

Plymouth City All Age Unpaid Carers Strategy

Supporting carers, strengthening community

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What is the Plymouth All-Age Unpaid Carers Strategy?

- In recognition of the **incredible contribution** that unpaid carers provide
- The **vital role and value** of unpaid carers and toll that caring can take on health and wellbeing
- Partners came together to co-produce the carers strategy that contains **key priorities** and commitments to support unpaid carers for over 3 years, 2025 -2027 (inclusive)
- It **addresses the needs of carers** of all ages and backgrounds
- It aims to create an **inclusive and caring environment** for those providing unpaid care
- Guides **decision-making** by serving as a reference point



CARERS IN PLYMOUTH



23,956

According to the 2021 Census, there are over twenty-three thousand carers in Plymouth.



Provide up to 19 hours of unpaid care per week



Provide 20-49 hours of unpaid care per week



Provide up to 50 or more hours of unpaid care per week



More women than men are carers, with the highest number in the 50-59 age group



In the 2024 School Census in Plymouth there were **730 young carers** identified in primary and secondary schools.

2025 – 2027

PLYMOUTH ALL AGE UNPAID CARERS STRATEGY

SUPPORTING
CARERS,
STRENGTHENING
COMMUNITY

CARERS STRATEGIC PARTNERSHIP BOARD



Challenges Faced

- Recognised challenges across the **social care sector** with workforce recruitment and retention
- Insufficient funding, low pay, **reliance on informal** family and friend carers
- An ageing population, **people living longer with conditions**, and care being brought closer to home
- Caring will feature in **even more people's lives** in the future
- Every day, **12,000 people** become unpaid carers nationally (*Carers UK*)

How was the Carers Strategy Co-produced?



Task & Finish Group



Research & statutory guidance



Feedback through surveys

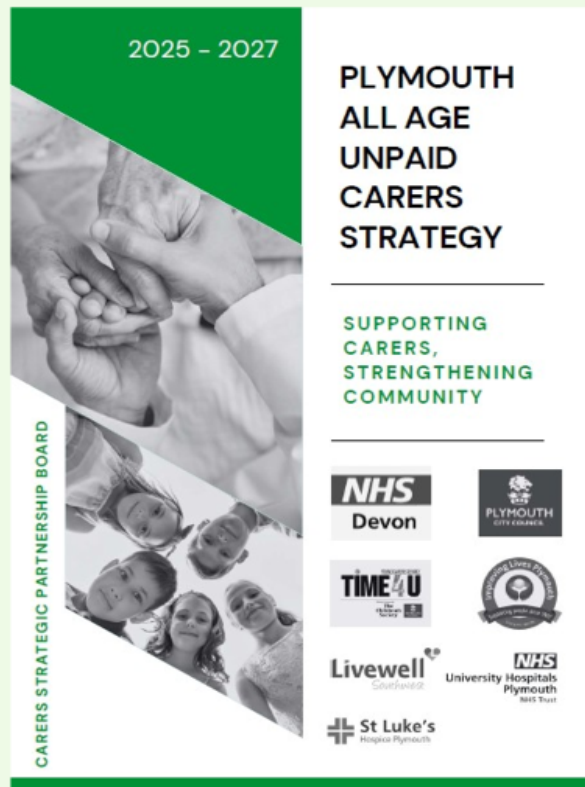


Carer engagement

Key priorities for the strategy

CARERS STRATEGIC PARTNERSHIP BOARD

OUR 6 PRIORITIES IN SUMMARY



ONE

Improved access to support service that work for carers

TWO

Enhanced financial support helping carers to have better access to support & information on financial matters & rights

THREE

Improved health, safety & wellbeing of unpaid carers (Emotional & Psychological support)

FOUR

Improve early identification & recognition of unpaid carers

FIVE

Improved information, advice & communication

SIX

Support for when your caring role changes

The Implementation Plan

1. A Working Group from the CSPB met regularly to develop **the action plan**
2. The Action Plan is based on the **6 priorities from the strategy** but also includes **actions from the previous CSPB plan**. There are a series of objectives under each priority area with associated actions and outcome measures
3. Each member of the **Working Group is leading** the actions for each of the priorities, to oversee implementation
4. Progress on the actions are **reported back to the CSPB**.

Priority 1: Improved Access to Support Services

Key Achievements

- RAG-rated assessment tools to reduce waiting times
- “Waiting Well” policy to manage risk and support carers
- Review of Carer Support Plans with Livewell
- Surveys and focus groups to improve communication
- Work with MH inpatient units, Virtual Wards, and discharge pathways
- New reporting tools to identify carers earlier in ASC



Priority 2: Enhanced Financial Support

Key Achievements

- Carer Money Matters programme supporting income maximisation
- Benefits checks and entitlement reviews
- Energy-saving advice and cost-of-living support
- Links with Connect to Work for carers returning to employment

Priority 3: Health, Safety & Wellbeing

Key Achievements

- Enhanced sitting service (up to 8 hours respite)
- Volunteer sitting service for ongoing weekly breaks
- Discounted hotel stays and days out
- Counselling offer (6 sessions per carer)
- Nine peer-support groups running monthly
- Digital platform “Bridgit” launching soon



Priority 4: Early Identification & Recognition

Key Achievements

- Three ASC teams part of Triangle of Care pilot
- Training includes young carers and “No Wrong Doors”
- Additional SACE survey questions for better insight
- Stronger links with refugee, asylum and GRT communities
- Employers for Carers promoted widely

Priority 5: Improved Information & Communication

Key Achievements

- Young carers co-producing DWP resources
- Carers Allowance info added to POD
- BrigitCare app developed for adult and young carers
- Focus on youth-friendly digital channels



Priority 6: Support When Caring Roles Change

Key Achievements

- Partnerships with mental health and grief support groups
- Transition pathway for young carers being co-produced
- Support for former carers for 6 months after caring ends
- Connect to Work offering tailored employment support
- Plans for a single volunteering directory



How we know we are making a difference

1. Both **qualitative and quantitative** measures across the 6 priorities, i.e. carer feedback and satisfaction (surveys, voice groups)
2. Assessing **improvements in carers'** physical and mental health through check-ins
3. Tracking the **increase in the number of carers identified**
4. Measuring the **participation of carers in community** activities and support groups
5. Policy and **systematic changes**
6. The CSPB is working with the **HDRC** to create and implement an evaluation framework that encompasses all of the above



Any Questions?

Thanks for listening

