

Slough Adult Carers Strategy 2023 – 2026

Report on Progress – Year 2

November 2025

Appendix One

Adult Carers Strategy Action Plan 2023-26

Year Two update and planned activity for Year Three.

Priority	Actions	What we will work on to achieve these actions	How we will know if we are making progress (taken from original action plan)	Update on Progress as of November 2025 Comments
Priority 1 Enable Carers to Access Information, Advice and Guidance	Information and Advice for Carers	<p>Ensure that all professionals working with carers are aware of the Directory of Services operated by Slough CVS and the Information and Advice which is available locally.</p> <p>Promote information on the carer's webpage</p> <p>Agree other forms of communications</p>	Bite size training sessions for Council Staff and other Stakeholders by Spring 2024. Development of Information for Carers for promotion by Jan 26	<p><u>Year One Update</u> A number of Carers events were undertaken and these included information and advice for carers and professionals. Example of events were Autism Awareness Day, Carers Forum and Afternoon Tea, Slough Community Forum, SCVS Networking Forum etc. SBC Carers webpage created.</p> <p><u>Year Two Update</u> Implementation of Ask Sara and Carers UK digital platform / Jointly App. Ongoing training and awareness sessions on both Carers and Prevention among professionals on the offers available to Carers. Part of a rolling programme of support offered via operational Practice Forums Information concerning the Carers Offer and Information and Advice services available in the town was also presented at a number of events over 2025. These included: Carers Rights Day (November 2024), Carers Week Celebration (June 2025), Carers Forum and Networking Tea (September 2025)</p>

			<p>SBC webpage kept up to date including information on Ask Sara, Carers UK Digital Offer, Jointly App and new Carers Discount Card.</p> <p>https://www.slough.gov.uk/carers/carers-support</p> <p>Information and joining instructions for Carers UK digital support offer, the Jointly Apps and Ask Sara has been shared online and via the SVCS community network, ensuring local community groups are aware of the support for Carers.</p> <p>A communication plan has been developed with SBC communication team to develop and promote hard copies of Carers information to be readily available in Libraries, Hubs, Surgeries and Pharmacies.</p> <p><u>Year Three Planned Activity</u></p> <p>Development of Carers leaflet showing pathways into support is in development for completion by January 26.</p> <p>Create a carers information pack available in print and digital formats (in process) (CQC specific response)</p> <p>Develop a carers charter outlining rights, expectations, and commitments from the council. (CQC specific response)</p>
Benefit maximisation for carers	We will:	<p>Identify all available benefits: Carers should be made aware of all the benefits they may be eligible for and assisted in making applications for these.</p>	<p><u>Year One update</u></p> <p>The Council has a Debt and Welfare Team who offer help to carers to identify which benefits carers may be entitled to and they also support carers to complete application forms. These include carers allowance and council tax exemptions.</p> <p>Debt and Welfare Team have attended the Carers Steering Group.</p> <p>Aim to distribute 1000 DP leaflets by 31st December 2025 via the DP team, Social Workers, Translation Services, Comms Team and Slough Carers Support to provide support on managing DP's (new).</p>

	<p>Help with the application process: The process of applying for benefits can be complex and time-consuming. Help carers navigate the application process.</p> <p>Advocate for carers: Carers may face challenges when accessing benefits, such as eligibility criteria or long waiting times.</p> <p>Regularly review benefits: Carers' circumstances may change over time, which can impact their eligibility for benefits. Regularly reviewing their entitlements can ensure that carers continue to receive the financial support they need</p>	<p>Evidence carers feel they have enough support in accessing welfare benefits</p> <p>Ongoing</p>	<p><u>Year Two Update</u></p> <p>The Carers Support Service continues to work closely with the Debt and Welfare Team. 61 registered Carers have been referred since January 2025</p> <p>The Debt and Welfare team have attended all Carers events over 2025 and attend the Carers Steering Group.</p> <p>Carers can also access free digital information on Carers finances via the Carers UK digital offer.</p> <p>The proposed carers survey for customer feedback has not taken place as two other Carers' surveys have taken place over the last 12 months – the Provision of Respite Care and the Use of Assistive technology</p> <p>In addition, the statutory Survey of Adult Carers in England (SACE) survey is being undertaken during November 25.</p> <p>DP leaflet printed and distributed at carers events and via the DP team.</p> <p><u>Year Three Planned Activity</u></p> <p>Work with the Debt and Welfare team, the Poverty Forum and Carers groups to develop accessible sessions available through a range of media, including in person.</p> <p>Ensure the provision of targeted benefits advice sessions for carers experiencing financial hardship. (CQC specific response)</p> <p>Undertake a survey concerning support to carers to access welfare benefits and how effective this is.</p> <p>Include the distribution of DP leaflets into the Carers Information offer for ongoing use.</p>
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Priority 2 Identify and recognise carers at an early stage.	Maintain the list of carers	<p>We will:</p> <p>Identify the carers such as through referrals from healthcare providers or community organisations, self-identification through surveys or questionnaires, or through outreach efforts.</p> <p>Collect information: Once carers have been identified, it's important to collect information about them. This can include basic demographic information, such as their age and gender, as well as information about their caregiving responsibilities and the support they may need.</p> <p>Update the list regularly</p> <p>Protect privacy and confidentiality</p>	Updated list by 31st January 2024.	<p><u>Year One update</u></p> <p>Not progressed. There was some difficulty with the data transferring from SCVS to the Council. Recruitment of Carers Support Officer was also delayed.</p> <p><u>Year Two update</u></p> <p>Carers have been identified through various events taking place throughout the year.</p> <p>Since January 2025, Carers contacting the Carers Support Services have had their details manually recorded alongside their support needs.</p> <p>Recording is transitioning to taking place on the Adult Social Care case management system (LAS). This enables more accurate and simplified recording of numbers and demographic information as well as speedier onward assessment and support offer.</p> <p>The number of carers registered since Jan 25 is 63, bringing the total numbers of carers registered within the Carers Support Service to 160.</p> <p>The total number of carers known to ASC as of the September 2025 snapshot is 661.</p> <p><u>Year Three: Next Steps</u></p> <p>Maintenance of list which is regularly updated.</p>
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Priority 3 Promote Carer Awareness	Gathering more information around equalities information. BAME, LGBT	We will be setting out steps to strengthen the early identification of carers from Slough's diverse community including the underrepresented groups so that their particular needs can be more fully understood and addressed. This aligns with plans to bring the Carers Service in house so that it is embedded within the wider Adult Social Care Operational Team.	Data / information Ongoing – progress will be reported by 31st March 2024. .	<p><u>Year One update</u></p> <p>All carers' assessments include equalities information and ethnicity.</p> <p>Plans put in place to use SBC interpreter and translation service to help carers access support at events and provision of translated and culturally sensitive materials.</p> <p>Holding advice and information workshops in local trusted places like a mosque or gurdwara.</p> <p>Unpaid male carers group established in Slough in conjunction with Hope College.</p> <p>Carers provided training to health and social care students at East Berkshire College on their caring journeys.</p> <p><u>Year Two update:</u></p> <p>Demographic information is now reported when Carers register. The current analysis demonstrates the following % noteworthy increase or decrease from Feb 24 to Oct 25:</p> <p>Female carers as a % of all registered carers have increased from 65 to 81% Indian carers as a % of all registered carers have increased from 5 to 17% Christian carers as a % of all registered carers have decreased from 40 to 33% Hindu carers as a % of all registered carers have increased from 2 to 8% LGBTQ+ carers as a % of all registered carers have stayed at 0% Working carers as a % of all registered carers have decreased from 51 to 43%</p> <p>Full data has been added to the EQIA</p> <p>This data now provides a baseline against which to measure take up via differing groups of Carers. LGBTQ+ carers and male carers can be seen to be priority groups to target, as well as groups for whom English is a second language.</p>
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			<p>Whilst some mapping of key places of worship has taken place, the information workshops have not progressed.</p> <p>Work to include interpretation services at events has not progressed.</p> <p><u>Year Three Planned Activity</u></p> <p>Full transition to LAS recording will have taken place by December 2025. Full reporting on equalities and other data will commence in January 2026. Plans for strengthening early identification of carers from Slough's diverse communities will be put in place.</p> <p>Work with the Libraries to support digital inclusion for Carers is scheduled to commence on January 26</p> <p>The new digital platforms Carers UK and Ask Sara both have advanced accessibility functions including languages, spoken word, Plain English and screen contrast and large print. The Ask Sara accessibility function is already in place and the Carers UK improved functionality goes live in Jan 26</p> <p>Engagement to be undertaken with</p> <ul style="list-style-type: none"> • places of worship and • Engagement with community groups supporting under- represented Carers <p>From Jan 26.</p> <p>Findings from the engagement will support a translation and interpretation needs assessment to identify required resources to undertake the wider reach into hidden carers</p>
Understand more around safeguarding issues – Independent Domestic Violence Advocates for OP	We will ensure that IDVAs are aware of safeguarding issues to ensure the safety and well-being of the victim and any children involved.	Feedback from carers and carers leads locally and communication with Slough Safeguarding Partnership to achieve these actions.	<p><u>Year One update</u></p> <p>Safeguarding matters reported by the Carers Support & Development Officer through to the Duty Social Work Team.</p> <p><u>Year Two update</u></p> <p>The Carers Support and Development officers is aware of the mechanism for reporting Safeguarding concerns.</p>

		<p>IDVAs need to receive regular training on safeguarding issues and have access to appropriate resources and support. We will promote working closely with other professionals, to ensure a coordinated approach to safeguarding.</p>	<p>Improvements to be made as suggested by 31st July 2024.</p>	<p>We are currently working with the Safeguarding Lead to understand the current approach and guidance on Safeguarding in relation to Carers in order to review our approach.</p> <p><u>Year Three – Planned Activity</u> Continue to work with the Safeguarding Lead to co-produce guidance that can be promoted by the Safeguarding Partnership, as well as sensitive awareness raising with carers to ensure they take necessary breaks and respite. By July 26</p> <p>SBC have commissioned a new Domestic Violence service - Cranstoun – with whom links are to be made to understand how the Carers Support & Development officer can link immediately with IDVAs if aware of any safety/safeguarding issues to ensure the safety and wellbeing of the victim and any children. By December 25</p>
	<p>Facilitate training / briefing sessions for Adult Social Care Staff and other Professionals on the role of carers, including carers who do not self-identify as such.</p>	<p>Adult Social Care Staff to work with Carers to develop carer-led training / briefings to raise awareness of carers and their responsibilities and to address some of the issues and negative experiences of carers identified through the Strategy engagement,</p>	<p>Carer feedback, staff feedback. Between 2 and 4 Training and Briefing Sessions facilitated by December 23.</p>	<p><u>Year One update:</u> Not progressed</p> <p><u>Year Two Update</u> The World Social Work Day on Intergenerational Working included a talk from a current Carer. This was very well received and raised the confidence of the Carer. This has not yet progressed to the Carers Steering Group to develop an approach</p> <p><u>Year Three</u> Develop and implement carer led training by November 26</p>
Priority 4	Increase the number of	We will:	Data monitoring and evidence that	<u>Year One update:</u>

<p>Provide person-centred support – to enable carers to manage their own health and wellbeing and access to the right support at the right time</p>	<p>carers assessments</p>	<p>Make the process simple</p> <p>Provide different options: Some carers may prefer to complete their assessment online or over the phone, while others may prefer a face-to-face assessment.</p> <p>Prioritise high-risk groups: Some carers may be at higher risk of experiencing stress, mental health issues, or burnout as a result of their caring role</p> <p>Provide regular reminders: Carers' circumstances may change over time, which can impact their eligibility for support.</p> <p>Improving the timeliness of carer assessments and what those outcomes are.</p>	<p>there had been an increase up to a minimum of new carers assessments per year bringing the total to 200 this year (from 130). To be reviewed on 31st July 2024.</p>	<p>From March to September 24, 73 new carer assessments were carried out resulting in Direct Payments.</p> <p>Assessments can be carried out on the phone or in person or online. More information is currently being produced regarding renewal reminders for carers assessments. Carers assessments are currently prioritised according to carers circumstances</p> <p><u>Year two update:</u></p> <p>From September 24 Aug 25, a total of 316 carer assessments were carried and 355 DPs were started. This includes DPs from reviews of carers already known to ASC. resulting in 311 Direct Payments</p> <div data-bbox="1096 616 2010 1111"> <p>Assessment started between Sept 24 and Aug 25</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Assessments Started</th> </tr> </thead> <tbody> <tr><td>Sep-24</td><td>24</td></tr> <tr><td>Oct-24</td><td>35</td></tr> <tr><td>Nov-24</td><td>32</td></tr> <tr><td>Dec-24</td><td>15</td></tr> <tr><td>Jan-25</td><td>20</td></tr> <tr><td>Feb-25</td><td>26</td></tr> <tr><td>Mar-25</td><td>16</td></tr> <tr><td>Apr-25</td><td>38</td></tr> <tr><td>May-25</td><td>28</td></tr> <tr><td>Jun-25</td><td>27</td></tr> <tr><td>Jul-25</td><td>32</td></tr> <tr><td>Aug-25</td><td>24</td></tr> </tbody> </table> </div> <p>Carers assessments over the period are showing an upward trajectory.</p> <p>There is an existing process in place for fast-tracking carers in crisis to social care support.</p> <p>A pilot is currently underway of the use of Magic Notes within Carers assessments enabling the assessment to be populated automatically whilst speaking directly with a Carer and with their consent</p>	Month	Assessments Started	Sep-24	24	Oct-24	35	Nov-24	32	Dec-24	15	Jan-25	20	Feb-25	26	Mar-25	16	Apr-25	38	May-25	28	Jun-25	27	Jul-25	32	Aug-25	24
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				<p><u>Year Three – Planned Activity</u></p> <p>Continue to promote the fast-track system to carers and customers services. Include complexity as an additional flag alongside the review flag to ensure that those Carers at greater risk of distress or breakdown are prioritised.</p> <p>Liaise with Liquid Logic to seek to obtain an Easy Read or Plain English template than can be used for self -assessment.</p> <p>. The findings of the Magic Notes pilot will determine the next steps with a focus on timeliness of assessments.</p>
	Embed community connectors into Hospital Social Work Teams	We will ensure there is collaboration and communication between Hospital Social Work Teams and community connectors.	Feedback from carers and carers leads locally. Hospital Social Work Plans to demonstrate packages of support were fulfilled using the Community Connectors. An audit of this progress to be undertaken by 31st March 2024 <u>Year 2 update:</u> Further work is required with ICB colleagues to understand how hospital staff are supported to identify carers. By August 2026	<p><u>Year One update</u></p> <p>The dedicated Community Connector at Wexham Park Hospital (WPH) supports people on discharge linking in with both clinical and social work staff based at the hospital.</p> <p>21 Referrals were made from September 23 to July24,</p> <p><u>Year Two update:</u> Hospital-based Community Connectors received only 2 carers referrals from the hospital in the period July 24 to June 25, all of whom were referred to the Carers Support service.</p> <p>. As the social work team now only represent 3% of all referrals, this may indicate that Carers either do not flag their support needs to clinical staff, and/ or that health staff are missing opportunities to check with relatives about their caring role – whether or not they identify as a carer.</p> <p>More work is needed to test this assumption.</p> <p><u>Year Three-planned activity</u> Continue to work with WPH to identify and support carers through referral into Community Connectors and/or the Carers Support Service</p>
	Increase the number of carers	We will:	Data / information	<u>Year One update</u>

	<p>accessing Direct Payments</p>	<p>Raise awareness: Many carers may not be aware of the existence of Direct Payments or may not know how to access them.</p> <p>Simplify the process: The process of accessing Direct Payments can be complex, which may deter some carers from applying.</p> <p>Offer training and support: Some carers may lack confidence or feel overwhelmed by the responsibility of managing Direct Payments.</p> <p>Ensure there is advocacy available for people who need support.</p>	<p>Raise the awareness and increase the numbers of carers accessing Direct Payments by 10% by 31st July 2024</p>	<p>SBC have processed 73 new carer Direct Payments (DP) between March and October 2024.</p> <p><u>Year Two update:</u></p> <p>355 Direct Payments were made to carers over the period September 24 to August 24, compared to 315 over the previous 12 months, an increase of 40 or 12.7%</p> <div data-bbox="1080 457 1864 870" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">DPs started between Sept 24 and Aug 25</p> <table border="1"> <thead> <tr> <th>Month</th> <th>DPs Started</th> </tr> </thead> <tbody> <tr><td>Sep-24</td><td>25</td></tr> <tr><td>Oct-24</td><td>52</td></tr> <tr><td>Nov-24</td><td>37</td></tr> <tr><td>Dec-24</td><td>18</td></tr> <tr><td>Jan-25</td><td>38</td></tr> <tr><td>Feb-25</td><td>34</td></tr> <tr><td>Mar-25</td><td>20</td></tr> <tr><td>Apr-25</td><td>26</td></tr> <tr><td>May-25</td><td>27</td></tr> <tr><td>Jun-25</td><td>32</td></tr> <tr><td>Jul-25</td><td>28</td></tr> <tr><td>Aug-25</td><td>10</td></tr> </tbody> </table> </div> <p>DPs are showing a decrease in trajectory over the period. Data from the CQC report highlights the delays in reviews for Carers, without which Direct Payments cannot be authorised. Actions to remedy this are included in the CQC Carers development plan at the end of this action plan.</p> <p>Locality teams operate differing approaches to assessments resulting in big variations in throughput. A consistent approach will address the gap and speed up the process. By Jan 26</p> <p>Reviews are flagged 12 months after a Direct Payment is entered on the case management system. If the support offer is only advice and information only, the case has in the past been closed. This will now see the case transferred to the Carers Support service for ongoing support as and when needed.</p>	Month	DPs Started	Sep-24	25	Oct-24	52	Nov-24	37	Dec-24	18	Jan-25	38	Feb-25	34	Mar-25	20	Apr-25	26	May-25	27	Jun-25	32	Jul-25	28	Aug-25	10
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				<p>SBC aim to raise awareness by continuing to distribute DP leaflets and raising awareness through events – especially in relation to the Carers Rights Day scheduled for 20th November 2025.</p> <p><u>Year 3 Planned Activity</u></p> <p>We will work with ASC operational colleagues to Improve Carers' Assessments and Reviews by reviewing the whole carers approach – to include Mental Health pathways for carers.</p> <p>(CQC specific response)</p>
	<p>Support Carers During Transitions</p> <p>(CQC specific response)</p>	<p>Create a transition checklist for carers supporting young people moving to adult services.</p> <p>Develop integrated pathways between children's and adult services with clear communication protocols.</p>	<p>Co-produced transition checklist and parent carers</p> <p>Good comms to explain the process A 'what to expect document'</p> <p>Co-produce an all-age Carers Strategy</p>	<p>Year Three – planned activity</p> <p>By August 26</p> <p>A collaborative approach is already in place but will be reviewed and strengthened.</p> <p>A future practice session to be developed</p>
	<p>Promote the take up of ASC Portal for carers assessments</p>	<p>We will communicate these benefits to carers and their families. Highlighting the convenience, flexibility, and accuracy of the ASC Portal can help encourage more carers to use it. It may also be useful to provide training or</p>	<p>Feedback from carers</p> <p>Data monitoring</p> <p>Numbers accessing the Portal to increase by 40% in the next year up to 31st July 2024.</p> <p><u>Year 1 update:</u></p>	<p><u>Year One update:</u></p> <p>Not progressed.</p> <p><u>Year Two update:</u></p> <p>Members of the Carers Steering report finding the portal difficult to navigate. As the portal format cannot be altered, support via training and confidence building will need to be considered.</p> <p><u>Year Three Planned Activity</u></p> <p>Digital Services to check number of carers accessing the ASC portal. To plan response once the numbers are known.</p>

		support to carers who are less confident with technology or online portals / platforms.	Amend to 31 st August 2025	
	Develop an operational Carers Pathway to mirror this Strategy and the transition to an in-house service.	To work with operational colleagues to ensure all referral points on the Carers customer journey are reflected in the Carers Pathway and all teams are aware of their responsibilities.	Carer feedback, staff feedback New Carer Pathway developed by February 28th, 2024.	<p><u>Year One update:</u> Not progressed</p> <p><u>Year Two update:</u> Some work has been undertaken on developing an 'as is' process.</p> <p><u>Year Three Planned Activity</u> Conclude activity to determine the 'as is' position. Convene project groups to determine 'to be' position as of January 2026.</p>
	Review current respite and short break utilisation for those who are eligible.	Scope opportunities for further development of the offer within the available budgetary envelope.	Review concluded by Autumn 2024. Year 1 update: Amend to 31st March 2025 Any developmental work required to be scoped at the conclusion of the review. Carers Survey on replacement carer Review March 2025	<p><u>Year One update:</u> Not progressed</p> <p><u>Year Two update:</u> The SBC Carers Survey of replacement care was completed by 40 carers. 70% of whom do not use replacement care due to a number of barriers including concerns about quality of care, cost and availability.</p> <p>Commissioning proposals for respite provision for people with learning disabilities and autism were developed. However, these were not progressed due to the cost of the proposed model. Commissioning proposals for day activities were delayed.</p> <p><u>Year Three – Planned Activity</u> Map current respite provision and identify gaps, especially for culturally appropriate services. (CQC specific response)</p>

			<p>Any developmental work required to be scoped at the conclusion of the review.</p>	<p>Commission new short break services tailored to diverse communities and carers' preferences. (CQC specific response)</p> <p>Introduce a carers respite entitlement framework to ensure equitable access across the borough. (CQC specific response)</p> <p>Ensure that proposals for daytime activities and replacement care are reviewed and included within the commissioning forward plan.</p>
	<p>Ensure that the Annual VCS Grants Programme is informed by data on unmet need for carers.</p>	<p>Ensure that data is gathered through the in-house service to provide an evidence base for the annual VCS grants programme.</p>	<p>Data gathered on an ongoing basis and reported into the Steering Group</p>	<p><u>Year One update:</u> The Annual VCS grants programme was aligned to Council Strategy and informed by data. Three successful bids were for targeted support for Carers in Slough. An additional four bids undertake work that would include support carers as part of their universal offer to residents in Slough.</p> <p><u>Year Two update:</u> The Annual VCS grants programme was aligned to Council Strategy and informed by data. Five successful bids were for targeted support for Carers in Slough. An additional 8 bids undertake work that would include support carers as part of their universal offer to residents in Slough. The evaluation of the 3 carers bids from the 2024/25 Community Grant showed that 612 carers in total were supported over the 12-month period.</p> <p><u>Year Three - Planned Activity</u> To adopt a similar approach for Year three</p>

Priority 5 Ensure that carers are viewed as experts in care	Facilitate training / briefing sessions for Adult Social Care Staff and other Professionals on the role of carers, including carers who do not self-identify as such and carers as experts in care.	Adult Social Care Staff to work with Carers to develop carer-led training / briefings to raise awareness of carers and their responsibilities and to address some of the issues and negative experiences of carers identified through the Strategy engagement,	Carer feedback, staff feedback. Between 2 and 4 Training and Briefing Sessions facilitated by August 23.	<p><u>Year One update:</u></p> <p>Not progressed</p> <p><u>Year Two Update</u></p> <p>The World Social Work Day on Intergenerational Working included a talk from a current Carer. This was very well received and raised the confidence of the Carer. This has not yet progressed to the Carers Steering Group to develop an approach</p> <p><u>Year Three</u></p> <p>Develop and implement carer led training by November 26</p> <p>.</p>
Priority 6 Support effective Integration and partnership work – including co-production and ensuring that carers voice is central to any service development	Further develop the in-house carers service.	We will continue with our work plan and we brought this service in house on 1 st of July 2023. There will be a continuation of the development of the new in-house model. We need to agree the KPIs with the ICB to report back to the BCF. Looking at increasing the reach into more diverse communities by linking in with faith groups. Increasing the numbers of carers registered for	Changes to the current carers service provision KPIs and Outcome A new Carers Co-ordinator in place by December 2023. Develop the SBC carers webpage by March 31st, 2024. Review and report progress with these developments and the new model by 31st March 2024.	<p><u>Year One update:</u></p> <p>Carers Support and Development Officer appointed.</p> <p>Carers webpages on the Slough website have been updated.</p> <p>Improved engagement with five faith groups facilitated by the new Carers Support & Development Officer saw an increase in carers being registered by 40 as of 15th July 2024.</p> <p>Some improvements shown within the ASCOF survey.</p> <p><u>Year Two update:</u></p> <p>Carers Support and Development Officer embedded within the operational social work teams for 2 to 3 days per week.</p> <p>This allows new carer registrations and assessments to be inputted directly onto the ASC case management system, thus speeding up the process of assessment, and calculation of any direct payments and support package as needed.</p> <p>The number of carers registered since Jan 25 is 63, bringing the total numbers of carers registered to 160. This shows an increase of over 60% in registrations in the last 7 months</p>

		<p>preventative support by 40% by 31st July 2024.</p> <p>Improved User satisfaction, carers feeling they have more say in service development.</p> <p>Increasing the hits to our carer webpage.</p> <p>Introduce an annual wellbeing survey/user satisfaction survey.</p>		<p>Following agreement from the Carers Steering Group, the Survey of Adult Carers in England will provide a wider range of indicators on how Carers experience support in Slough. A number of SACE indicators are used within the ASCOF report (as quoted in the Year One update). However, the data quoted within the SBC ASC CQC report came from SACE reporting and demonstrated a more mixed picture for Carers in Slough.</p> <p>The Steering Group agreed that the previous SACE indicators should provide the targets against which we measure progress against the Strategy.</p> <p><u>Year Three - planned activity</u></p> <p>Following the conclusion of the statutory SACE survey of Carers supporting people known to ASC, we will use the SACE questions to survey carers more generally, including registered carers. This will provide feedback a fuller picture if carers live in Slough, not just those already known to ASC.</p>
	Re-establish the carers forum and a new Carers Steering Group	<p>We will engage with the providers and with carers via the Co-production Network.</p> <p>We will engage all carers through the Co-production Network and wider Carers Groups and Carers Lead to set up the new Carers</p>	<p>Start date and drafting of a Terms of Reference for both the forum and for the new Carers Steering Group to be in place by 30th November 2023.</p> <p>Achieved for the Carers Steering Group.</p>	<p><u>Year One update:</u></p> <p>A new Carers Forum was established.</p> <p>The Carers Steering Group was established and co-chaired by an officer and an expert by experience. Participation includes a cross section of partners, volunteers, Co-Production Network and wider SBC colleagues with significant passion for change.</p> <p>The Terms of Reference were in place for the Carers Steering Group since its inauguration.</p> <p><u>Year Two update:</u></p>

		<p>Steering Group which will be co-produced and be the monitor of this Carers Action Plan. The Away Day and Survey feedback are cross referred in this Strategy</p>		<p>Second Carers Forum was hosted by the Moxy Hotel (Slough). 70 carers across carer groups in Slough attended.</p> <p>The Carers Steering Group membership has remained consistent although officers still outnumber carers.</p> <p>The use of task and finish groups relating to priorities has been replaced by the development of 'ad hoc' task and finish groups to respond to pressing needs identified within the Steering Groups.</p> <p><u>Year Three - Planned Activity</u></p> <p>Progress three-year strategy action plan including existing and new actions to conclusion..</p>
<p>NEW Priority 7</p> <p>Support the raising of standards of living for carers.</p>	<p>Raise awareness of carer issues and enable carers to access flexible working arrangements.</p>	<p>Work with internal and external partners including DWP and Ways into work to create awareness with local employers to promote flexible working arrangements for carers.</p>	<p>Future SAC returns will show improvements in the numbers of Carers in Slough who are employed By 2027/28 return</p>	<p><u>Year Three - Planned Activity</u></p> <p>Influence the development of a carers employment support programme including training, CV workshops, and job matching.</p> <p>(CQC specific response)</p>
<p>NEW Priority 8</p> <p>Progress an all-age approach towards working with carers.</p>	<p>Develop an All-Age Carers Strategy with Slough Children First.</p>	<p>Establish a multi-agency steering group.</p> <p>Undertake analysis of current carer support services, pathways of</p>	<p>Draft Strategy developed over 2026 with plan to implement over 2027.</p>	<p><u>Year Three - Planned Activity</u></p> <p>Develop the approach with Slough Children First</p>

		<p>provision and support any gaps.</p> <p>Co-produce a new strategy.</p> <p>Review and align policy and procedures.</p> <p>Pilot integrated approaches.</p>		
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