

Appendix 1

Quarter 3 Update - Torbay Carers' I Statements with Key Performance Indicators

- 1. As soon as I start my caring role, I want to be identified, recognised and valued as a Carer.**

Q3 24-25 Progress

- Torbay and South Devon NHS Foundation Trust (TSDFT) new induction program starts in February. Only staff Carers to be mentioned but there will also be a physical stand. Short on-line training developed for Carers of people in Hospital and is being rolled out across staff. Further training to be developed relevant to staff roles. 175 staff had awareness training this quarter.
- Children's Social Care investigating developing a suite of various levels of Carer awareness training relevant to people's roles across the Council.
- Devon Partnership Trust (DPT) rolling out training across its staff - 65% of secure inpatient staff completed e-learning this year. 38 completed webinar.
- Council – identified 80 staff Carers (21 this quarter)
- TSDFT – 121 staff Carers (7 this quarter)
- DPT – 93 staff Carers (9 this quarter)
- 98 Carers' lanyards issued this quarter
- Qualitative evaluation being planned by Children with Disability Team.

Additional progress

- Council's MyBay being free for unpaid Carers has raised awareness about unpaid Carers.
- All organisations were involved in Carers Rights Day events in November and associated publicity.

2. I want to be able to easily find information, advice and support to meet my needs as a Carer.

Q3 24-25 Progress

- Systems now set up to measure above data
- 165 self-referrals to Signposts, 141 self-referrals to Torbay Carers' Register.
- average referrals per quarter by partner organisations is 32 compared with 22 last year

Additional Progress

- Carers UK webinar organised for Council and Trust managers about supporting staff Carers.
- Carers most commonly-used leaflets have been updated and circulated to information sites.

3. I want to know that every Carer involved in a person's care can have a Carer's assessment when they need one.

Q3 24-25 Progress

- Amendments made to Adult Social Care to database to improve identification of Young Carers
- GP-based Carer Support Workers - 429 assessments against annual target 500.
- Carers Aid Torbay already reached annual target of 100 Assessments (111)
- Devon Link-up for Carers of people with a learning disability – new to service on April 1st, but now on track with 35 assessments against annual target of 50
- 1376 combined assessments by Adult Social Care
- Young Carers – disappointing figures for referrals from other organisations – 2 from Adult Social Care this quarter, none from mental health or substance misuse services.
- Qualitative evaluation being planned by Children with Disability Team.

4. I want to be confident that Carers guide all things that affect them.

Q3 24-25 Examples

- Carers Services – Carers involved in leaflets mentioned in Section 2, Carers Register developments, newsletter and Carers Rights Day planning
- DPT – Carers involved in Carers Awareness training
- Carer Feedback at Carers Rights Event attached at Appendix 2
- Qualitative evaluation being planned by Children with Disability Team.

5. I want the care and support to the person that I care for to also meet my needs as their Carer.

Q3 24-25 Progress / Examples

- Council – Carer involved in recruitment of Director of Adult Social Services
- Adult Social Care Community Services Manager engaging with Carers of Adults with a learning disability and addressing their feedback.
- DPT – Carer involvement in recruitment of CEO and Non-executive Director
- Audit questions amended to explicitly measure this.
- Qualitative evaluation being planned by Children with Disability Team.

Update on Torbay Council Specific Actions

1. Torbay Council has promoted carer self-identification, our communications team have produced and disseminated communications to support public awareness of Carers such as during Carers' Week / Carers' Rights Day / Young Carers' Action Day. This is the Communications annual forward plan. The council tax booklet includes information on how to contact the Carers Service.
2. Torbay Council's HR team have developed systems to identify staff Carers at appointment and at annual reviews.
3. Torbay Council to have Carer Awareness training at a level appropriate to their role. Children with Disabilities Team are developing this in partnership with TSDFT.
4. The Council has maintained funding for Carers Services and Young Carers provision
5. As an employer we have consolidated our support to carer's endeavours to mitigate the negative impacts of caring – mental / physical / educational / financial / employment via a staff session with Carers UK and now have a staff network.
6. Torbay Council's HR team has worked across the organisation to offer supportive working arrangements to assist individuals to meet their caring responsibilities. Carer's leave was introduced in April 2024.
7. Torbay Council continued its recognition of Carers as employees with the 'my manager cares I'm a carer' award.
8. Torbay Council waived the fee for the 'My Bay' residents discount scheme for carer in thanks.
9. Young carers strategy refresh is due for 2025/30 and is being planned.