Priority 1
Recognising and supporting carers in the wider community

Priority 1 Outcomes

- **Carers feel supported in their caring role.**
- **Carers have access to helpful information and services that meets their needs.**
- **Carers feel included and supported.**
- **Carers experience reduced feelings of isolation and have opportunities to connect with others.**
- **Health services prioritise carers' needs.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
Regular review of 'Care and Support' section of the Bracknell Forest Council (BFC) website with relevant and useful information.	Commissioning	On-going - 6 monthly reviews	• Bounce rate (percentage of visitors leaving the site after viewing one page) • Pages most navigated to from the care and support landing pages • Information is up to date
To continue to develop a sustainable offer for carers, which is available in print as well as online and integrated with partners websites. To ensure the carers offer is responsive to emerging need.	Adult Social Care (ASC)/Voluntary Community Social Enterprise (VCSE) sector	On-going	• Printed materials produced and where they have been disseminated o Stay Connected booklet o Carers support service literature o Dementia Directory o Carers Handbook • Number of unique visitors to Dementia Support webpages • Number of carers given information, advice and guidance by the Dementia Advisory Service (DAS) via wellbeing conversations

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ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
			• Number of carers newly registered with the carers support service who opt to receive information by email • Number of instances information, advice and guidance (IAG) is provided by carers support service and the type of IAG provided

Utilise a range of approaches to reach out to European, Black and global majority population, young adult carers, working carers and young carers	Community Engagement/Carers support service	On-going	• Events for harder to reach groups held by or attended by the carers support service, Dementia Advisory Service, and other Bracknell Forest Council social care teams
			  ○ Number of people engaged with
			• Number of carers from the European, Black and global majority population who have completed a carers assessment
			• Number of carers signed up to the carers support service from these harder to reach groups
			• Events/activities/groups held for young carers
			  ○ Number of young carers who attended

Priority 1 **Recognising and supporting carers in the wider community**			
Priority 1 Outcomes • **Carers feel supported in their caring role.** • **Carers have access to helpful information and services that meets their needs.** • **Carers feel included and supported.** • **Carers experience reduced feelings of isolation and have opportunities to connect with others.** • **Health services prioritise carers' needs.**			
ACTION	**WHO WILL LEAD THE WORK**	**WHEN WILL IT BE DELIVERED**	**MEASURABLES**
			○ Feedback from young carers and their parents
Understand the barriers that prevent carers from the European and Black and Global Majority population signing up for support.	Carers support service	On-going	• Number of carers from the European and Black and Global Majority population who sign up for support from the carers service • Findings report by the carers support service
Continue to reduce health inequalities for carers.	NHS Thames Valley ICB/Carers support service	On-going	• Percentage of carers with Core20Plus5 conditions • Number of carers attending quarterly Carers Health Forum events ○ Feedback from attendees
To continue to raise awareness of what a carer is and support members of the public to identify a caring role they may have and support them to feel less isolated.	Community Engagement/Carers support service	On-going	• Number of new sign-ups to: ○ Carers support service ○ Bracknell Forest Council Young Carers service • Events attended by the Carers support service to raise awareness of their services • Number of carers are attending events for carers

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ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
Continue to encourage patients who are carers to register as a carer with their GP. (Also links with Priority 2 and 3)	NHS Thames Valley ICB/PCN Leads/Carers support service	On-going	• Number of carer status notifications sent to GPs by the carers support service • Number of patients flagged as a carer with their GP

Priority 2
Services and support that works for carers.

Priority 2 Outcomes

- **Carers receive timely support that helps them maintain independence and reduces or delays the need for statutory services.**
- **Carers experience improved physical, emotional, and mental wellbeing through access to appropriate support and resources.**
- **Carers feel supported in their caring role.**
- **Carers have access to helpful information and services that meets their needs.**
- **Carers feel confident and equipped with the knowledge and skills needed to provide safe and effective care for their loved one.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
To continue to promote leisure/recreation opportunities for carers. (Also links into Priority 1)	VCSE/ BFC	On-going	• Number of carers with carer memberships at Everyone Active • Printed materials/email communications distributed to promote leisure/recreation opportunities
To develop a Toolkit to help encourage more consistency across PCN's to code patients who are carers. (Also links into Priority 3)	NHS Thames Valley ICB	On-going	• Completed toolkit implemented.
To understand the impact the new Strengths and Needs Assessment (SANA) has had on carers who have made contingency plans.	ASC	On-going	• Number of carers SANA's completed • Number of carers who say yes to having a contingency plan in place when completing a SANA • Number of emergency carers card packs posted to carers registered with the carers support service
To work in partnership with the VCSE sector to develop learning and training opportunities for carers and to understand the impact of training	ASC/Carers support service	On-going	• Number of carers attending quarterly Carers Health Forum events o Feedback from attendees • Number of carers attending DAS information sessions

Priority 2
Services and support that works for carers.

Priority 2 Outcomes

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ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
To understand the impact the new Strength and Needs Assessment (SANA) has made on enabling carers to access respite	ASC/Commissiong	July 2026 – On-going	• Number of carers accessing respite
To understand the impact of the new carers self-assessment	ASC/Commissioning	July 2026 – On-going	• Number of self-assessments completed • Number of carers continuing to a full SANA
To roll out a new parent carer needs assessment (PCNA) as part of the parent carer offer	Children Social Care Designated Social Care Officer	On-going	• Number of PCNA's completed

Priority 3
Employment and financial wellbeing

Priority 3 Outcomes

- **Carers are supported to access all financial entitlements and benefits available to them, resulting in reduced financial stress and improved financial security.**
- **Carers' needs are actively recognized, supported, and championed across health, social care, and community services.**
- **Carers feel that their health and wellbeing is prioritised and supported.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
To continue to work with our partners in the VCSE sector to ensure there is the right support at the right time for working carers.	Involve/Carers Support Service	On-going	• Number of support groups/sessions evenings and weekends • Number of working carers registered with carers support service
To support the implementation of the local, Connect to Work programme to ensure that carers are identified as a group that need support to find or remain in employment	Commissioning, Integration /Community Engagement & Equalities	April 2027 - On-going	• Quarterly updates on the progress of the Connect to Work programme
Carers are supported in their understanding of financial support available to them	Commissioning, Integration /carers support service	On-going	• Number of carers supported with applications for financial entitlements and benefits available: o Employment and Support Allowance (ESA) to Universal credit o Housing benefit o Benefit entitlement checks o PIP o Carers Allowance o Attendance Allowance

Priority 3
Employment and financial wellbeing

Priority 3 Outcomes

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- **Carers' needs are actively recognized, supported, and championed across health, social care, and community services.**
- **Carers feel that their health and wellbeing is prioritised and supported.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
To continue work with GPs/PCN leads and the ICB Carers Steering group to ensure working carers are supported in the new NHS carers offer	NHS Thames Valley ICB/Berkshire Healthcare Foundation Trust /Carers' support service	On-going	• Number of patients flagged as carers with their GP

All-Age, Integrated Carers Strategy Action Plan

Priority 4
Supporting young carers

Priority 4 Outcomes

- **Young carers are able to access timely, relevant support and information that meets their individual needs and helps them manage their caring role effectively.**
- **Young carers have clear, accessible pathways to support and feel confident about where and how to seek help when needed.**
- **Young carers experience improved education and learning opportunities that meet their individual needs and help them achieve their full potential.**
- **Young carers have improved mental health and wellbeing through access to timely, appropriate support.**
- **Young carers have regular opportunities to relax, socialise, and participate in age-appropriate activities, enabling them to enjoy childhood and develop socially and emotionally.**
- **Young carers are supported to achieve their ambitions.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES

To continue to make information and advice accessible for young carers, families and schools	Early Help Young Carers Lead	On-going	• Number of young carers registered with the BFC Young Carers service
			• 'Can Do' website (educational resource for professionals in school settings) - number of page views for:
			  ○ Young carers page
			  ○ Young carers resource page
			• Number of young carers who have access to the funded Carers Card for 12-to 18-year-olds

To continue to ensure mandatory training on recognising and assessing young carers is available to all BFC social care teams (including recognition of siblings of children with a Learning Disability)	Early Help Young Carers lead	On-going	• Number of BFC staff, in relevant departments, who have completed Young Carers Training module • Number of webinars run for professionals about young carers ○ Number of attendees (internal and external to BFC) • Number of young carer assessments completed and referral source

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Priority 4 Outcomes

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- **Young carers are supported to achieve their ambitions.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES

To continue to affirm pathway between children's social care, adult social care and early help to ensure young carer workers have access to relevant information.	Early Help Young Carers Lead and BFC Locality manager, mental Health (carers lead)	On-going	• Number of young carer assessments overall
			  ○ Number of assessments from adult social care
			  ○ Number of assessments from schools
			  ○ Number of assessments from other teams/sources
			  ○ Number of self-referral assessments
			• Number of young carers referred to Approaching adulthood panel or ASC

Implement 'no wrong doors' Memorandum of Understanding - this agreement will ensure young carers are recognised and signposted for support wherever they may first present to the council	Early Help Young Carers Lead	June 2026	• Number of young carer assessments overall
			  ○ Number of assessments from adult social care
			  ○ Number of assessments from schools
			  ○ Number of assessments from other teams/sources
			  ○ Number of self-referral assessments

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ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES

To ensure training on recognising and assessing young carers is available for schools, colleges, and the VCSE sector (needs to be seen as part of safeguarding)	Early Help Young Carers Lead	On-going	• Number of webinars run for professionals about young carers
			  ○ Number of attendees (internal and external to BFC)
			• 'Can Do' website (educational resource for professionals in school settings) - number of page views for:
			  ○ Young carers page
			  ○ Young carers resource page

To continue to ensure safeguarding is at the heart of our work with young carers and no young carer will provide inappropriate care. To develop capacity for reviews of young carers at set intervals.	Early Help Young Carers Lead	On-going	• Number of young carer reviews completed • Number of young carer assessments completed • Number of professional contacts made about a young carer

Priority 4
Supporting young carers

Priority 4 Outcomes

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- **Young carers have clear, accessible pathways to support and feel confident about where and how to seek help when needed.**
- **Young carers experience improved education and learning opportunities that meet their individual needs and help them achieve their full potential.**
- **Young carers have improved mental health and wellbeing through access to timely, appropriate support.**
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- **Young carers are supported to achieve their ambitions.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
To continue to employ methods of best practice for proactively engaging with young carers. Develop provision for an annual engagement activity with young carers in schools.	Early Help Young Carers Lead	On-going	• Number of steering group meetings for young carers held • Number of young carers on steering group • Number of face-to-face sessions delivered in schools by Berkshire Youth (e.g. drop-in session days) • Number of joint activities with Berkshire Youth and BFC Young Carers service (e.g. steering group meeting, drop-in session days at schools)
To review what in-school support can be offered to young carers from external agencies/VCSE. To explore in-school space to talk, drop-in sessions.	Early Help Young Carers Lead	On-going	• Number of face-to-face sessions delivered in schools by Berkshire Youth (e.g. drop-in session days) • Number of joint activities with Berkshire Youth and BFC Young Carers service (e.g. steering group meeting, drop-in session days at schools)
To continue to review current young carer activities and explore options with schools and the VCSE	Early Help Young Carers Lead	On-going	• Number of young carer activity days/trips delivered and what the activities were • Number of young carers accessing activities/events

Priority 4
Supporting young carers

Priority 4 Outcomes

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ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
sector to reduce barriers to engaging in activities/holiday activities.			• Number of people attending Berkshire Youth young carers group each week on average • Number of people attending the creative arts group each week on average
To promote registering with the GP as a young carer. To work closer with the ICS on ensuring young carer recognition, identification and support in PCNs.	NHS Thames Valley ICB	On-going	• Number of young carers identified and coded as a young carer with their GP
To continue to work with our partners in health to improve young carers mental health and wellbeing To review current resources and explore ways in which this need could be met	Early Help Young Carers Lead	On-going	• Quarterly updates on work undertaken against this action

Priority 4
Supporting young carers

Priority 4 Outcomes

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- **Young carers have clear, accessible pathways to support and feel confident about where and how to seek help when needed.**
- **Young carers experience improved education and learning opportunities that meet their individual needs and help them achieve their full potential.**
- **Young carers have improved mental health and wellbeing through access to timely, appropriate support.**
- **Young carers have regular opportunities to relax, socialise, and participate in age-appropriate activities, enabling them to enjoy childhood and develop socially and emotionally.**
- **Young carers are supported to achieve their ambitions.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURABLES
To continue to ensure young carers are on the transition pathway	Early Help	On-going	• Number of transition assessments completed • Number of young carers referred to Approaching adulthood panel or ASC
To increase engagement with transition assessments	Early Help	On-going	• Number of transition assessments completed

Priority 5
Supporting young adult carers

Priority 5 Outcomes

- **Young adult carers have clear, accessible pathways to support and feel confident about where and how to seek help when needed.**
- **Young adult carers are supported to pursue and achieve their personal aspirations in education, employment, and life opportunities, while balancing their caring responsibilities.**

ACTION	WHO WILL LEAD THE WORK	WHEN WILL IT BE DELIVERED	MEASURES
To continue to develop provision for young adult carers aged between 18-29 (in line with the ICB age range)	Commissioning, Integration and Carers Support service	June 2026 – On-going	• Number of 18–29-year-old young adult carers signed up to the carers support service • Number of 18–29-year-old young adult carers who complete a carers assessment
To explore examples of best practice undertaken to effectively engage with this age group.	Carers support service	Feb 2026 – On-going	• Contract monitoring for carers support service
To work with colleges in identifying and recognising this age group	Early Help/ ASC Carers lead, NHS Thames Valley ICB	March 2026 - On-going	• Number of 18–29-year-old young adult carers signed up to the carers support service • Number of 18–29-year-old young adult carers who complete a carers assessment