

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 50 ore 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



- 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

