



Llywodraeth Cymru  
Welsh Government

POLICY AND STRATEGY

# Strategy for unpaid carers: delivery plan 2021

The unpaid carers delivery plan supports our strategy for unpaid carers.

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# Priority 1: Identifying and valuing unpaid carers

## Valuing unpaid carers

The commitments we made in the strategy under this theme include encouraging unpaid carers to self-identify, and raise public awareness of the value of unpaid carers by:

- Supporting annual events celebrating carers' rights.
- Using Ministerial messaging and media channels to ensure unpaid carers are valued and recognised.
- Ensuring all messaging is accessible to young and young adult carers.

## Valuing unpaid carers

How we will achieve this	Sector/ organisation	Timeframe
Work with partners to promote positive messaging relating to the value of unpaid carers to the Welsh economy, communities and health and social care system. Messaging will, at a minimum, link in with annual events so that carers' rights are promoted on a rolling basis.	Welsh Government, public sector, third sector	Ongoing, annual. For example:  Young Carers Action Day (March), Carers Week (June), Carers Rights Day (November)
Promote opportunities for Ministers to meet with, and hear	Welsh	Immediate

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How we will achieve this	Sector/ organisation	Timeframe
directly from unpaid carers of all ages.	Government	and ongoing
Work with unpaid carers with a diverse range of lived experiences, and representative organisations to ensure messaging is accessible to a broad range of people. For example in Welsh, in ethnic minority languages, in British Sign Language, audio or braille, easy read, and in formats that are accessible for children and young people.	Welsh Government, public sector, third sector	Immediate
Work with stakeholders to think creatively about how we can promote messages in places where a broad range of unpaid carers will access them. For example, learning environments, youth/ social clubs, local shops and private businesses, community centres etc.	Welsh Government, public sector, third sector	Immediate
Review the available data on the economic value of unpaid care, at both the national level and individual level, and consider whether it reflects the current picture or if further analysis is required.	Welsh Government	By the end of 2022
Approach people in the public eye who are willing to become ambassadors and promote and celebrate unpaid carers.	Welsh Government/ third sector	By the end of 2022

We will:

- Work with partners to continue our Unpaid Carers' Rights Awareness Campaign and work with stakeholders to promote its messages to a broad range of carers.

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How we will achieve this	Sector/organisation	Timeframe
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Deliver second phase of carers' rights campaign.	Welsh Government, Carers Trust Wales, Carers Wales	Carers rights campaign – between October-November 2021
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We will:

- Adopt the term 'unpaid carer' and encourage our partners to use the same terminology.
  - Work with unpaid carers and their representatives to challenge any stigma associated with their caring role.
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How we will achieve this	Sector/organisation	Timeframe
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Work together to establish a set of language principles for use around all aspects of unpaid care, support and awareness raising. As part of this action we will:	Welsh Government, unpaid carer representatives, Ministerial Advisory Group for Unpaid Carers, public sector, third sector	By the end of 2022
<ul style="list-style-type: none"> <li>• Ensure that the principles capture the fundamental need for many people to be able to access services in Welsh.</li> <li>• Ensure that the principles reflect the need to ensure communication is user-friendly for unpaid carers with a broad range of lived experiences, language requirements and with accessible communication needs.</li> <li>• Avoid stigmatising language and prioritise where possible the caring relationship</li> </ul>		

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**How we will achieve this**

**Sector/organisation**

**Timeframe**

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between the carer and those they care for  
(e.g. family member, friend, neighbour).

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## **Priority theme 1: Raising awareness of unpaid carers**

We will:

- Raise awareness of unpaid carers amongst professionals who may have contact with them across all sectors and setting.
- Explore how statutory services can better identify and record information on unpaid carers.
- Ensure services are designed to meet the needs of the individual which includes receiving treatment and care through the medium of Welsh.

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How we will achieve this	Sector/ organisation	Timeframe
Via the Sustainable Social Services Third Sector Grant, fund and provide Carer Aware training, working with staff at all levels of social care and health systems to raise awareness of rights, share good practice, and encourage coproduction.	Welsh Government, public sector, third sector	31 March 2023
<p>Training</p> <p>Review the wealth of training options currently offered across Wales, identify gaps and explore options to develop and share examples of best practice to support professionals in a variety of different settings.</p> <p>As part of the review above, explore the inclusion of modules on Welsh language needs, and the importance of identifying and meeting the needs of marginalised and seldom-heard groups, and young carers.</p>	Welsh Government, public sector	By the end of 2024
<p>Training</p> <p>Explore options for including mandatory pre and post qualification training and Continuing Professional Development for health and social care workers to help them identify and meet the needs of unpaid carers.</p>	Welsh Government	By the end of 2024
<p>Training</p> <p>Explore the quality and availability of modules regarding unpaid carers in higher education courses, and whether they meet the needs of future professionals coming into contact with unpaid carers.</p>	Welsh Government, Higher Education	By the end of 2023

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Accreditation	Review the availability and impact of existing accreditation schemes, such as the Investors in Carers scheme, Carer Friendly scheme and Young Carers in School programme and identify gaps and explore options to develop and share best practice.	Welsh Government, public sector, third sector	By the end of 2024
Resources and guidance	Promote the resources and guidance offered by Social Care Wales to help social care practitioners working with unpaid carers.	Welsh Government, public sector, third sector	Immediate
Recording carer status	Explore the benefits, limitations and ethical considerations of a national register for unpaid carers, and whether a national mechanism is required to support GPs to maintain information on unpaid carers.	Welsh Government, Ministerial Advisory Group for Unpaid Carers	By end of 2023
Carers champions	Encourage organisations to appoint a carers champion, and support them in their role via existing and proposed resources and training.	Welsh Government, public sector, private sector	Immediate
Supporting unpaid carers through hospital discharge.	Explore options to share more widely existing good practice schemes that identify and offer support to unpaid carers through the hospital discharge process, for example Hospital Facilitators (North Wales). This will be particularly important for individuals who are encountering their role as carer for the	Welsh Government, Local Health Boards, third sector	By end of 2023

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first time.

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## Priority 1 theme: Working with local authorities to improve carers assessments

We will:

- Use the data we collect to develop a range of solutions that enable local authorities to deliver timely, effective statutory assessments that are responsive to individual needs of unpaid carers.

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How we will achieve this	Sector/ organisation	Timeframe
Use the findings from the SCIE research commissioned by Welsh Government, Public Health Wales' Data Development Project, and data from the Performance and Improvement Framework to determine what specific actions are needed to improve the take up carers needs assessments.	Welsh Government	By end of 2022

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We will:

- Discuss with Social Care Wales the need to develop further training and information resources for the social care workforce.

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**How we will achieve this****Sector/  
organisation****Timeframe**

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Work with SCW and local authorities to determine what further guidance and resources are needed to support the social care workforce with carers' needs assessments.

Welsh  
Government,  
local  
authorities

By end of  
2023

This could include a review of existing sources of good practice guidance for professionals carrying out assessments, for example Rhondda Cynon Taff Carer Conversations guidance.

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## Priority theme 1: Supporting unpaid carers voices to be heard

We will:

- Invest in mechanisms that support unpaid carers to have their voices heard at national, local and regional levels.
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**How we will achieve this****Sector/  
organisation****Timeframe**

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Review the membership of the Carer Engagement Group to ensure it includes representation from a diverse range of carer experience.

Welsh  
Government

By March  
2022

Share examples of best practice regarding existing regional

Local

By end of

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carer engagement panels or steering groups that facilitate the inclusion of the carer voice and experience in the development and delivery of services.	authorities	2022
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Explore different formats for obtaining the views of unpaid carers to inform service development and delivery that take into account the fact that unpaid carers can often be time-poor and may not be able to commit to regular meetings. For example questionnaires, listening exercises.	Local authorities, health boards	By end of 2022
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We will:

- Support unpaid carers on Regional Partnership Boards and in local communities to feel more confident in their representative roles.

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How we will achieve this	Sector/organisation	Timeframe
Review the lessons learnt from the Regional Partnership Board spotlight event in June 2021 and explore how the suggestions made to support unpaid carer representatives can be implemented.	Welsh Government, Regional Partnership Boards	By mid-2022
Continue to fund and deliver carer representation training and carers' self-advocacy training via the Sustainable Social Services Third Sector Grant.	Welsh Government/ Carers Wales	31 March 2023

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## Priority 2: Providing information, advice and

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## assistance

It is vital that all unpaid carers have access to the right information and advice at the right time and in an appropriate format.

The actions under Priority 1 regarding training, accreditation and guidance and resources for professionals will also contribute to Priority 2.

### **Priority 2 theme: Raising awareness of ways to access information, advice and assistance**

We will:

- Improve equal access to IAA across all parts of Wales.
- Raise awareness of alternative ways of accessing information, such as GP surgeries, community services, or online resources such as DEWIS Cymru.
- Recognise that social care and other services such as housing, transport, protective services and employability schemes all have a responsibility to provide information and support to unpaid carers.
- Continue to learn from the successful adaptation of services in response to the pandemic.

How we will achieve this	Sector/ organisation	Timeframe
Review existing local and national information and support hubs and phone lines in order to explore options to promote and share best practice more widely. Examples include, the Carers Wales national advice line, the Gwent Carers Hub and the Ceredigion Carers Information Service.	Welsh Government, local authorities, third sector	By end of 2023
Share best practice on how organisations are providing resources, guidance and signposting in locations that are accessible to a wide range of unpaid carers, including individuals who are less likely to identify as unpaid carers. Work with partners and organisations in receipt of the Sustainable Social Services Third Sector Grant to fill any gaps identified where some cohorts of unpaid carers may not be being reached.	Welsh Government, public sector, third sector	By end of 2023
Explore whether existing best practice in training for unpaid carers to support those they care for can be shared more widely or scaled up to provide a national offer.	Welsh Government, public sector	By end of 2023

We will:

- Explore how to further improve access to advocacy services for unpaid carers.

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How we will achieve this	Sector/ organisation	Timeframe
Continue to fund and deliver Carers Rights and Self-Advocacy training for unpaid carers via the Sustainable Social Services Third Sector Grant. Undertake an evaluation of the project and identify what lessons can be shared and taken forward. (Linked to 1.24)	Welsh Government, Carers Wales	Current funding to 2023
Ensure that unpaid carers are specifically considered as part of policies and initiatives to improve advocacy services and their take up.	Welsh Government	Immediate

We will:

- Continue to work with partners to increase the take-up and raise awareness of financial entitlements

How we will achieve this	Sector/ organisation	Timeframe
This commitment links with Priority Four actions - Increase financial resilience		
Ensure the needs of unpaid carers are considered in the development of income maximisation policy and a Welsh benefits system.	Welsh Government	Immediate

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## Priority 2 theme: Addressing the digital divide

We will:

- address the digital divide that has been brought into focus by the pandemic.

How we will achieve this	Sector/ organisation	Timeframe
Ensure the needs of unpaid carers are considered in the delivery of Digital Strategy for Wales.	Welsh Government	Immediate
Share best practice on local schemes providing equipment, resources and IT skills and support to help unpaid carers make use of technology in order to maintain their own wellbeing and those they care for.	Welsh Government, public sector, third sector	By mid-2022
In terms of services and messaging for unpaid carers, ensure there are accessible alternatives for individuals who are unable or unwilling to access digital services.	Welsh Government, public sector, third sector	By end of 2022
Explore the use of Technology Enabled Care to enable individuals with care and support needs to be more independent and reduce pressure on unpaid carers.	Welsh Government, public sector	By end of 2023

## Priority 3: Supporting life alongside caring

All unpaid carers must have the opportunity to take breaks from their caring role

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to enable them to maintain their own health and well-being and have a life alongside caring.

## Priority 3 theme: Improving access to short breaks and expanding the range of breaks options available

We will:

- Develop a national model for break options in Wales.
- Understand how break options can be redefined to meet individual need, including alternatives to the 'traditional' model of overnight care for the individual with care needs.
- Work towards a better understanding of how a break from caring can be accessed, funded and delivered by a range of providers.
- Explore how innovative approaches to break options, including the Scottish model of 'respite' can be introduced in Wales.

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How we will achieve this	Sector/ organisation	Timeframe
Review the recommendations and 12 principles in the report 'What a difference a break makes: a vision for the future of short breaks for unpaid carers in Wales' and work together to agree a route for implementation.	Welsh Government, public sector, third sector	By the end of 2021
Develop a Welsh model of respite, drawing on learning from Scotland and All Wales Forum of Parents and Carer's Sustainable Social Services Third Sector Grant funded project 'Caring Communities of Change'.	Welsh Government, private sector, third sector	By the end of 2023

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NEWCIS to promote their successful model of a short breaks fund to localities across Wales.	NEWCIS – third sector body	2021 to 2022
Encourage those undertaking carers' needs assessments to include respite and short breaks as a key component of those conversations.	Local authorities	Immediate
Continue work to explore the reasons behind different interpretations of guidance and legislation when making decisions on allocating respite to the carer or the individual being cared for. Develop clarifying guidance based on a shared understanding.	Welsh Government, local authorities	By the end of 2022

We will:

- Work with unpaid carers and our partners to ensure the terminology used to describe breaks suits the context and service on offer, and to make it clear that short breaks from caring can be preventative.

How we will achieve this	Sector/organisation	Timeframe
Include short breaks terminology with the action on language principles under Priority One. Language principles related to short breaks will be appropriate and reflect that breaks can be taken together or apart, and can be preventative in nature.	Welsh Government, unpaid carer representatives, Ministerial Advisory Group for Unpaid Carers, public sector, third sector	Ongoing

We will:

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- Prioritise the increased demand for day centres and more traditional sitting and replacement care services, alongside more innovative models of delivering breaks over the coming year.

How we will achieve this	Sector/ organisation	Timeframe
Fund and deliver short break options to meet the spike in demand as lockdown restrictions are eased. Provide much needed traditional sitting and replacement care services, work across sectors and with local communities to develop more innovative approaches.	Welsh Government, local authorities, third sector, local health boards	31 March 2022

## Additional considerations

### Welsh Language

In order to promote the use of the Welsh language in Wales, offer opportunities for learning or improving Welsh language skills as a form of short break activity.	Local authorities, third sector	By the end of 2022
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## Priority 3 theme: Extending access to psychological support

We will:

- Ensure that a range of psychological support is available to meet the needs identified during a carers' needs assessment.

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- Ensure that services on offer are tailored to the individual needs and circumstances of the carer.
- Recognise that unpaid carers may benefit from psychological support in the form of counselling for stress or bereavement.
- Invest in a range of psychological support.
- Explore how emerging new models of support during the pandemic can lead to improvements in the delivery of services in the future.

How we will achieve this	Sector/ organisation	Timeframe
Ensure that unpaid carers are considered in wider policy development and implementation relating to mental health.	Welsh Government	Immediate
Raise practitioner awareness of the local psychological support available so that they can offer services to unpaid carers to meet the outcomes identified following a carers' needs assessment.	Local authorities	By mid-2022
Fund and deliver activities that offer a short break from caring and support wellbeing.  Current examples include the Carers Wales Me Time sessions and Carers Wales online Wellbeing Hub.	Welsh Government, public sector, third sector and private sector	Ongoing

## Priority 4: Supporting unpaid carers in education and the workplace

Employers and educational/training settings should be encouraged to adapt their

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policies and practices, enabling unpaid carers to work and learn alongside their caring role.

As a new priority for unpaid carers, the opportunities presented by the Welsh Government's new Programme for Government commitments will be explored for new opportunities to work with the public, private and third sectors in pursuing the objectives of this priority. Examples of Programme for Government commitments include the new Youth Guarantee proposal, as well as the potential for future new UK employment rights for qualifying employees with caring responsibilities.

## **Priority 4 theme: Encouraging local authorities to support state funded schools to identify young carers**

This links with Priority 1 – valuing unpaid carers and raising awareness of unpaid carers.

We will:

- Use the new curriculum for Wales with its stronger focus on well-being, and on creating ambitious and capable learners to help address some of the barriers experienced by young carers.
- Encourage more consistency in young carers' identification within education settings and being signposted to young carers services.

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<b>How we will achieve this</b>	<b>Sector/ organisation</b>	<b>Timeframe</b>
Promote individual school young carers champions and promote best practice, for example as identified by	Welsh Government / Carers Trust	By end of current

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the 2019 Estyn Thematic Review.	Wales / local authorities / education sector and schools	government term – 2025
Develop a network of school champions across regions. Encourage champions to take a ‘whole school’ approach.	Welsh Government /local authorities / education sector and schools / third sector	By end of current government term 2025
Promote cultural change and raise awareness of young and young adult carers amongst education professionals and their needs for help and support, and signposting to local authority and commissioned carers’ services.	Welsh Government / Carers Trust Wales / local authorities	Ongoing
Promote identification of young carers via Welsh Government and local authority co-produced national Young carers ID card project, including awareness raising, training and national resources produced by Carers Trust Wales. <a href="https://carers.org/young-carers-and-education/ycid">https://carers.org/young-carers-and-education/ycid</a> This includes promoting awareness of the card in schools and colleges.	Welsh Government / Carers Trust Wales / local authorities / education sector public sector / third sector	Ongoing
Use national plans and mechanisms such as the Youth Engagement and Progression Framework (YEPF) to help identify young carers as being vulnerable learners and at increased risk of becoming NEET (not in education, employment or training).	Welsh Government / local authorities / education sector / public and third sectors / schools	Ongoing
Additional considerations		

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Further education and higher education opportunities to support access to learning by young carers and young adult carers.	Welsh Government	By end of 2025
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As part of the wider post 16 education and training reforms, encourage the planned new Commission for Tertiary Education and Research to provide guidance and support to post 16 providers.

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Further education and higher education opportunities to support access to learning by young carers and young adult carers.	Welsh Government / Carers Trust Wales (CTW) / third sector /	Ongoing
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Use existing resources to help promote identification of carers by education bodies and providers, and identify needs amongst professionals for new information materials / online resources or training.

	education sector – FE and HE	
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Further education and higher education opportunities to support access to learning by young carers and young adult carers.	Welsh Government / education sector	Ongoing
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Promote Welsh financial support mechanisms for students and awareness of support schemes, including student loans, as well as support such as university bursaries for unpaid carers.

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Promotion of education and training and work based learning opportunities to all age groups of unpaid carers (including open access, further and higher education, professional development opportunities).	Welsh Government / HEFCW and its successor body / education sector / universities /	By end of 2022 and ongoing
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Work with representative national bodies including HEFCW, Colegau Cymru and Open University and Welsh universities to encourage all ages of carer to

	training providers / employers / third sector	
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access skills development courses / professional development opportunities.

Encourage organisations to offer flexible learning, modular study and micro-credentials which benefit unpaid carers.

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## **Priority 4 theme: Working with employers and their representative bodies to promote carer friendly workplaces**

We will:

- Help employers adapt and implement policy based on the Fair Work definition and characteristics.
- Align this work with our commitment to the Fair Work definition and characteristics set by the Fair Work Commission, and will aim to provide better support to the increasing number of older workers, unpaid carers, and young adult carers.

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**How we will achieve this**

**Sector/  
organisation**

**Timeframe**

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Use the Welsh Government's social partnership mechanisms to engage with the public, private and third sectors, including trade unions, to improve awareness and engagement in supporting unpaid carers in the workplace.

Welsh  
Government  
/ public /  
private and  
third sectors

By end of  
2022 and  
long term

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Explore opportunities presented by future and new

Welsh

Dependent

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legislation, for example, proposals by the UK Government for new Flexible Working practices.	Government / public / private and third sectors	on UK government action and / or legislation
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We will:

- Ensure that unpaid carers not in employment, education or training are able to access the right information, advice and support to develop the skills to gain suitable employment, whether re-entering the workforce, or getting a job for the first time.

How we will achieve this	Sector/ organisation	Timeframe
Work with organisations including Careers Wales (Working Wales), UK Government Department for Work and Pensions, and the third sector, to promote access to employment opportunities for all carers aged 16 and above.	Welsh Government / UK Government Departments / public sector / third sector / private sector	By end of 2022 and ongoing
Explore the opportunities presented for young adult carers in the new Programme for Government commitment for a Young Person's Guarantee, which will aim to provide everyone under 25, across Wales with an offer of a place in education or training, or support to get into work or self-employment.	Welsh Government / public sector / private sector / third sector	By end of 2022 and ongoing

We will:

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- Continue to work with and promote the Wales Hub of Employers for Carers, which helps organisations in Wales to support staff with caring responsibilities.

How we will achieve this	Sector/ organisation	Timeframe
Increase accessibility and membership of the Employers for Carers scheme, including raising awareness with working carers and their managers to know what support is available within organisations.	Carers Wales / Welsh Government	Ongoing
Encourage all public bodies to have a carer's policy, develop a wellbeing statement, and offer their employees a Carers' Passport scheme.	Carers Wales / Welsh Government	By end of 2022 and ongoing
Encourage public sector employers and others to identify a lead member of staff to promote unpaid carers initiatives and raise awareness of the impact of caring responsibilities on employees.	Carers Wales / Welsh Government	By end of 2022 and ongoing

We will:

- Continue to support the proposal from UK Government for a new employment right of a week of unpaid carers' leave, for qualifying employees.

How we will achieve this	Sector/ organisation	Timeframe
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Work with central government to support legislative proposals and provide input from the Wales perspective.	Welsh Government/ UK Government	By end of current government term (subject to future UK Government legislation)
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Encourage employers in all sectors to implement carers leave policies (links with Employers for Carers activity).	Carers Wales / Welsh Government	Ongoing
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We will:

- Link this new priority to wider social and economic concerns including gender equality, low income and the impact of caring on poverty.

How we will achieve this	Sector/organisation	Timeframe
Support carers who are both unemployed and employed to access opportunities to go back into education or training.	Welsh Government / Careers Wales (Working Wales) / DWP / education sector / public, private and third sectors	Ongoing
Promote Carers Wales' Carer Empowerment and Well-being project which includes support for women carers to return to, or progress in the workplace (working with Chwarae Teg as a partner in delivery).	Carers Wales / Welsh Government	31 March 2023
Promote Carers Wales accredited e-learning course 'Learning for Living' for unpaid carers to identify transferable skills gained through caring;	Carers Wales / Welsh Government / education sector	Ongoing

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and other relevant learning provision.

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## Priority 4 theme: Promoting financial resilience

We will:

- Consider future changes to the Welfare Benefits and Social Security system and Welsh Ministers continue to make representation over changes, and implement policy to protect those most at risk in our communities.

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**How we will achieve this**

**Sector/  
organisation**

**Timeframe**

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Promote and support carers in accessing a range of welfare benefits, financial support information and services.

Welsh Government / Ongoing  
public and third  
sector

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## Monitoring the implementation and progress of the delivery plan

Our commitment to collecting and learning from the findings of research and data collection ensures that policies aimed at improving the experiences of unpaid carers are well-informed. Performance metrics will help us to identify where the Delivery Plan is not achieving intended progress and what further activity we need to take to improve implementation. Continuing to seek out research and data related to the experiences of unpaid carers, as well as engaging with stakeholders and unpaid carers themselves, will form a vital

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component of progress monitoring to ensure the intended benefits of the Strategy for Unpaid Carers are realised for all unpaid carers.

A high number of elements of monitoring in the delivery plan will be qualitative in nature, alongside specific quantitative measures. Whilst the delivery plan will have its own suite of indicators and outcomes it sits within and will access wider mechanisms including the Performance and Improvement Framework for social services in Wales. There is also the formal Evaluation of the Social Services and Well-being Wales Act 2014.

We will work with members of the Ministerial Advisory Group on Unpaid Carers to develop a clear set of metrics in addition to the data sources outlined below and in the Strategy for Unpaid Carers.

## Sources that will measure across themes

The following data sources will be used to track progress across the various themes identified in the plan rather than being applicable to one or two.

- The 2021 UK Census.
- The outcomes of the Strategic Approach to Social Care Data in Wales which is looking at how we can develop a more strategic approach to social care in collaboration with other social care partners.
- The mid-year and end of year reports received from Local Health Boards on how they have used their allocation of the £1million funding to support unpaid carers.
- The mid and end of year reports received from local authorities in receipt of Welsh Government funding for respite provision.
- The Wales Index of Multiple Deprivation (WIMD) which is designed to identify the small areas of Wales that are the most deprived. Some of the factors such as education, income, employment and access to services are issues that will relate to unpaid carers.

- Research by Public Health Wales' Research and Evaluation Division in collaboration with Swansea University.
- The third sector and academics are always producing valuable research that we will draw on. Some specific mentions include:
  - Carers UK 'State of Caring' report which collects feedback from carers across the UK nations. We will be using the survey results for Wales to monitor the progress of the delivery plan.
  - A Carers Trust Wales report looking at unpaid carers in Wales who are from an ethnic minority allowing us to assess the impact of the Delivery Plan on those from hard to reach communities.
  - Dr Dianne Seddon, Nick Andrews and Carers Trust Wales 'Road to Respite' report.

## Priority 1: Identifying and valuing unpaid carers

### Theme: Valuing carers

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**Data source**   **Indicators**

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To be finalised in discussion with the Carers' Ministerial Advisory Group

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### Theme: Raising awareness of unpaid carers

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**Data source**   **Indicators**

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Sustainable Social Services third	<ul style="list-style-type: none"> <li>• Outcome 1. Healthcare awareness: Empower carers to engage with health settings and create co-produced training sessions and resources for healthcare professionals to ensure healthcare settings</li> </ul>
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Sector grant Carer Aware project	<p>better support carers.</p> <ul style="list-style-type: none"> <li>• Outcome 2. Social Care Awareness: Working with carers to co-produce good social care practice principles and improve social services by supporting professionals to be more carer aware.</li> <li>• Outcome 3. Public Awareness: Promoting carers' rights and needs publicly across Wales, through directed media campaigns and third sector events.</li> </ul>
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## Theme: Working with local authorities to improve carers assessments

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### Data source

### Indicators

Performance and Improvement Framework

- The total number of carers needs assessments for adults undertaken during the year.
- The number of carers needs assessments for adults refused during the year.
- The number of carer's needs assessments for adults completed during the year where:
  - There was evidence of the active offer of Welsh.
  - The Active Offer of Welsh was accepted.
  - The assessment was undertaken using the language of choice.

The above Key Performance Indicators (KPIs) are also being collected for young carers.

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Independent Evaluation of the Social

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Services and Wellbeing Act led by University  
of South Wales

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## **Theme: Supporting unpaid carers voices to be heard**

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### **Data source**

### **Indicators**

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Sustainable Social Services third  
Sector grant

KPIs involve delivering training to carers to give  
them the confidence to self-advocate for  
themselves and those they care for.

Carer Wellbeing and Empowerment  
project

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Independent Evaluation of the Social  
Services and Wellbeing Act led by  
University of South Wales

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## **Priority 2: Providing information, advice and assistance**

### **Theme: Raising awareness of ways to access information, advice and assistance**

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### **Data source**

### **Indicators**

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Performance and Improvement  
Framework

- The total number of contacts to statutory social  
services by adult carers or professionals  
contacting the service on their behalf received  
during the year.
- 

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- The number of contacts by adult carers received by statutory Social Services during the year where advice or assistance was provided.
- The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year.
- The number of contacts by young carers received by statutory Social Services during the year where advice or assistance was provided.

Carers Rights Campaign

Evaluation of the scheme.

Sustainable Social Services third Sector grant

KPI involves tracking the number of visits to the Carers Wales website and recording the number of IAA resources distributed.

Carer Wellbeing and Empowerment project

National Survey for Wales

- Percentage of those asked who have received help from social services as a carer.

Independent Evaluation of the Social Services and Wellbeing Act led by University of South Wales

## Theme: Addressing the digital divide

**Data source**

**Indicators**

National Survey for Wales (Not carer specific)

- Percentage of those asked

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- who use the internet.
- Percentage of those who need help to use the internet.

Population health in a digital age - The use of digital technology to support and monitor health in Wales (Not carer specific)

- Using digital technology to find information to support health.
- Using digital technology to find information about health services.
- Using digital technology to support mental health.

## Priority 3: Supporting life alongside caring

### Theme: Improving access to short breaks and expanding the range of breaks options available

#### Data source

#### Indicators

Welsh Government  
£3million funding for short breaks 2021/22

Local Authorities progress reports will provide evidence of how they have used the funding to support unpaid carers to access short breaks.

### Theme: Extending access to psychological support

#### Data source

#### Indicators

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Carers Wales  
'Me Time'  
sessions

Potential future evaluation of the scheme. Numbers of carers taking part, outcomes (how carers feel before and after taking part).

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## **Priority 4: Supporting unpaid carers in education and the workplace**

### **Theme: Encouraging local authorities to support state funded schools to identify young carers**

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#### **Data source**

#### **Indicators**

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1. Young Carers ID card scheme

- Local authorities will be asked to record number of young carers in receipt of a card.
  - An evaluation of the project may be commissioned in the next two years.
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### **Theme: Working with employers and their representative bodies to promote unpaid carer friendly workplaces**

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#### **Data source**

#### **Indicators**

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Sustainable Social Services third Sector grant

- KPIs involve number of work place champions, number of workplaces hosting carer information stands or awareness training.
  - KPI on returning to work involves capturing the number of carers
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Carer Wellbeing  
and  
Empowerment  
project

accessing training and the number of job centres/recruitment agencies receiving carer awareness training.

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National Survey  
for Wales (not  
carer specific)

- Reasons for it being difficult to find work – includes 'caring'

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## Theme: Promoting financial resilience

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**Data source**    **Indicators**

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To be agreed – potential links with Single Advice Fund monitoring

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