

Reading's Joint All Age Carers' Strategy Action Plan 2024-2027

This is a work in progress document and will be updated regularly. This current version is correct as of June 2024.

Please note: all actions relate to all types of carers, unless specific types of carers (i.e young carers, adult carers) are mentioned explicitly

Priority 1: Identifying carers and promoting carer's rights

Priority 2: Supporting and recognising carers in Reading

Priority 3: Maximising the voice of carers

Priority 4: Ensuring culturally appropriate support is available locally, including carers breaks and crisis support

Priority 5: Supporting carers with employment and learning

Some actions will happen across Reading only, whereas others will happen in partnership with others, across a bigger area. This key is included to understand which actions will happen where.

Key:

- Reading only (RDG)
- Reading and Berkshire West wide (BW)
- Berkshire West, Oxfordshire, and Buckinghamshire (BOB)

This action plan is overseen by Reading Carer's Steering Group




The steering group will report progress on the actions within the plan to Reading's Health and Wellbeing Board on a regular basis

The full Joint All Age Carers' Strategy 2024-2027 can be found here: [link to be added following ACE Committee](#)

Priority 1: Identifying Carers and Promoting Carer's Rights

<i>What is the action?</i>	<i>Who will do it?</i>	<i>By when?</i>	<i>How will we measure success?</i>	<i>Links to other priorities?</i>
<p>Co-produce a culturally appropriate communications campaign with carers in Reading, to be delivered across the borough to promote the visibility of what it means to be a carer:</p> <ul style="list-style-type: none"> ➤ Support Reading carers to share their stories in different formats including in video and print across a wide range of platforms ➤ Link this campaign with Carers Rights Day and Carers Week ➤ Not only focus on what it means to be a carer but signpost to local support 	<p>Lead: RBC Carer's Lead</p> <p>Contributors: Communications Leads for: RBC, BfFC, RBFT, BHFT, BOB ICB, Carers Partnership & wider voluntary sector partners</p> <p>Berkshire West partners to be included</p>	<p>April 2025</p>	<ol style="list-style-type: none"> 1. Increase in carers reaching out for support, including an increase in the number of carers assessments delivered and the number of carers accessing support 2. Social media reach figures 	<p>2 3 4 5</p> <p>■ BW</p>
<p>Deliver culturally appropriate awareness raising events to promote the visibility of what it means to be a carer and to promote the local support available, with particular focus around Carers Week and Carers Rights Day</p>	<p>Lead: Carers Partnership</p> <p>Contributors: Carers Leads for RBFT and BHFT Carers Steering Group partners</p>	<p>Ongoing</p>	<ol style="list-style-type: none"> 1. Number of events deliver per year 2. Number of carers attending these events 3. Increase in number of carers accessing support because of attending these events 4. Feedback from carers to understand the impact of these events 	<p>1 3 4 5</p> <p>■ BW</p>
<p>Develop a culturally appropriate training programme for professionals, schools, employers, faith and community leaders to raise awareness of the caring role, carers right and the local support that is available for carers</p>	<p>Lead: RBC Carer's Lead</p> <p>Contributors: Carers Partnership Healthwatch Reading BfFC RBC ASC teams</p>	<p>April 2025</p>	<ol style="list-style-type: none"> 1. Number of professionals trained 2. Increase in awareness for those completing training 3. Increased range of referral routes coming in to carers support 4. Change in demographics of individuals accessing carers support 	<p>2 3 4 5</p> <p>■ BW</p>

LOGOS TO BE ADDED ALONG BOTTOM OF ACTION PLAN



			<p>5. Working carers being supported and identified within businesses</p> <p>6. Feedback from carers on the impact of the training programmes</p>	
<p>Work with carers to carry out an audit of current information and advice channels including:</p> <ul style="list-style-type: none"> ➤ RBC webpages ➤ BFfC webpages ➤ Reading Services Guide pages ➤ RBFT webpages ➤ BHFT webpages ➤ Carers Partnership webpages <p>to ensure the quality and accessibility of this information for carers is compliant with Accessible Information Standards and the Care Act</p>	<p>Lead:</p> <p>Contributors: Communications</p> <p>Leads for: RBC, BFfC, RBFT, BHFT, BOB ICB and Carers Partnership</p> <p>RBC Coproduction and Engagement Lead & Working Together group</p>	<p>August 2024</p>	<p>1. Increase in carers reporting that information and advice is easy to find, clear and accessible</p> <p>2. Increase in professionals reporting that information and advice is easy to find, clear and accessible</p>	<p>1 4 5</p> <p> RDG</p>
<p>Work with carers to action the findings of the information audit, working to improve and develop information for carers, ensuring this is adopted by partners and is culturally competent and available in different languages and formats</p>	<p>Lead: RBC Carer's Lead</p> <p>Contributors: Communications</p> <p>Leads for: RBC, BFfC, RBFT, BHFT, BOB ICB and Carers Partnership</p> <p>RBC Coproduction and Engagement Lead & Working Together group</p>	<p>November 2024</p>	<p>1. Increase in carers reporting that information and advice is easy to find, clear and accessible</p> <p>2. Increase in professionals reporting that information and advice is easy to find, clear and accessible</p>	<p>1 4 5</p> <p> RDG</p>
<p>Launch a monthly carers café, hosted at Royal Berkshire Hospital, in partnership with the Carers Partnership</p>	<p>Lead: RBFT Carers Lead</p>	<p>Launching June 2024</p>	<p>1. Increased number of carers accessing the Carers Partnership</p>	<p>2</p> <p> BW</p>






	Contributors: Carers Partnership		2. Increased number of carers accessing support via the RBH	
Deliver a weekly information and advice stand at Royal Berkshire Hospital, supporting carers to access support from the Carers Partnership	Lead: Carers Partnership Contributors: RBFT Carers Lead	Ongoing	1. Increased number of carers accessing the Carers Partnership	2 ■ BW

Priority 2: Supporting and Recognising Carers in Reading

<i>What is the action?</i>	<i>Who will do it?</i>	<i>By when?</i>	<i>How will we measure success?</i>	<i>Links to other priorities?</i>
<p><i>For carers supported by Adult Social Care:</i></p> <p>In partnership with carers, develop a clear pathway from the first contact with the Carers Partnership, or ASC, through to social care assessment, support and review. This should inform an internal practice guidance document which should be shared with partners and carers.</p>	Lead: ASC Task and Finish Group	April 2025	<ol style="list-style-type: none"> 1. Available guidance will be published on RBC webpages and Reading Services Guide for carers and professionals to access 2. Increase in carer's satisfaction with carers assessments process 	1 3 4 5 ■ RDG
<p><i>For carers supported by Adult Social Care and those transitioning into ASC:</i></p> <p>Review internal practice guidance for supporting all carers in compliance with the Care Act, including guidance around Carers Assessments and transition assessments for young carers and parent carers, in partnership with carers themselves</p>	Lead: ASC Task and Finish Group	April 2025	<ol style="list-style-type: none"> 1. Carers should be visible in case audits 2. Internal guidance document is produced, shared and understood 	1 3 4 5 ■ RDG
<p><i>For carers supported by Adult Social Care:</i></p> <p>Develop an initial data dashboard to show the carer journey through ASC including being able to understand what stage of the journey carers are at, whether that be an initial assessment, receiving support or awaiting review</p>	Lead: ASC Task and Finish Group ASC Performance Data Lead	November 2024	<ol style="list-style-type: none"> 1. Where are carer referrals coming from? 2. How many carers have made contact for support either with RBC directly or via commissioned services? 3. How many carers are waiting for an assessment? 4. How many carers have been assessed? 	4 ■ RDG

LOGOS TO BE ADDED ALONG BOTTOM OF ACTION PLAN



<p>Explore the possibilities of mirroring this for carers being supported by BFfC</p>			<ol style="list-style-type: none"> 5. How many carers are waiting for a decision around support? 6. How many carers are in receipt of some kind of support? 7. What level of support is being provided? 8. How many carers are awaiting review? 	
<p><i>For young carers supported by Brighter Futures for Children:</i></p> <p>Complete an analysis of the current referral pathway for young carers including:</p> <ul style="list-style-type: none"> ➤ Understanding how the current screening tool is used across different BFfC teams ➤ Understanding the different external partners who identify and refer young carers in to BFfC ➤ Use this process to identify where support is required with regards to increasing awareness of young carers, and identification of children and young people who may need a young carers screening tool to be completed 	<p>Lead: Service Manager, Family Help, BFfC</p> <p>Contributors: Team Manager, Family Help, BFfC RBC Carer's Lead</p>	<p>April 2025</p>	<ol style="list-style-type: none"> 1. Where are young carer referrals coming from? 2. How many young carers are waiting to complete a young carers screening tool? 3. How many young carers have completed the young carers screening tool? 4. How many young carers are accessing support as a result of completing the young carers screening tool? 	<p>1 3 4 5</p> <p> RDG</p>
<p><i>For young carers supported by Brighter Futures for Children:</i></p> <p>Review the young carers screening tool currently used by BFfC and look to adopt the principles of the 'No Wrong Doors for Young Carers' report. This will include looking at best practice, with specific focus around how to better reflect and seek to understand the impact of caring responsibilities for that child or young person, and an assessment that better supports practitioners with those next steps of provision.</p>	<p>Lead: Service Manager, Family Help, BFfC</p> <p>Contributors: Team Manager, Family Help, BFfC RBC Carer's Lead</p>	<p>April 2026</p>	<p>To be determined as this review develops</p>	<p>1 4 5</p> <p> RDG</p>



Develop a training and awareness raising programme for ASC staff, informed by the internal practice guidance document and Care Act responsibilities - to include the statutory framework, guidance on carers assessments, the pathways and options for support for carers locally	Lead: Principal Social Worker, RBC Contributors: Learning and Workforce Development Officer, RBC	November 2024	<ol style="list-style-type: none"> 1. Number of training sessions delivered 2. Number of staff trained across different teams 3. Do carers feel a difference when accessing ASC services? 	1 4 5  BW
Ensure that carers are visible in the digital front door ASC project, which means that carers who are comfortable and able to access ASC digitally are able to do so	Lead: Assistant Director for ASC Operations Contributors: Carers Partnership	September 2024	<ol style="list-style-type: none"> 1. Number of carers accessing the digital front door 2. Monitor the demographics of carers accessing support, to understand which carers are more likely to access support digitally 	1 3 4  RDG
Explore the possibility of GP websites being an information point for self-identification and signposting to local support. Each GP should include this in their website in an easy to read manner, ensuring accessibility and signposting for patients	Lead: Primary Care Support Manager, BOB ICB Contributors: Carers Partnership RBC Carers Lead Healthwatch Reading	TBC	<ol style="list-style-type: none"> 1. Visible information on GP websites, signposting to local carer support 2. Use website analytics to understand how popular these pages are 3. Increased number of referrals to Carers Partnership from primary care settings 4. Increased number of referrals to Carers Partnership from the JOY platform/social prescribers 	1 4  BOB
Continue to work with primary care colleagues, supporting GP practices to become 'Carer-Friendly'. This work has already started and includes the development of scripts for carers to take to the GP and support for practices to understand the local carer support offer	Lead: Carers Partnership Contributors: Social Prescribers RBC Carers Lead Primary Care Support Manager, BOB ICB Healthwatch Reading	Ongoing, with review in April 2025	<ol style="list-style-type: none"> 1. Increased number of referrals to Carers Partnership from primary care settings 2. Increased number of referrals to Carers Partnership from the JOY platform/social prescribers 3. Increase in carer reporting that registering as a carer with their GP makes a difference 4. Improved feedback from carers on their experience with GPs 	1  RDG
Continue to promote the newly developed BHFT handbook for anyone who cares for someone receiving care and treatment from BHFT services. The handbook helps carers to know	Lead: Carers Lead for BHFT Contributors:	Ongoing, with review in April 2025	<ol style="list-style-type: none"> 1. Track numbers of carers accessing the handbook digitally 2. Capture the impact on referrals to wider support services 	3 4 5  BW

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what to expect, how they can engage with teams to support the person they care for, and how they can support their own health and wellbeing	Carers Partnership Carers Steering Group members			
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Priority 3: Maximising the Voice of Carers in Reading




<i>What is the action?</i>	<i>Who will do it?</i>	<i>By when?</i>	<i>How will we measure success?</i>	<i>Links to other priorities?</i>
Develop coproduction channels for carers to influence and shape local services, including the commissioning of services. Do this as a partnership and explore the opportunities of working jointly with Berkshire West colleagues	Lead: RBC Carers Lead Contributors: Carers Partnership Carers Leads for BHFT and RBFT Coproduction and Engagement Lead for ASC, RBC Working Together Group BOB ICB BFfC	April 2025	1. Increased number of carers reporting that they feel their voices are heard	4  BW
Review and refresh the terms of reference for the Carers Steering Group to ensure they reflect the ownership of the strategy and action plan	Lead: Chair of the Carers Steering Group Contributors: Members of the Carers Steering Group	December 2024		 RDG

Deliver the annual Carers Steering Group survey, including holding focus groups, to continue to capture the experience of carers in Reading and track the impact of the action plan	Lead: Chair of Carers Steering Group Contributors: Members of the Carers Steering Group	Ongoing, from June 2025	1. Annual increase in the number of carers responding to the survey 2. Annual increase in the number of carers engaging with focus groups	1 2 4 5 
Work with the Working Together group to develop a panel of carers currently using adult social care services in Reading to work alongside ASC to improve services, learn from complaints and hold ASC to account	Lead: Carers Lead, RBC Contributors: Coproduction and Engagement Lead, RBC Members of the Working Together group	April 2025	1. Increase in the number of carers reporting that they feel their voices are heard	1 2 4 

Priority 4: Ensuring culturally appropriate support is available locally, including carers breaks and crisis support

<i>What is the action?</i>	<i>Who will do it?</i>	<i>By when?</i>	<i>How will we measure success?</i>	<i>Links to other priorities?</i>
Refresh and develop a commissioning intentions document which outlines the visibility of adult carers across all relevant commissioned services including domiciliary care and Section 117 services	Lead: Head of Commissioning, ASC, RBC	April 2025	1. Reading specific commissioning intentions document created for ASC services	1 
Develop a joint commissioning intentions document across RBC, BfFC and BOB ICB, clearly outlining strategic commissioning intentions for carers between partners	Lead: Head of Commissioning, ASC, RBC	April 2027	1. Joint commissioning intentions document created	1 

LOGOS TO BE ADDED ALONG BOTTOM OF ACTION PLAN

Explore opportunities to do this in partnership with Berkshire West colleagues	Contributors: Commissioning Leads for BOB ICB and BFfC			
Promote the Independent Living and Technology Enabled Care (TEC) projects to adult carers to ensure they are aware of technological support available to them. This includes digital solutions to support individuals in their caring role, supporting their cared for person to be as independent as possible.	Lead: Transformation Project Manager & Principal Occupational Therapist Contributors: Carers Partnership Carers Lead in BHFT and RBFT Housing colleagues, RBC	Ongoing	<ol style="list-style-type: none"> 1. Increase the number of carers accessing the Independent Living Project 2. Increase the number of carers accessing the Technology Enabled Care Project 3. Track the impact accessing these projects has made for individual carers 	2 5  RDG
Work to clarify current processes and ownership around contingency plans for adult carers when they are in crisis, including who holds the contingency plan and how it is accessed in an emergency. Once this work is completed and shared/understood by system partners, work to promote this process including promoting the Carers Partnership carers card.	Lead: Carers Lead, RBC & Primary Care Support Manager, BOB ICB Contributors: Carers Partnership Carers Leads in BHFT and RBFT SCAS Commissioning Officer, ASC, RBC BFfC	April 2024	<ol style="list-style-type: none"> 1. Increase the number of carers with a contingency plan in place 2. Increase the number of carers who feel confident of the support available to them in a crisis 3. Increase the awareness of contingency plans across contributing partners 	1 5  BOB
Work with adult carers to commission a pilot carers breaks service for Reading, allowing adult carers to have time for themselves. On completion of the pilot, take the learning to develop the business as usual carers breaks offer	Lead: Transformation Project Manager Contributors: Carers Partnership Adult Carers	April 2025	To be further identified as part of the project development <ol style="list-style-type: none"> 1. Number of adult carers accessing carers breaks in Reading 2. Increase in carers feeling able to take a break from their caring role 	1 5  BW

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As part of the Accelerating Reform Fund this pilot is in partnership with various partners across BOB and Berkshire West	Commissioning, ASC, RBC		3. Increase in carers reporting improved wellbeing as a result of accessing carers breaks	
Review the current support offer for young carers in Reading beyond the existing young carer's clubs <ul style="list-style-type: none"> ➤ Identify services and organisations who can enhance the offer for young carers ➤ Keep a clear focus around reducing caring responsibilities for young carers and look at how this can be achieved with partner agencies 	Lead: Service Manager, Family Help Contributors: Team Manager, Family Help Young Carers	April 2025	1. Scoping document of current provisions completed 2. Improved support offer for young carers	2 RDG
Work with carers to develop the peer support offer for carers in Reading, including carer support groups and peer support networks. Explore opportunities to work with Berkshire West colleagues on this.	Lead: Carers Partnership Contributors: BFFC Commissioning Officer, ASC, RBC Carers Leads for BHFT and RBFT Compass Recovery College, RBC Wider voluntary sector partners	April 2025	1. Increase in peer support opportunities for all carers in Reading	1 2 3 5 BW
Work with carers to develop a range of carers support offers including, online sessions, face to face opportunities, opportunities for the carer to attend alone or with their cared for person	Lead: Carers Partnership Contributors: Commissioning Officer, ASC, RBC BFFC	April 2025	1. Increase in carers accessing support 2. Increase in range of support available for carers in Reading 3. Increase in carers reporting that appropriate support is available to them	1 2 3 BW
Work with carers to develop, commission and promote mental health and wellbeing support for	Lead: Commissioning Officer, ASC, RBC Contributors:	April 2026	1. Reduction in the number of carers reporting poor mental health	1 2 5




LOGOS TO BE ADDED ALONG BOTTOM OF ACTION PLAN


carers, with particular focus on Wellness Recovery Action Planning	Compass Recovery College Carers Leads for BHFT and RBFT Commissioning, BOB ICB		2. Increase in the number of carers with a Wellness Recovery Action Plan (WRAP)	RDG
Develop a data dashboard which will allow commissioner to identify inequalities in access, experience, and outcomes for carers in Reading and use this to inform service development and commissioning	Lead: Adults Data Performance Lead Contributors: Connected Care colleagues Head of Commissioning, ASC, RBC Data colleagues, BFfC Commissioning colleagues, BOB ICB Public Health Data colleagues, RBC Carers Partnership Carers Leads for BHFT and RBFT	April 2027	1. Data dashboard developed Further measures to be informed by ongoing work	1 3 RDG

Priority 5: Support carers with employment and learning

<i>What is the action?</i>	<i>Who will do it?</i>	<i>By when?</i>	<i>How will we measure success?</i>	<i>Links to other priorities?</i>
Work internally to ensure RBC is a carer friendly workplace by: <ul style="list-style-type: none"> ➤ Improving the understanding of carers in the workforce 	Lead: Carers Lead, RBC Contributors:	April 2025	1. Number of carers identified in the workforce 2. Number of awareness raising sessions delivered to RBC staff	1 2 3 4 RDG

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<ul style="list-style-type: none"> ➤ Supporting and promoting carers employment rights in line with the Carers Leave Act ➤ Deliver an internal communications campaign including targeted work with line managers to raise awareness of the caring role and the employee support which is available ➤ Explore opportunities to share working here with Berkshire West colleagues (this is also a priority for Wokingham and NHS Provider colleagues are already delivering a support offer for their employees who are carers) 	<p>Human Resources, RBC Communications Lead, RBC Carers Partnership</p>		<p>3. Improved understanding of the experience of carers employed by RBC</p>	
<p>Promote carers employment rights in line with the Carers Leave Act coming into action and encourage key employers in the borough, including RBC, BFfC and NHS providers to be compliant with this bill</p>	<p>Lead: Carers Lead, RBC</p> <p>Contributors: Carers Leads for BHFT and RBFT REDA DWP Connect Reading</p>	<p>April 2025</p>	<p>1. Reduction in number of carers who feel their caring role impacts their ability to access paid employment</p>	<p>1 2 4  BW</p>
<p>Explore RBC becoming an umbrella Employers for Carers member, which would allow SMEs (small and medium sized enterprises, usually with fewer than 250 employees) to receive support to become carer friendly employers too</p>	<p>Lead: Carers Lead, RBC</p> <p>Contributors: Human Resources and Organisational Development, RBC</p>	<p>April 2025</p>		<p>1 2  RDG</p>
<p>Explore the possibility of achieving Carer Confident status as an employer. This scheme is accessible to Employers for Carers members and is a quality mark for carer friendly employers.</p>	<p>Lead: Carers Lead, RBC</p> <p>Contributors: Human Resources and Organisational Development, RBC</p>	<p>April 2027</p>	<p>1. Number of registered Carer Confident employers in Reading</p>	<p>1 2 3  RDG</p>

	Carers Leads in BHFT and RBFT BFfC			
Work with partners to develop and promote carer friendly learning and employment opportunities for all carers, including young carers	Lead: Carers Lead, RBC Contributors: Carers Partnership New Directions, RBC REDA Services Manager, Family Help, BFfC Cultural Education Partnership Cultural Placemaking Officer, RBC	June 2027	<ol style="list-style-type: none"> 1. Number of employees and learning providers interested in supporting this work 2. Reduction in the number of carers who feel their caring role impacts their ability to access paid employment 3. Reduction in the number of carers who feel their caring role impacts their ability to access education 4. Increase in the number of carers accessing paid employment 5. Increase in the number of carers accessing education 	1 2 3  BW
Explore the appetite for developing a Carers Lead network for employers across Reading (potentially Berkshire West), supporting and promoting carer friendly employers and workplaces	Lead: Carers Lead, RBC	April 2026	<ol style="list-style-type: none"> 1. Number of employees interested in attending 	1 2 4  BW

Glossary of acronyms

RBC - Reading Borough Council

ASC - Adult Social Care

BHFT - Berkshire Healthcare Foundation Trust

BFfC - Brighter Futures for Children

RBFT - Royal Berkshire Foundation Trust

BOB ICB - Berkshire West, Oxfordshire and Buckinghamshire Integrated Care Board

REDA - Reading Economic Development Association

DWP - Department of Work and Pensions

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