published <a href="#">standards for social work practice supervisors</a> in December 2018. Supervisors are critical to overseeing and assuring social work practice excellence and the standards set out the knowledge and skills supervisors required to embed personalised, coproduced approaches for people and those who care for them. Following early implementation of the standards during 2018-19, we are continuing to support the sector to rollout the standards during 2019-20, including a national development programme led by RiPfA, which will be informed by what is important to people with lived experience, including the experience of carers.
1.10	The Department of Health and Social Care will work with the Principal Social Workers network to undertake an awareness raising campaign of best social work practice with carers through the Chief Social Worker for Adults' communications with the sector. This will include agreeing ways to evidence the impact of the campaign e.g.	2018/19	Complete	The <a href="#">Principal Social Worker Network</a> undertook two 'call to action' days on carers. The Network encouraged PSWs to undertake activities on these dates, with the aim of bringing together various services to discuss, inform and share information around carers in their area. Various activities took place across England, including co-production of Carers Charters and guidance and information on the role of adult social care and the contribution of social workers in promoting carers' rights and the legal framework surrounding the role. DHSC will continue to work with the PSW Network to see how practice improvements are being sustained, as well as



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	social care customer surveys and increasing numbers of carers' assessments.			monitoring awareness and use of the practice resources.
1.11	The Department of Health and Social Care has worked with the James Lind Alliance to involve carers in agreeing research priorities for social work with adults, to better understand which social work interventions and approaches work and why. This will help to make sure that future research answers the questions that are important for social workers and the people they work with. It will also inform social work practice development and decisions, enabling carers and others to receive the best possible social work support.	2018/19	Complete	DSHC published the 10 <a href="#">priorities for adult social work research</a> in November 2018, which were selected through a prioritisation process involving people with lived experience of social work services and carers. We are now working with the National Institute for Health Research (NIHR) to turn the priorities into research proposals, which will improve understanding of the most effective social work approaches and interventions for people requiring care and support and their carers. Specific questions of interest to practice with carers include, "how wellbeing is understood and being applied in adult social work practice," and "how can adult social workers develop whole family approaches that enable all family members to be involved in decision-making?" The work is ongoing, with progress on social work research monitored through CSW's Research Advisory Group.

Supporting the requirements of the 2014 Care Act and 2014 Children and Families Act

Ref.	Action	Delivery date	Status	Progress
1.12	The Department of Health and Social Care will work with local government on a sector-led improvement programme of work focused on the implementation of the Care Act duties for carers.	2018/19 – Phase 1  2019/20 – Phase 2	Complete  Ongoing	<p>The main delivery of this project is being undertaken by ADASS working with the nine ADASS regions and Carers UK.</p> <p>Each region is taking its own approach to look at the implementation and impact of the Care Act for Carers and centred on the revised Efficient and Effective Interventions guidance.</p> <p>Regions have reported that they are raising the profile of carers, their contribution, and the duties to carers in the Care Act, with many projects identifying silo levels of work to broader and more inclusive work. Many of the regions have also cited the peer review system and methodology as a key area to ensure systemic impact, having carers central in this sector-led improvement work.</p> <p>Phase 2 of the work will be focused on doing some deep dive projects and will look at areas such as:</p> <ul style="list-style-type: none"> <li>• market shaping for carers</li> <li>• increasing awareness of Care Act duties</li> <li>• digital and technology use to support carers</li> <li>• knowledge, training and skills transfer to carers</li> <li>• support to working carers</li> </ul>

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				<ul style="list-style-type: none"> <li>• young carers</li> <li>• co-developed self-assessments,</li> <li>• impact on reducing hospital admission and readmission,</li> <li>• using the benchmarking Efficient and Effective Interventions data to inform local and regional strategies</li> <li>• peer review</li> </ul>
1.13	<p>The Department of Health and Social Care will fund a project on actions to promote best practice for local authorities, clinical commissioning groups, and other service providers and commissioners on carer breaks and respite care. This will include promotion of the existing option for carers and individuals to use personal budgets or direct payments to help pay for alternative care arrangements while carers take a break.</p>	2018/19	Complete	<p>In June 2019, <a href="#">Carers' Breaks: guidance for commissioners and providers</a> was published. The guidance outlines how health and social care commissioners and providers can expand and improve regular breaks for families and friends who care for other adults.</p> <p>The guidance provides practice examples of innovative breaks that are highly valued by carers and families. Some draw on community assets and local business; others use technology to support breaks.</p> <p>The guidance is accompanied by a <a href="#">series of films</a> providing advice, information and reassurance to carers. Produced by Carers UK, the films feature carers sharing their experiences and tips, explaining why breaks are essential and how to get advice and support.</p> <p>We will look for opportunities to continue to promote and</p>

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				disseminate the findings from this work.
1.14	The Department of Health and Social Care will fund a project to support parent carers to navigate the transition from child to adult services as their child approaches the age of 18.	2019/20	To begin Summer 2019	<p>The work to commission an organisation to undertake this work is underway and we expect that the work will begin by the end of the summer.</p> <p>The project will seek to gather insights on issues relating to parent carers and how their experiences differ to other carers. It will also include a review of transition best practice and support required to implement these.</p>

## Personalisation

Ref.	Action	Delivery date	Status	Progress
	<p>The Department of Health and Social Care and NHS England have recently launched a consultation on extending legal rights for personal health budgets and integrated personal budgets, to groups who we believe could benefit from access to a more personalised approach to their health and care.</p> <p>More personalised and integrated commissioning offers an opportunity to develop a more person-centred and integrated approach when identifying, accessing and supporting the health and wellbeing needs of both the individual and any carers involved.</p> <p>The outcome of this joint assessment can then be</p>	2018/19	This work has been extended and is therefore ongoing through 2019-20	<p>The consultation has concluded, and a joint <a href="#">government and NHSE response was published</a>. DHSC have announced that they will be taking forward legislation for two groups- wheelchair users, and those eligible for s.117 aftercare services.</p> <p><a href="#">The NHS Long-Term Plan</a> and <a href="#">Universal Personalised Care</a> has also been published, outlining the ambition to make personalised care, business as usual across the system. This means up to 2.5 million people benefitting from personalised care by 2024, giving them the same choice and control over their mental and physical health that they have come to expect in every other aspect of their life. Universal Personalised Care is the action plan for the roll out of personalised care across England. As part of that, Universal Personalised Care made an explicit commitment to consider carers whilst exploring new rights to personal health budgets during 2019/20. Other areas to be considered alongside carers include end of life care, equipment, dementia and neuromuscular diseases.</p> <p>In addition, the integration accelerator sites are continuing their work on embedding integrated, person-centred care, with success.</p>

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	<p>incorporated into a single integrated plan to make sure that the needs of both the individual and carer are met. Personalised approached can also deliver transformational change by working with carers as expert care partners; fundamental in the planning, design and shaping of services</p>			
1.16	<p>Three pilots in Gloucestershire, Lincolnshire and Nottinghamshire have recently been announced that will test a more integrated, single assessment process. Over the next two years, every single person accessing adult social care in these three areas will be given a joint health and social care assessment - including a needs assessment, and subsequently a single, joint plan that will meet the bespoke needs of the individual. All</p>	2018/19 & 2019/20	Ongoing – on track	<p>The Integration Accelerator Sites continue their work on embedding integrated and person-centred approaches, with the evidence to date positive. Learning insofar suggests that the approach is having a positive impact on people and workforce, and is resulting in people being supported earlier, with more proactive coordination between health, social care and VCSE organisations.</p> <p>These sites are also ensuring the needs of carers are met; they are taking a whole-family approach, including the needs of carers, with an emphasis on prevention and supporting people to manage their health, including referring people to community-based support.</p>

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	assessments and plans will take into account the role, health and wellbeing of their carers as a fundamental part of the process.			

## Mental Health Act 1983 and supporting carers

Ref.	Action	Delivery date	Status	Progress
1.17	<p>The independent review of the Mental Health Act 1983 will consider further:</p> <ul style="list-style-type: none"> <li>• How to improve dignity and respect for services users and carers</li> <li>• Other mechanisms through which the carers, families and friends of people who are detained can be</li> </ul>	End 2018	Complete	<p><a href="#">The Independent Review</a> reported in December 2018.</p> <p>It contained several recommendations about how carers and families can better support people subject to the Act. The Government is considering its recommendations and will respond in due course.</p>

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supported to be involved in the care of the person they support.			
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## Employment and financial wellbeing

### Improving working practices

Ref.	Action	Delivery date	Status	Progress
2.1	The Department of Health and Social Care has been working with Employers for Carers to develop a carer-friendly employer benchmarking scheme. The scheme will have three levels and will help employers to measure the robustness of their support arrangements for carers and to identify their outcomes. A pilot will be completed in July 2018. Following that, the Department of Health and Social Care and Employers for Carers will work together to roll out and promote a self-sustaining employer benchmarking scheme available to all employers.	July 2018	Complete	The <a href="#">Carer Confident benchmarking scheme</a> for employers was launched by Employers for Carers in January 2019. The scheme is designed to support employers throughout their journey towards building a supportive and inclusive workplace for all staff who are, or who will become, carers.

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Ref.	Action	Delivery date	Status	Progress
2.2	<p>The Department of Health and Social Care has worked with Employers for Carers on extending their umbrella membership model which enables local authorities to engage local small and medium-sized enterprises by making their resources available for them free of charge.</p> <p>Employers for Carers is extending umbrella membership to an additional ten local councils in order to influence and support more small and medium enterprises to implement workplace policies and culture. In addition to benefitting local councils, small and medium enterprises in their localities and working age carers, the project is seeking to capture the impacts in those local areas to help develop the evidence base and influence further local authorities and local employers to pay to join Employers for Carers.</p>	Ongoing	Ongoing	<p>The number of umbrella members has continued to grow throughout the year and is now at 40 in England (including 3 led by local authorities and 2 by NHS trusts).</p> <p>In addition, the Umbrella members are continuing to make resources available to local health partners and SMEs.</p> <p>Employers for Carers also have 2 additional umbrella members in Wales and one in Northern Ireland.</p>

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2.3	<p>The Department for Business, Energy and Industrial Strategy (BEIS) are considering the question of dedicated employment rights for carers alongside existing employment rights (such as the right to request flexible working and the right to time off for family and dependents).</p> <p>We have set up an official level working group (the Department of Health and Social Care, the Department for Work and Pensions (DWP), the Department for Business, Energy and Industrial Strategy and HM Treasury) to work on this.</p> <p>This includes considering the crucial questions that arise around introducing dedicated employment rights with the</p>	2018/19 & 2019/20	Ongoing	<p>Work continues across Government Departments to develop policy options and analysis for new rights to support employees to balance work and caring and remain in the labour force. This work has also benefitted from engagement with the Employers for Carers Network to understand how employers manage carer's leave within their organisations.</p> <p>The Gender Equality Roadmap, published on 3 July 2019, confirmed the Government's intention to consult on dedicated employment rights for carers, such as looking at carer's leave</p>

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	support of analysts so that any emerging carers leave proposal is most effective.			
2.4	Civil Service Employee Policy (CSEP) is working in partnership with Departments in building on existing policies and processes to support carers working in the Civil Service. The Civil Service will encourage greater use of the carer's passport and the wider adoption by Government Departments of a carers' charter, bringing together the support they offer. Civil Service Employee Policy will also be working closely with the Charity for Civil Servants and all Government Departments.	June 2018	Complete	<p>The Civil Service is committed to be the most inclusive employer in the UK. As part of this, in June 2018 Civil Service Employee Policy (CSEP) launched a model carers' charter and a carer's passport.</p> <p>The charter enables each department to bring together the information and support it provides to managers and employees with caring responsibilities.</p> <p>The passport enables a carer and their manager to hold a supportive conversation and document the flexibilities needed to support the carer in the workplace. The passport can then be taken from job to job across the Civil Service.</p> <p>All 18 main Whitehall departments, along with a range of other Civil Service organisations, have adopted the charter and passport.</p> <p>CSEP is also supporting departments to gain accreditation under the Carer Confident benchmarking scheme. Four departments HMRC, DWP, MoJ and Public Health England have now achieved accreditation and more are intending to do so by Carers Rights Day in November.</p>

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2.5	A Ministry of Defence "Defence People with a Significant Illness" project is in the process of creating policy to support both carers in the armed forces and the management overseeing them. To understand the demographic for this, the Ministry of Defence launched an Armed Forces Carer's Survey in May 2018 and will form from this an Armed Forces Carers working group. Results are expected shortly.	Ongoing	Complete	The Armed Forces Carers Survey conducted in 2018 assisted to explore the requirement and develop policy as part of the MOD Families Strategy refresh. In addition to ongoing work, the Armed Forces Chronic Conditions and Disability in Defence (CanDiD) Network launched in February this year serves to provide a platform for peer to peer carer support and means to signpost to relevant competent authorities. Carers remain an important part of the Armed Forces Disability Champion remit. Both the Champion and Network remain actively engaged in providing support to carers.
2.6	The Department for Work and Pensions is working with Business in the Community to continue to share best practice of carer policies and practices, such as that of Aviva, utilising our relationship with Business in	Ongoing	Ongoing	The Business Champion for Older Workers is delivering an ongoing full awareness programme on Fuller Working Lives areas of interest. The issues facing carers have been highlighted in a number of ways, including: <ul style="list-style-type: none"> <li data-bbox="1084 1294 2036 1369">• An event, hosted by Edinburgh University Business School and Age Scotland to 120 academics, members of the Scottish</li> </ul>

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	the Community and the Business Champion for Older Workers, particularly in the context of Fuller Working Lives			<p>Parliament and employers.</p> <ul style="list-style-type: none"> <li>• A British Chamber of Commerce roundtable, 'Skills, Productivity and the Ageing Workforce' with 20 small and medium-sized employers, discussing their issues and best practice on retaining, retraining and recruiting older workers, flexible working and carers.</li> <li>• A CBI conference focused on sharing best practice to support diversity and inclusion in the workplace.</li> <li>• A Business in the Community (BITC) members' parents and carers event, as part of their research project, 'Equal Lives', in the form of a peer learning forum for BITC members.</li> <li>• The Business Champion has also given national media interviews on the Fuller Working Lives agenda.</li> </ul>
2.7	NHS Improvement is working with NHS England on retention of carers in the NHS workforce. NHS Improvement, as part of the national retention programme, is working in partnership with	Summer 2018	Complete	<p>As a result of the masterclasses that have taken place a number of organisations including Leeds Teaching Hospital and Greater Huddersfield CCG &amp; West Yorkshire and Harrogate Health and Care Partnership are sharing their best practice.</p> <p>A published resource on <a href="#">the role of carers in the NHS workforce</a></p>

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	<p>Carers UK and will be running masterclasses on how the NHS can be a more carer-friendly employer and encouraging greater family and carer flexibility in employment practice. This links to the direct support programme involving over 100 trusts, which seeks to ensure flexible employment practices are in place. NHS England will then build on this approach in primary care. This will help to improve recognition and support for carers in the workforce and improve retention.</p>			<p><a href="#">and how managers can better support them</a> has also been produced.</p>

Flexible working

Ref.	Action	Delivery date	Status	Progress
2.8	<p>The Department of Health and Social Care is working with Timewise Foundation on a project to promote best practice in the use of employment flexibilities to support carers. In April, Timewise launched a new Carers' Hub. The hub is a one-stop shop for support, advice and flexible job opportunities to help carers balance their responsibilities with fulfilling careers, as well as offering best practice guidance on flexible working and flexible hiring practices, in order to help employers find and keep talented employees who want or need to work in this way.</p>	2018/19	Complete	<p>The Timewise Foundation Flexible Jobs Hub for unpaid carers is working very well and has exceeded expectations on delivery of the project. The project started in December 2017 to create <a href="#">the hub</a> and ended in March 2019.</p> <p>The project has also aimed to incentivise and support more employers to implement policies and culture in workplaces to make it easier for carers to balance their employment with their caring responsibilities; and to provide guidance on advocating flexibility on behalf of carers to community carer support organisations.</p> <p>The hub will continue to promote and offer support to carers who are looking for flexible employment.</p>
2.9	<p>In the Government's response to the Taylor Review of modern employment practices the Department for Business Energy and Industrial Strategy</p>	2018/19	Ongoing	<p>All employees with 26 weeks' continuous service with their employers already have the right to request Flexible Working. This accounts for over 90% of employees. This sends a clear signal that flexible working is a normal practice for anyone in the work place – including carers.</p>



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	<p>announced a flexible working taskforce. The taskforce will tackle issues around flexible working that are key to improving the recruitment, retention and progression of informal carers and other groups. There will also be an evaluation of the right to request flexible working which will take place in 2019.</p>			<p>But taking this further BEIS will consult on a duty for employers to consider whether a job can be done flexibly and make that clear when advertising. This turns flexible working from something an employee might consider requesting into something an employer might consider offering.</p> <p>To help realise the potential in the labour market, BEIS has also set up a taskforce to work with businesses to make flexible working a reality for more employees across Britain. The taskforce comprises representatives from across Whitehall, from key organisations like Carers UK and Working Families, the TUC and key business groups.</p> <p>The taskforce has been tackling issues around flexible working which are key to improving the recruitment, retention and progression of key groups in the workforce. The taskforce has developed a high-level business case for flexible working, guidance on flexible recruitment and ran a campaign to promote more flexible hiring – “Happy to Talk Flexible Working”. The Taskforce is now moving on to consider specific groups within the workforce.</p> <p>BEIS is committed to ensuring that regulation continues to have the desired impact. As part of this general commitment, they will be reviewing the statutory right to request flexible working in 2020.</p>

Returning to work

Ref.	Action	Delivery date	Status	Progress
2.10	<p>The Department of Health and Social Care is working with Carers UK to develop an e-learning resource which will help carers to recognise the skills they have developed through caring and to think about ways in which they can use these skills. The resource looks at opportunities for learning, volunteering and work. Carers UK is now exploring the possibility of peer validation of the learning through digital credentialing and considering potential delivery mechanisms for the roll out of the e-learning including, for example, through its networks, the Department for Work and Pensions (Jobcentre Plus) and City &amp; Guilds.</p>	2018/19	Ongoing	<p>The resource will be launched at the end of the summer of 2019.</p> <p>It has five modules:</p> <ul style="list-style-type: none"> <li>• How you learn</li> <li>• Tuning in – communicating well</li> <li>• Standing firm</li> <li>• Envisioning your future</li> <li>• Planning for change</li> </ul> <p>A digital badge is awarded at the end of each module, with a final badge awarded when the whole course has been completed. These badges can then be shared through social media to endorse personal development in a range of contexts. Learning for Living will be promoted through Carers UK, Health Education England and Carers UK’s Digital Resource for Carers.</p>

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Ref.	Action	Delivery date	Status	Progress
2.11	The Government Equalities Office (GEO) is working to support people who have taken time out of the labour market for caring – whether as parents, or carers – to return to paid work at a level commensurate with their skills and experience.	2018/19	Ongoing	<p>GEO have launched programmes in the public sector for social workers, allied health professionals, police investigators, teachers and prospective civil servants.</p> <p>These programmes provide opportunities for those who have been out of work for caring responsibilities (including people caring for their children) to return to work. Returners gain the skills, knowledge and confidence they need through:</p> <ul style="list-style-type: none"> <li>• Bespoke training and guidance</li> <li>• Returner networks and mentorship</li> <li>• Employer placements and/or supervised practice</li> <li>• Formal study and/or informal study</li> <li>• Support for professional body re-registration</li> </ul> <p>The programmes are helping to raise awareness of returners as a part of the broader workforce, highlighting the expertise that these experienced workers can bring. Barriers to returning are identified and changes to recruitment and selection and working practices implemented.</p>

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Ref.	Action	Delivery date	Status	Progress
2.12	<p>The Government Equalities Office is working with employers to increase opportunities for returners in the private sector. It has launched a £1.5m fund to support projects across England aimed at returners of all skill levels and backgrounds. The first set of grants will be awarded in Summer 2018.</p> <p>The Government Equalities Office is working with employers across the private sector to understand how returners can be supported. It has published best practice guidance and a toolkit to help employers run effective returner programmes and has commissioned a toolkit to support returners to get back into paid employment. The toolkit for returners will be published this summer.</p>	Summer 2018	Complete	<p>In March 2018, GEO launched a private sector grant fund, which has now awarded in the region of £1.5 million to sixteen organisations supporting returners. This includes funding to support people with additional barriers to participating in the labour market, such as those who speak little English and victims of domestic abuse.</p> <p>The publications published in March 2018 continue to be used to inform ongoing policy development, including requirements for further research and evaluation of returner initiatives.</p>

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Ref.	Action	Delivery date	Status	Progress
2.13	<p>The Government Equalities Office has commissioned research to understand more about returners. This includes qualitative research among employers who have run returner programmes and analysis of the call for evidence.</p> <p>The majority of the responses to the call for evidence were from returners and potential returners highlighting the barriers they face in returning to work and the support they may require to get back into the workplace.</p> <p>The reports were published in March 2018. Further quantitative analysis of returners will be published and publicly available and should help employers to access the returner talent pool and returners to get back into meaningful work.</p>	2018/19	Complete	<p>The publications published in March 2018 continue to be used to inform ongoing policy development, including requirements for further research and evaluation of returner initiatives.</p> <p>GEO have published <a href="#">qualitative research</a> on the effectiveness of returner programmes to understand the factors that can contribute to programme success. These factors have been considered for the delivery of both the public sector programmes and private sector grant fund.</p> <p>They have <a href="#">published a summary of the views</a> of those that responded to the call for evidence on returning to work after time out for caring. This publication highlighted the potential structural and personal barriers to returning to work, as well as insight on what support options might work for returners, and has been used to inform ongoing programme delivery.</p> <p>GEO have published <a href="#">quantitative analysis</a> of those returning to the labour market following a break to care for others, to help identify people that may be looking for support and who could benefit from it.</p>

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Ref.	Action	Delivery date	Status	Progress
2.14	To support the objectives of the Government Equalities Office to raise awareness of the returner talent pool and create new high-quality work opportunities for returners, they are to act as sponsor for two returner awards as part of the Working Families Best Practice Awards and Working Mums Top Employer Awards.	2018/19	Complete	<p>Through sponsorship of these awards, GEO were able to raise awareness of their best practice guidance and promote the standards <a href="#">set out in their toolkit for employers</a>.</p> <p>Highlighting the benefits of returner programmes, they encouraged more employers to consider running them. In doing this they were able to raise awareness of the returner talent pool and support the creation of new high-quality work opportunities for returners, GEO sponsored two awards in 2018.</p> <p>GEO also sponsored the 'Best for Returners' category at the Working Mums Top Employer Awards and presented the award to winners UBS. The 'Innovation in Flexible Working' category was awarded to Civil Service Human Resources.</p> <p>They also sponsored the 'Best returner programme' category at the Working Families Best Practice Awards and presented the award to winners Lloyds Banking Group.</p>
2.15	The Department of Health and Social Care and the Department for Work and Pensions are working in partnership through the joint Work and Health Unit on taking forward the strategy, <a href="#">Improving Lives – the Future of</a>	2018/19	Improving Lives is a 10-year strategy and the work is ongoing	<p>Government is making good progress in implementing the strategy outlined in Improving Lives and work continues to be taken forward through the implementation of the 40 recommendations of the <a href="#">Review of Mental Health and Employers</a>.</p> <p><a href="#">A framework to support organisations to record and voluntarily report information on disability and mental health in the workplace</a></p>

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Ref.	Action	Delivery date	Status	Progress
	<p><a href="#">Work, Health and Disability</a>, which sets out the Government's commitment to see 1 million more disabled people in work over the next 10 years. This will benefit carers, including improving advice and support for employers, helping to create healthier and more inclusive workplaces.</p>			<p>was published in November 2018.</p> <p>Work is also underway to explore ways to reduce the number of people who leave work each year for health reasons. We will consult later in 2019 on measures to encourage and support all employers to play their part in this vital agenda.</p> <p>DWP and DHSC, through the joint Work and Health Unit, are also continuing to work to empower health care professionals with the tools and techniques to have routine discussions on work during clinical interventions where appropriate, as this can help support their patients to return to or remain in work.</p> <p>In addition, £39 million was made available through a Challenge Fund in 2018 to more than double the number of employment advisers to improve access to psychological therapies services. This will test new or promising approaches to help people experiencing mental health or musculoskeletal(MSK) issues stay in work.</p>
2.16	<p>The Department for Work and Pensions is working with the Department of Health and Social Care and the Department for Business, Energy and Industrial Strategy to create a package of</p>	Ongoing	Ongoing	<p>The Department for Work and Pensions has commissioned internal analysis and research with the objective of identifying the barriers for carers remaining in and returning to employment.</p> <p>Analysis is likely to draw on the existing evidence of the relationship carers have with the labour market as well as provide</p>

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Ref.	Action	Delivery date	Status	Progress
	analysis and research across government aiming to understand the key barriers for carers remaining in and returning to employment. This will aim to support policy priorities and identify target areas for potential intervention.			<p>new evidence on the help carers receive to access employment opportunities.</p> <p>This evidence will feed into the ongoing commitment to strengthen carers' ability to maintain proximity to the labour market.</p> <p>Any subsequent development of interventions informed by this evidence is likely to have strong links to the implementation of the Government's Fuller Working Lives strategy (Action 2.6) as well as the Carers' Digital Discovery work (Action 5.5).</p>

**Financial support**

Ref	Action	Delivery date	Status	Progress
2.17	The Department for Work and Pensions will ensure that benefits for carers (including Carer's Allowance and Universal Credit) meet the needs of carers and support employment for	Ongoing	Ongoing	<p>The Government remains committed to ensuring that carers receive the financial support that they need.</p> <p>There are round 1.3 million carers who have an established entitlement to Carer's Allowance.</p> <p>Around 860,000 people have Carer's Allowance in payment.</p> <p>There are around 430,000 carers with entitlement only to Carer's</p>



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Ref	Action	Delivery date	Status	Progress
	those carers who are able to work.			<p>Allowance. Real terms expenditure on Carer's Allowance in 2019/20 is forecast to be £2.98bn. Between 2019/20 and 2023/24 real terms expenditure on Carer's Allowance is forecasted to increase by £0.75 billion.</p> <p>Earnings limit Whilst the Government does not link the earnings limit to any other particular factor, it does keep it under regular review and increases it when it is warranted and affordable. In April 2019, the Carer's Allowance earnings limit increased from £120 to £123 a week. The Office for Budget Responsibility forecast average earnings to have increased by 5.6% between 2017 and 2019. Over the same time period, the earnings limit has increased by 6%.</p>
2.18	The Department for Work and Pensions will review and improve the information and signposting available to carers who visit Jobcentres to seek support in finding employment.	Ongoing	Ongoing	DWP continue to explore how they can support Jobcentre Plus to better understand the issues carers face. They intend to use the findings from the Carers Digital Discovery Project (Action 5.5) to inform this work.

## Supporting young carers

### Identification of young carers

Ref.	Action	Delivery date	Status	Progress
3.1	The Department of Health and Social Care is working with Carers Trust on a young carers identification project which will develop and deliver a <a href="#">‘train the trainer’</a> model to support local areas to identify potential young carers and enable individuals working with them to engage sensitively and signpost them to relevant services. Both partners will continue to promote, disseminate and evaluate the model.	2018/19	Complete	Carers Trust continue to publicise and promote these resources to relevant services in ways that can continue to support young carers.
3.2	We will conduct a review of best practice in identification of young carers and access to support. The review will involve experts and look at existing practice, as well as identifying good practice and opportunities for	Easter 2019	Complete – report to be published in September 2019	<p>The review has concluded. In order to ensure we maximise the opportunity to disseminate the findings to the intended audience, the report will be published in September at the beginning of the academic year.</p> <p>The report highlights best practice in the identification of barriers and identifies the barriers to this. It provides tips to practitioners</p>

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Ref.	Action	Delivery date	Status	Progress
	improvement, and will report back by Easter 2019. It will build on existing work, including the young carers identification project, led by DHSC and the Carers Trust.			in a range of sectors on how to overcome these barriers and ensure timely identification and support.
3.3	The Department for Education (DfE) will improve information sharing to safeguard vulnerable children. This will support stronger multi-agency working between practitioners and enable better assessments and decision making within children's social care. Better information sharing across agencies will help to identify children who are young carers.	Ongoing	Ongoing	<p>DfE has supported the roll-out of the Child Protection Information Sharing system (CP-IS). Delivery targets have been exceeded, with the system now in place in 94% of local authorities and 89% of unscheduled health settings (against targets of 90% and 80% respectively). This system ensures key health events, about any young carers under child protection arrangements or looked after arrangements, are notified to relevant professionals. Work is currently underway to calculate the benefits of the fully implemented system. However there has already been promising feedback on case studies on the benefits for business savings and children's outcomes. We have developed potential expansions of the system. In the health sector in particular, by 2022/23, CP-IS will be extended to cover all healthcare settings, including general practices.</p> <p>We have built our understanding of information sharing behaviours through extensive research including consulting across safeguarding sectors. This has helped to inform the joint work that has begun between DHSC, HO and DfE to identify options to address the cultural and systemic problems which prevent effective information sharing between agencies.</p>

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Ref.	Action	Delivery date	Status	Progress
				Effective needed vital information sharing is recognised as vital to improving outcomes for all vulnerable children including young carers.
3.4	The Department of Health and Social Care will fund a project which focuses on young carers from disadvantaged and seldom heard groups, to increase the timely identification of particularly hidden young carers and to support better identification among Black, Asian and minority ethnic families.	2019/20	To commence in summer 2019	<p>The work to commission an organisation to conduct this project is in hand and the work will begin by the end of the summer.</p> <p>The project will build on the findings from the review of the identification of young carers (Action 3.1), which included a focus on the identification of carers from seldom heard groups.</p>

### Improving educational opportunities and outcomes

Ref.	Action	Delivery date	Status	Progress
3.5	The Department for Education is undertaking a review of Children in Need, which includes young carers, to understand the challenges these pupils face and the support that best improves their educational outcomes, both in and out of school. The findings from the review will inform how best to support Children in Need in order to achieve their full potential.	Ongoing	Complete	<p>The Children in Need Review's final report, <a href="#">Help, Protection and Education: concluding the Children in Need review</a>, was published in June 2019. The review includes new data and analysis on the educational outcomes of children in need of help and protection, including young carers assessed as being in need.</p> <p>Based on the evidence gathered throughout the review, the report sets out four areas for further action around visibility, keeping children in education, aspiration and support in schools. The report includes a number of specific commitments to take forward under each area to support children in need to achieve their full potential.</p>
3.6	The Learning and Work Institute (LWI) and the Department for Work and Pensions launched customer information materials setting out the rules for students	Summer 2018	Complete – to be reviewed annually	<p>The information resources have been well received by those in the educational sector and are reviewed and updated periodically.</p> <p><a href="#">The latest poster and flyer</a> are on Learning and Work Institute site. These are for students (aged 16 or over) who are also carers.</p>

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Ref.	Action	Delivery date	Status	Progress
	<p>claiming Carer’s Allowance in September 2017. The impact of this activity will be evaluated and consideration given to further activity in due course.</p> <p>In October 2018, the LWI and the Department for Work and Pensions launched information materials for staff working in colleges and other learning providers to raise awareness amongst students of the rules on claiming Carer’s Allowance. The impact of this activity will be evaluated and consideration given to further activity in due course.</p>	Autumn 2018		<p><a href="#">The latest poster and flyer</a> are on the Learning and Work Institute site. These are for college staff and other learning providers.</p> <p>The customer information materials will be reviewed on an annual basis.</p>

Improving access to support services

Ref.	Action	Delivery date	Status	Progress
3.7	NHS England (NHSE) will embed and develop the Young Carer Health Champions programme, which was established to support improved confidence in using health services, promote health and wellbeing, and develop the capacity of young carers to participate in the planning and development of young carer-friendly services.	2018/19	Ongoing	<p>Now on our 4th cohort, the new group of Health Champions will be attending their first residential at Kingswood, Doncaster 26th – 28th July. The second residential is scheduled for London with venue and date to be confirmed.</p> <p>NHSE have also scheduled some of the health champions to attend:</p> <ul style="list-style-type: none"> <li>• EXPO 2019 4th - 5th September, focused on bringing the NHS Long- Term Plan to life.</li> <li>• Commitment to Carers Oversight Group 3rd December chaired by Neil Churchill, Director of Experience, Participation &amp; Equalities.</li> <li>• Seventh Commitment to Carers annual event 6th December - event used to offer an update on our objectives to support carers.</li> <li>• Take Over Day 22nd November - an opportunity to spend the day in the Chief Nursing Office for England's office.</li> </ul>
3.8	The mental health needs of young carers were recognised in the recent Green Paper, Transforming Children and	2018/19	Complete – work continuing to	Significant progress has been made on this action. In July 2018, the Government response to the consultation was published. NHS England and Department for Education have since been implementing the proposals. In December 2018, an announcement was made on the first 25 Clinical Commissioning Group

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Ref.	Action	Delivery date	Status	Progress
	<p>Young People’s Mental Health, which closed for consultation in March 2018.</p> <p>The Green Paper will improve the offer of mental health support for all children and young people, recognising the need for early intervention and prevention. The Department of Health and Social Care and the Department for Education are analysing consultation responses and will publish a government response in due course.</p>		<p>implement the commitments in the Green Paper</p>	<p>trailblazer areas across England which will test out the plans outlined in the Green Paper. Twelve of these areas will also pilot a four-week waiting time. The ambition is for national rollout and the precise roll-out will be informed by early implementation.</p> <p>The first Education Mental Health Practitioners (EMHPs) began their training in January 2019 at seven universities nationwide and the first wave of Mental Health Support Teams will be operational by the end of 2019; the EMHP curriculum states that EMHPs will be trained to engage with young carers specifically to help manage stress and anxiety and intervene where necessary.</p> <p>Mental Health Support Teams will also work closely with parents and carers to support their children with their mental health. This will include working directly with parents on evidence-based interventions, such as parent-led cognitive behavioural therapy for anxiety or assisting with parent training for conduct problems, as well as supporting parents where interventions are delivered directly to children and young people, to help them support their children.</p> <p>Moving forward, the Department, with the Department for Education, has commissioned the National Institute for Health Research to carry out a robust evaluation to develop an understanding of the costs, benefits and implementation challenges of the Mental Health Support Teams, as well as gathering and sharing best practice to feed back into services.</p> <p>The 2019-20 Mental Health Support Teams sites were announced in July 2019, and another cohort of Education Mental Health Practitioners will begin their 12-</p>



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Ref.	Action	Delivery date	Status	Progress
				month training course in September 2019 and January 2020 at eight universities across the country.

Transition for young adult carers

Ref.	Action	Delivery date	Status	Progress
3.9	The Department of Health and Social Care will fund a project on transitions for young adult carers. The project will look to identify and disseminate effective practices to support and enable young adult carers to make positive transitions between the ages of 16-24 and identify the types of practical and emotional support that can	2018/19	Complete	<p>The Young Carers Transition to Adult project published new research in June 2019.</p> <p>The <a href="#">Shaping Our Future</a> report reveals the extent to which young adult carers are facing multiple disadvantages across different areas of their lives, making them vulnerable to impacts of hidden harm upon their own physical and mental ill health, poverty and even exploitation as they transition into adulthood often with limited employment or education opportunities.</p> <p>The report looks at the needs of young carers in transition to</p>

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	enable a young adult carer to achieve a positive transition.			<p>adulthood. The findings and recommendations hope to ensure improved support for young carers in transition to adulthood. The report is aimed at multi-agency organisations and professionals.</p> <p>The report also outlines steps for government departments and agencies to improve transitions to adulthood for young carers and recommendations for multi-agency service providers, policy and decision makers. We will consider how to take these recommendations forward.</p>

## Recognising and supporting carers in the wider community

### Technology and innovation

Ref.	Action	Delivery date	Status	Progress
4.1	The Department of Health and Social Care will launch a £0.5 million Carer Innovations Fund to identify and promote creative and cost-effective models that look beyond statutory services to develop carer-friendly communities. For example, this could include providing advice and information for carers, use of technology to assist caring responsibilities, early intervention and crisis prevention support.	Summer 2018	Complete - Fund launched	<p>In November 2018, the Minister for Care announced that the budget for the Fund has been significantly increased from £0.5m to £5m in recognition of the need to find creative and innovative approaches to supporting carers.</p> <p><a href="#">The Fund</a> was launched in June 2019, seeking to support a portfolio of concept-testing initiatives that will look beyond statutory services to ensure that carers are:</p> <ul style="list-style-type: none"> <li>• Better recognised and connected</li> <li>• Better able to juggle their employment and caring responsibilities</li> <li>• Better able to look after their own health and wellbeing</li> </ul>
4.2	The Department of Health and Social Care have funded work in partnership with Carers UK and Digital Health and Care Alliance	2018/19	Complete	<a href="#">Carers Tech</a> continues to get significant interest from professionals who are keen to understand how technology can improve the quality of care they provide and reduce the burden on carers, and from suppliers keen to ensure their technology meets

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	<p>on a project to support greater awareness of the availability and potential of technology and products to support carers among carers, support groups, commissioners, health professionals, local authorities, service providers and potential developers of technologies. The Department of Health and Social Care will continue to promote, disseminate and evaluate the work.</p>			<p>the priority requirements of carers. The website continues to be promoted by the Digital Health and Care Alliance (DHACA) – most recently at a DHACA Day on 9th July 2019 where the issue of improving the quality of carers’ technology was debated at some length among suppliers and patient representatives.</p> <p>Carers UK continues to promote ways in which technology can support carers, through dedicated resources on its website and through its Digital Resources for Carers, rolled out by local authorities and by employers.</p>
4.3	<p>The Government has launched an Ageing Grand Challenge which will aim to catalyse joint working between government, industry and civil society. In aiming to support society to age better and improve quality of life, the Grand Challenge will explore how it can support carers better through innovation and new ways of working.</p>	Ongoing	Ongoing	<p>In May last year the Prime Minister announced the mission for the Ageing Society Grand Challenge to achieve five extra years of healthy, independent living for everyone by 2035, while reducing the gap between the richest and the poorest. This is an ambitious mission that will require many interventions across many agencies but, at its heart, it is about supporting people to lead fuller, healthier and more active lives.</p> <p>To support this work, in June this year ministers announced the establishment of a UK Longevity Council, which will bring together business leaders, health experts and others to advise Government on the steps we can take to help everyone lead healthier lives,</p>

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				<p>while exploring how the UK can position itself to lead the world in the growing market for age-related products and services.</p> <p>Delivery of the mission is also supported by the Industrial Strategy Challenge Fund ‘Healthy Ageing’ programme. This fund will invest £98 million to enable businesses, including social enterprises, to develop and deliver products, services and business models that will be adopted at scale which support people as they age. This will enable people to remain active, productive, independent and socially connected across generations for as long as possible. The fund will open later this year.</p> <p>Shortly we will also be launching a ‘Home of the Future’ competition which will combine innovative construction with new technologies to create more energy efficient homes that are inclusively designed and fit for all generations. These initiatives will stimulate the innovation of new technologies and approaches to support individuals of all ages, and those who care for them, to live with more independence and a better quality of life for longer.</p>
4.4	The Industrial Strategy Challenge Fund ‘Healthy Ageing’ programme will invest £98 million in innovations aimed at supporting people to age well, including looking at innovations	Ongoing	Ongoing	This action has been combined with Action 4.3.

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	<p>which can support people to have happier, healthier and more independent lives. Many of these innovations should be applicable to people of any age. Through developing new technologies and approaches to support individuals, it will provide carers with reassurance and new ways to support those they care for.</p>			

**Recognition of carers**

<b>Ref.</b>	<b>Action</b>	<b>Delivery date</b>	<b>Status</b>	<b>Progress</b>
4.5	<p>In partnership with Carers UK and Carers Trust, the Department of Health and Social Care funded a project to develop a national Carer Passport project</p>	2018/19	Complete	<p>The use of Carer Passports continues to grow across the country with more and more organisations choosing to adopt this approach to supporting carers.</p> <p>Every week there are requests for information through the <a href="#">Carer</a></p>

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	<p>(recognition of carers which aids them to access services and community facilities). This included the development and promotion of a toolkit and resources for local organisations and systems to develop their own Carer Passport offer. The Department of Health and Social Care will continue to promote, disseminate and evaluate the scheme.</p>			<p><a href="#">Passport website</a> from organisations looking to set up schemes and the <a href="#">animations</a> continue to be popular with carers and organisations. Carer Passports have been especially popular with employers and <a href="#">Companies House</a> was one of the latest employers to announce their scheme.</p> <p>Earlier this year, the use of Carer Passports within hospitals was selected as a <a href="#">global innovative carer practice</a> by the International Alliance of Carer Organizations which led to international interest in developing similar schemes in Ireland, Italy, Israel and Australia.</p> <p>Further promotion and dissemination work is planned for 2019/20.</p>
4.6	<p>NHS England will sponsor a "System-led Support for Carers Award" for clinical commissioning groups and local authority integrated commissioning for carers and a Royal College of Nursing Institute (RCNi) Award for "Commitment to Carers".</p>	2018/19	Ongoing	<p>The scheduled timeline for <a href="#">the awards</a> is detailed below:</p> <p>System-led Support for Carers Award</p> <ul style="list-style-type: none"> <li>• Online judging scheduled from: 5 June to 12 July 2019</li> <li>• Stage 2 judging 7 August 2019</li> <li>• Public shortlist announcement</li> <li>• 20 August 2019</li> <li>• Stage 3 judging 23 September to 2 October 2019</li> </ul>

Ref.	Action	Delivery date	Status	Progress
				<ul style="list-style-type: none"> <li data-bbox="1133 392 2063 424">Awards Ceremony - winner announcement 6 November 2019</li> </ul> <p data-bbox="1133 504 2063 647">Royal College of Nursing Institute Award RCNi awards also continue. This year's award was made on July 4th. The recipients were the Dementia Carers Support Service from Cambridgeshire and Peterborough NHS Foundation Trust.</p>
4.7	<p data-bbox="320 715 790 1225">The Department of Health and Social Care is researching ways to improve provision of Changing Places toilets in healthcare settings. These toilets have extra equipment and space compared to standard accessible toilets, to meet the needs of people with profound and multiple disabilities. Increasing provision would improve the experience of disabled people and their families and carers when accessing health services.</p>	2018/19	<p data-bbox="965 715 1111 778">Completed</p> <p data-bbox="965 826 1111 1002">Ongoing further work to improve uptake</p>	<p data-bbox="1133 715 2089 818">In December 2018, DHSC announced up to £2m of Capital funding to improve uptake of Changing Places toilets in NHS hospitals over the next two years (2019-2021).</p> <p data-bbox="1133 866 2089 1010">Standard accessible toilets do not provide changing benches or hoists and most are too small to accommodate carers. Without Changing Places toilets, families and carers are forced to risk their own health and safety by changing their loved ones on a toilet floor.</p> <p data-bbox="1133 1050 2089 1121">Some families and carers are not able to go out and do things as there are not enough Changing Places facilities available.</p> <p data-bbox="1133 1161 2089 1233">Hospital Trusts can apply for funding to match their investment in Changing Places toilets.</p> <p data-bbox="1133 1273 2089 1345"><a href="#">The application process</a> launched on 1st June 2019 and applications have already started to be submitted.</p> <p data-bbox="1133 1385 2089 1417">DHSC expect that improving uptake of Changing Places facilities</p>



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Ref.	Action	Delivery date	Status	Progress
				will have a positive impact on the health and wellbeing of carers.

## Community engagement

Ref.	Action	Delivery date	Status	Progress
4.8	<p>The Office for Civil Society (OCS) (within DCMS) is supporting an End of Life Social Action toolkit to support more social action and volunteering at end of life, which is based on work with Hospice UK and seven local providers.</p> <p>The toolkit provides practical guidance for those providing volunteer befriending services. This will allow volunteers to train</p>	2018/19	Complete	<p>The toolkit was published by Lancaster University in October 2018.</p> <p>The <a href="#">Evaluation of the End of Life Social Action Fund</a> found that volunteers in befriending services in end-of-life care help to slow the decline in people's quality of life and alleviate burden on carers.</p> <p>The <a href="#">toolkit</a> - developed by Lancaster University - builds on this and provides a short and user-friendly guide to the best available evidence to support safe volunteer services towards the end of life, as well as how to evaluate / understand impact.</p>

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Ref.	Action	Delivery date	Status	Progress
	to visit people in their homes to provide a range of non-medical support i.e. emotional and practical support, which will complement the support provided by carers.			OCS will continue to support and promote social action and the benefits it brings, including grant funding to help break down the barriers to volunteering.
4.9	The Office for Civil Society is looking at ways to use social action to encourage better self-care for people living with long-term conditions and/or mental health issues. The Office for Civil Society will consider carers and former carers as part of this work.	2018/2019	Complete	<p>The <a href="#">Evidence Review of Community Contributions in Later Life</a> was published in October 2018; the <a href="#">Age-Friendly &amp; Inclusive Volunteering Fund</a> was then launched in November 2018 (5 grantees were announced in March 2019, to run until March 2020).</p> <p>The review was undertaken by the Centre for Ageing Better in partnership with the Office for Civil Society. It found that getting involved in volunteering and social action is good for people, helping to strengthen their social connections and wellbeing. But people can also face a number of barriers to taking part and accessing these benefits, as well as experiencing life transitions (such as health conditions, bereavement or caring responsibilities) that can make it harder to stay involved.</p> <p>To help tackle this, the Office for Civil Society and the Centre for Ageing Better launched a £270,000 Age-Friendly and Inclusive Volunteering Fund.</p>

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Ref.	Action	Delivery date	Status	Progress
				<p>The funding is supporting 5 organisations to document models of good practice that sustain lifelong contribution, keep people connected to voluntary opportunities and the inherent wellbeing benefits they bring, or provide practical support for older people who are currently excluded. This includes those who might otherwise miss out, such as people with health conditions or caring responsibilities. Information on the fund grantees themselves is available <a href="#">here</a>.</p> <p><a href="#">A Guide to Making the Most of Volunteers' Talents: Age Friendly and Inclusive Volunteering</a> was launched in June 2019.</p>
4.10	<p>The Department of Health and Social Care will work with the Department for Digital, Culture, Media and Sport (DCMS) to reflect issues affecting carers in the forthcoming Civil Society Strategy.</p> <p>The Civil Society Strategy will help shape government's work with and for civil society over the next ten years. It intends to support public policy across government. At its core, the Civil</p>	Autumn 2018	Complete Implementation work ongoing	<p><a href="#">The Civil Society Strategy</a> was published in August 2018. DCMS worked with colleagues at DHSC to ensure the final document reflected the potential impact of the strategy in health and care settings.</p> <p>DCMS will continue to work with DHSC to work together to realise the potential of the Strategy over its ten- year implementation timeframe. Specific action will be defined as work progresses. Shared areas of interest include growing volunteering, investing in and empowering communities to solve the challenges they face, and strengthening commissioning to deliver enhanced outcomes and wider social benefits.</p>

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Ref.	Action	Delivery date	Status	Progress
	Society Strategy is about building opportunity and optimism and unlocking potential.			
4.11	As part of the programme of work on implementation of the Dementia 2020 Challenge, the Department of Health and Social Care is leading on a Citizens Engagement Programme to improve the lives of people with dementia and their carers. Progress will be assessed in late 2018.	Review 2018 Delivery 2020	Complete Ongoing	Opinion Research Services (ORS) on behalf of the Department of Health and Social Care has carried out four phases of engagement with a panel of people living with dementia, and their carers. This has been composed of both postal surveys and face to face qualitative focus groups. ORS worked closely with key stakeholders including charities and self-advocates as part of a working group to develop the surveys. Amongst other findings, surveys showed that carers felt that more could be done to make where they live more dementia friendly. This, and other results of the engagement work, will help shape the development of the next dementia strategy, which is currently underway and due to published in the new year of 2020.
4.12	The Department for Education has provided grant support for Parent Carer Forums since 2008 to help ensure they have a voice in local decision making on policy and service delivery for children and young people with	2018/19 & 2019/20	Complete	Beyond March 2020, future funding for Parent Carer Forums is subject to spending review outcomes.

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Ref.	Action	Delivery date	Status	Progress
	special educational needs and disabilities. The Department for Education is providing a further £4.6m to these forums up until March 2020.			
4.13	Public Health England will be running a national public mental health campaign to help people become better informed about mental health. The campaign will use interactive content, including a series of videos, to support and encourage self-help and support of others, including signposting to organisations who can provide advice and support on factors which may influence their mental health, including being a carer.	2018/19	Ongoing	<p>Public Health England completed a pilot of the Every Mind Matters campaign in October 2018.</p> <p>Next steps include refining the campaign material and approach before national launch in October 2019.</p> <p>In line with the commitment in the Carers Action Plan, the campaign signposts organisations who offer support for difficult experiences that can affect an individual's mental health, including being a carer.</p>

## Loneliness

Ref.	Action	Delivery date	Status	Progress
4.14	We know that, as a group, carers are particularly susceptible to experiencing loneliness and as such they will be considered in the development of the cross-government loneliness strategy.	2018/19	Complete	<p><a href="#">The loneliness strategy</a> published in 2018 highlighted carers as a group at particular risk of loneliness, thereby raising awareness of this as an issue for carers.</p> <p>It included a case study on how the work of Carers UK helps to tackle loneliness, as well as highlighting many of the commitments government made in the Carers Action Plan.</p> <p>It also contained a new commitment for DHSC to 'improve knowledge sharing among social workers through the Chief Social Worker for Adults and their sector networks.</p> <p>The Chief Social Worker commissioned Research in Practice for Adults (RiPfa) to review evidence around loneliness to identify good practice and make recommendations to inform the development of new guidance for social workers to help increase the support they could offer to people who are/at risk of experiencing loneliness. <a href="#">RiPfa reported in March 2019</a> and the findings are currently being analysed. We will be publishing findings from the evidence scope over the summer, which will inform development of top tips/guidance for social workers to tackle loneliness.</p> <p>Government will continue to consider carers as a group at risk of</p>

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<b>Ref.</b>	<b>Action</b>	<b>Delivery date</b>	<b>Status</b>	<b>Progress</b>
				loneliness in its ongoing work in this area.

## Building research and evidence to improve outcomes

### Research to improve the evidence base

Ref.	Action	Delivery date	Status	Progress
5.1	The Department of Health and Social Care will fund research to improve the information available on carers to ensure that future strategies and project work are informed by a strong evidence base. It will do this by: exploring the primary drivers influencing the availability of unpaid carers; aiming to produce projections of the numbers of informal carers; taking forward work on the economics of informal care; and exploring evidence on the costs and benefits of informal care.	2018/19 & 2019/20	Due to complete December 2020	<p>This research falls into two parts and intends to analyse the trends in unpaid care for older people.</p> <p>The first part will look at the social care demand and funding challenges now and for the future.</p> <p>The aims of the research are:</p> <ul style="list-style-type: none"> <li>• to examine what factors are likely to affect future supply of unpaid care for older people and whether available evidence suggests likely changes in the prevalence of those factors.</li> <li>• to model scenarios investigating the impact of possible changes in these factors on the future supply of unpaid care, the gap between demand for and supply of unpaid care and the impact on demand for formal care services and associated expenditure.</li> </ul> <p>This research aims to conclude by June 2021.</p> <p>The second part will look at revisiting the economic case for social care spending: The Case of Informal Care.</p> <p>The aim of this research is to generate evidence on the effect of the most important risk factors amenable to policy</p>



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Ref.	Action	Delivery date	Status	Progress
5.2	The Department of Health and Social Care will carry out insight work exploring attitudes to informal care and factors influencing propensity to care.	2018/19 & 2019/20	Report expected early 2020	<p>intervention on the demand for various types of long-term care in old age and the mechanisms through which these effects operate.</p> <p>Building on work during 2018 to put together a proposal to take forward this action, work is planned to begin during the summer of 2019.</p> <p>Through this research we intend to look at the following areas:</p> <ul style="list-style-type: none"> <li>• To what extent are people willing to provide care for their parents grow older?</li> <li>• To what extent are people able to provide care for older people closely related to them?</li> <li>• To what extent do people expect their children to care for them as they age?</li> <li>• To what extent do people think it is their responsibility to provide care for older people close to them, vs. the government's responsibility, vs. the voluntary sector's responsibility?</li> <li>• Are there differences in people's propensity to care among different generational cohorts?</li> </ul>

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Ref.	Action	Delivery date	Status	Progress
				<ul style="list-style-type: none"> <li>• Are there differences in people’s propensity to care for different care recipients (e.g. by relationship, gender, type of need)?</li> <li>• Are there differences in people’s expectations about who should provide care among different generational cohorts?</li> <li>• Are there differences in people’s propensity to care among people from different ethnic or socioeconomic groups or genders?</li> <li>• Are there differences between willingness to provide personal care and willingness to provide other forms of care?</li> <li>• What are the barriers to people providing care for older people close to them?</li> <li>• What, if anything, might encourage or support people to be more willing to provide care for older people close to them?</li> </ul>

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<b>Ref.</b>	<b>Action</b>	<b>Delivery date</b>	<b>Status</b>	<b>Progress</b>
5.3	The Department of Health and Social Care, in partnership with NHS Digital, will commission survey data on experiences of carers in England (to update on 2009/10 Survey of Carers in Households).	2019/20	Ongoing	DHSC have commissioned additional questions on carers around employment opportunities, social contact and how they can spend their time for the Health Survey for England, currently being collected for 2019. The questions are based on information in the Survey of Carers in Households and the NHS Digital Personal Social Services Survey of Adult Carers in England, so meet the requirements of the Carers Action Plan commitments for this action (5.3) and 5.4. The Health Survey for England will publish a report on the expanded carers module in early 2020.
5.4	The Department of Health and Social Care will work with NHS Digital, the Local Government Association/Association of Directors of Adult Social Services, and NHS England to improve existing data sources on carers, including the biannual Personal Social Services (PSS) Survey of Carers and the NHS General Practice patient survey.	2018/19 & 2019/20	Ongoing	Progress on this commitment is captured in 5.3 above.

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Ref.	Action	Delivery date	Status	Progress
5.5	<p>The Department for Work and Pensions, the Department for Health and Social Care and the Government Equalities Office will carry out digital discovery work to understand the extent to which carers' needs are currently met by the information available to them online, with a particular focus on combining caring and working. They will work closely with a range of information providers, including GOV.UK, Carers Direct and third sector organisations, as well as other government departments (including the Department for Business, Energy and Industrial Strategy) to identify improvements to the information offer.</p>	2018/19 & 2019/20	Ongoing	<p>The Carers Employment Digital Discovery Project is progressing as planned and is now nearing completion.</p> <p>Two strands of primary research with carers, which were commissioned out to Ipsos Mori, have been undertaken and a report of the key findings is being produced for publication in the autumn of 2019.</p> <p>Workshops involving government departments and wider stakeholders (including local authorities, employers and national and local carer organisations) took place in May.</p> <p>The purpose of these workshops was to share the findings from the project and collectively agree the areas which need to improve signposting and information for working people facing decisions about someone's care.</p>
5.6	<p>The Open University is working in partnership with DHSC to maintain the currency of the international Carer-Related Research and Evidence</p>	Ongoing	Ongoing	<p><a href="#">The Carer-Related Research and Evidence Exchange Network (CAREN)</a> was set up in 2018. It is based on a scoping review of carer related knowledge Regular updating with recently published resources is required to sustain the purpose of the network. It is currently being</p>

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Ref.	Action	Delivery date	Status	Progress
	<p>Exchange Network. This is a freely accessible resource which provides up to date organised information and evidence about carers and meets the need for multidisciplinary knowledge exchange nationally and internationally around carer research evidence, practice, policy and innovation.</p>			<p>accessed by over 1500 people per month. Around 1000 items have now been added to the database.</p> <p>This work enables all those across the globe who require any form of carer-related knowledge (be this research evidence, and/or information about practice and policy) needed to access up-to-date information.</p> <p>The CAREN international management group provides oversight of the Network.</p> <p>All feedback received continues to indicate that CAREN meets a previously unmet need within the carers arena.</p>