

Action Area (LLR Priority Area(s))		Description		Key Strategic Lead	Timescales
CS1	Develop Rutland County Council Staff's understanding of carers (1, 2,4,6,7,8)	CS1.1	<p>E- Learning/online tools to be developed for staff regarding carers to be embedded in new starter induction with a focus on: -</p> <ul style="list-style-type: none"> - Carer Awareness - Carers Assessments - Recognition and Valuing Carers - Young Carer's 	<p>Carers Team</p> <p>HR</p> <p>Early Help</p>	Apr 23
		CS1.2	<p>Ensure all teams across the Council including educational establishments have access to information and knowledgeable staff members for support around working with young carers and carers.</p> <p>This includes carers rights within the workplace.</p> <p>Achieved through training, information, and advice (including digital)</p>	<p>Carers Team</p> <p>Early Help</p> <p>HR</p>	July 23
		CS1.3	<p>Reinvigorating the Carers Champions roles across the service by working with the whole service and supporting individual workers with a special interests in carers needs and issues.</p>	<p>Carers Team</p>	Mar 23
		CS1.4	<p>Carer's Awareness training now part of Adult Social Care's annual training plan.</p> <p>All ASC staff will have completed training on how to complete 1st stage assessment of carer's assessment process.</p> <p>Young Carers awareness session included annually at the Children's Conference and Adult's CPD</p>	<p>Carers Team</p> <p>HR</p> <p>Early Help</p>	Dec 22
		CS1.5	<p>All age Carer's awareness induction training to be shared with all staff across the Council and to be included in training plan and will be across directorates such as CST, Community Support Services, Transport, Rutland Adult Learning.</p>	<p>Carers Team</p> <p>Early Help</p> <p>HR</p>	Dec 23

		CS1.6	Further develop the Council's intranet pages and PPP for carers support and promote as part of the Council's commitment to carers	Communications & Digital/ Carers Team	Apr 23
CS2	Information activity (1,2,3,5,6,7,8)	CS2.1	The term carer is sometimes misunderstood which could result in people not accessing services they are entitled to or have the necessary information provided to them. Carers definition to be agreed by the LLR Carer's Delivery Group and referred to consistently across communication platforms to support individuals to identify with this.	Communications & Digital/ Carers Team Early Help	Feb 23
		CS2.2	Produce information and develop web content to ensure carers have access to: <ul style="list-style-type: none"> - Information on the care and support assessment journey for both the carer and cared for. - Hospital discharge information / discharge pathways including support to benefit both the cared for and wider family environment (including home environment) - How and where people can access support re care co-ordination whether this be through the Carer's Team directly or the assessment team e.g., hospital discharge team - Support for Young Carers - Information on the transitions process for Young Carers 	Communications and digital Carers Team Hospital Team Carers Delivery Group Early Help	Dec 23
		CS2.3	Learning from the COVID-19 pandemic the development of a single County wide Business Continuity Plan (BCP) for carers will be produced across system partners in the County and wider	Carers Team Carers Delivery Group	Dec 22
		CS2.4	Development of pathway diagrams to support information at CS2.2.	Carers Team Communications and digital	Apr 23

			These will include downloadable information for carers to print or access remotely on the web (including Young Carers)	Early Help	
		CS2.5	<p>Promote the range of services and support available to carers of all ages, including but not limited to:</p> <ul style="list-style-type: none"> - Advocacy and getting carers voices heard. - Financial advice or support - Usable technology/gadgets to support carers both readily available universally and / or from Assistive Technology and Digital improvement schemes. - Ensure all carers know how to access Mental Health services and support - Those services and support available through the Council's commissioned carers resources 	Carers Team Early Help	Mar 23
		CS2.6	Contact identified young carers who are now aged 18 to see if further support is needed and offer a transitions assessment if appropriate	Early Help	Mar 23
CS3	Innovative approaches with carers (1,2,3,5,6,7,8)	CS3.1	<p>Targeted promotion and active growth of the Carers Passport scheme in the County To be monitored monthly via Adult Social Care Key Performance Indicators. Carers Team can then analyse this data and map the take up on carer's passports and identify gaps where targeted promotion is required.</p> <p>Rollout the Young Carers Passport in Rutland via young carers support groups, GPs, schools and RCC staff</p>	Carers Delivery Group Carers Team Early Help	Dec 23 Mar 23
		CS3.2	Promotion of Employers for Carers & Digital Resource for Carers linking into a wider project on digital capability.	Carers Team Carers Delivery Group	Nov 23

			The Quality Assurance team is recruiting a Quality Improvement Officer to support with this work.	Quality Assurance HR	
		CS3.3	<p>Explore further tools around self-identification including: -</p> <ul style="list-style-type: none"> - Whole family identification - Working with educational settings (including early years providers) - Active work with religious settings through targeted interventions and promotions (e.g. Carers Week / Carers Rights Day / Mental Health Week etc) 	Carers Team Early Help Carers Delivery Group	Nov 23
		CS3.4	<p>Promotion of the Care Free programme to support more carers to access carers breaks / short breaks to support them in their caring role. The Care Free programme uses vacant hotel rooms / holiday accommodation to provide free breaks for carers. There is a nominal registration fee for carers. The expectation is that the cared for person has care through the LA or through a private arrangement to enable the carer to have respite so this can be a break away from home / holiday.</p> <p>This includes ensuring both Council staff and people in the community working with carers are fully aware of the initiative and benefits for carers.</p>	Carers Team	Oct 22
		CS3.5	<p>Promote and enable more carers to be able to use technology to support them in their lives. This will include, but is not limited to: -</p> <ul style="list-style-type: none"> - Promotion of online training and courses for carers to promote confident use of technology - Working with Rutland Adult Learning and other Services to explore the development of carers specific courses - Encourage use of technology to promote different solutions / opportunities to traditional carers 	Carers Team Carers Delivery Group Communities Adult Learning Age UK	Nov 23

		CS3.6	<p>Maximise the available opportunities for contact with carers through existing practices These will include: -</p> <ul style="list-style-type: none"> - Targeting carers (especially those in hard-to-reach communities) in accessing information and resources - Promotion of local library services and benefits of community HUBS to support carers social interaction / community cohesion and friendship ties - Developing carers support / promoting carers resources and support - Family Support Services - School Support Services 	<p>Carers Team</p> <p>Early Help</p>	Apr 23
CS4	Improving communication (1,2,3,8)	CS4.1	Increase the use of social media (e.g., Rutland Information Service and Rutland CC's Facebook page) to raise carer awareness across the County including the sharing of Every Voice Counts carer stories	Carers Team Early Help Communications & Digital	Nov 22
		CS4.2	Development of Young Carers / carers videos on YouTube to detail the lived experiences of Rutland's carers	Early Help	Mar 23
		CS4.3	Work towards the development of a Central Register of carers to enable easier communication of information with known carers. It is likely that separate systems will be required for carers of different ages to support with sharing the right messages in age-appropriate formats e.g. Early Help use Mailchimp. All available options are to be explored prior to a determination being made.	Carers Team Early Help Communications	Mar 23
		CS4.4	Working with CWD social care and the SEND team to be pro-active and provide communication and information for parents / carers of children with a disability to identify young carers and offer support as their child transitions into adult services.	Carers Team / Adults Social Care Early Help / Childrens Social Care	Jul 23
		CS4.5	Ongoing use of the Carers Delivery Group to ensure partnership approach to actions are in place / delivered and progress is tangible to carers in the County	Carers Team	Dec 23

				Early Help Carers Delivery Group	
CS5	Involving Rutland's carers (2,7,8)	CS5.1	Develop engagement of carers of all ages in co-production and engagement work.	Carers Team Quality Assurance Team Early Help	Sept 23
		CS5.2	Work with Rutland's Carers to further understand barriers to accessing healthcare and inform the development of services to improve access which will promote and maintain the health of carers.	Carers Team Quality Assurance	Apr 23
		CS5.3	Development of either an LLR or localised Carers festival recognising achievements and contributions to the County and / or region	Carers Team Early Help Carers Delivery Group	Jun 23
		CS5.4	Pro-actively seek the views of families and carers in the quality / delivery of care services to the person cared for via personalisation surveys. The Council will seek to enhance resources to capture these views to improve services.	Carers Team Adult Services Early Help Quality Assurance Team	Apr 23
		CS5.5	Engage with carers to monitor the impact of the cost-of-living crisis and promote access to necessary support and advice.	Carers Team Adult services	Jan 23
		CS5.6	Development of Localised 'You said we did' – showing that voice is influencing and shaping the offer now and building towards a model of co-production	Carers Team Quality Assurance Team Early Help	Sep 23

				Carers Delivery Group	
		CS5.7	<p>Continued engagement of the Rutland Parent Carer Voice as part of the development of SEND / Children's and Adults services to support with information and advice around transition.</p> <p>Continue working with the Rutland Parent Carer Voice to develop a Parent carer assessment to be used alongside a section 17 assessment to ensure that all their needs are fully considered</p>	<p>Early Help / Carers Team Adult Services Young Carers / Early Help / Childrens Social Care</p>	<p>Apr 24</p> <p>Dec 22</p>
CS6	Working with communities (4,8)	CS6.1	<p>Working with local community organisations / District Council's / Parish Council's to promote carers support / identification of carers.</p> <p>RCC's Carers Teams work with out of county carers where the cared for is a Rutland resident.</p> <p>Explore out of county resources for those non-Rutland resident carers to access universal services in their locality by providing information/advice to those who live out of county.</p>	<p>Carers Team Communities</p>	<p>Apr 24</p> <p>Sep 22</p>
		CS6.2	<p>Develop local carers community resources where there is a need. This could include facilitating setting up of local/parish carer (of all ages) groups or working with others such as Rural Connect.</p> <p>The Admiral Nursing Service is embedded in both Adult Social Care and the Primary Care Network providing a range of interventions focused on carers supporting people living with dementia and whose presentation is complex.</p>	<p>Carers Team Early Help Admiral Nurse Team</p>	<p>Apr 23</p>
		CS6.3	One to one and group engagement activities with local businesses across Rutland to develop carers support through:	Carers Team	Apr 24

			<ul style="list-style-type: none"> Promoting awareness of carers and their needs Encouraging businesses to consider their potential contact with carers Recognition of the carer's passport scheme and, where appropriate consideration to carers concessions Promoting working carers rights Ensuring businesses are aware of where to signpost carers to access support <p>Eg a Hairdresser may be the only contact a carer has with someone outside of their caring role. A solicitor may support families and carers with Power of Attorney applications. A carer and cared for person may frequent a particular café. Any of these businesses may employ a carer.</p>	<p>Early Help</p> <p>Carers Delivery Group</p>	
		CS6.4	Ensure that Equality and Diversity is a consideration in all parts of service design / carers initiatives through representation at the RCC's Equality and Diversity Group and quality assurance processes.	<p>Carers Team</p> <p>Early Help</p> <p>Carers Delivery Group</p>	Dec 22
		CS6.5	Following initial community engagement activities (as at CS 6.2), targeted work with hard-to-reach communities / rural communities will be provided where carers access to information and support may be limited e.g., Digital limitations	<p>Carers Team</p> <p>Early Help</p>	Apr 23
		CS6.6	Work with health partners to develop carers recognition and support when accessing GP services or hospitals in respect of carer's own needs or the cared for.	<p>Carers Team/Rise/Hospital team/coproduction and engagement/LLR Delivery group/ICS and ICB</p>	Oct 23

CS7	Young Carers (8)	CS7.1	Development of a Young carers champions in all Rutland Schools with a clear definition of the role	Early Help	Mar 23
		CS7.2	Work with Leicestershire and Leicester City Council's Young Carers Service to ensure a consistent definition and message across LLR by: <ul style="list-style-type: none"> • Developing branding for young carers across LLR to support increased identification. • Developing a LLR awareness training package for delivery to health, education, and the voluntary sector. 	Early Help	Sep 22

1. Carers are identified early and recognised - Building awareness of caring and its diversity
2. Carers are valued and involved - Caring today and in the future
3. Carers Are Informed - Carers receive easily accessible, appropriate information, advice and signposting
4. Carer Friendly Communities
5. Carers have a life alongside caring – Health, employment and financial wellbeing
6. Care with Confidence – Technology and skills supporting you to care efficiently
7. Carers can access the right support at the right time - Services and Systems that work for carers
8. Supporting Young Carers