

# Strategy for Unpaid Carers: Delivery Plan Annual Report

## 01 December 2021 – 31 December 2022

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### Priority 1: Identifying and valuing unpaid carers

All unpaid carers must be valued and supported to make an informed choice about the care they provide and to access the support they need whilst caring and when the caring role comes to an end.

<b>Priority 1 theme: Valuing unpaid carers</b>		<u>Monitoring</u>		
<b>Strategy Commitments</b> The commitments we made in the Strategy under this theme include encouraging unpaid carers to self-identify, and raise public awareness of the value of unpaid carers by: <ul style="list-style-type: none"> <li>• Supporting annual events celebrating carers' rights.</li> <li>• Using Ministerial messaging and media channels to ensure unpaid carers are valued and recognised.</li> <li>• Ensuring all messaging is accessible to young and young adult carers.</li> </ul>				
How we will achieve this		Sector/organisation	Timeframe	Completed activity and next steps
1.1	Work with partners to promote positive messaging relating to the value of unpaid carers to the Welsh economy, communities and health and social care system. Messaging will, at a minimum, link in with annual events so that carers'	Welsh Government, public sector, third sector.  Key stakeholders: Carers MAG discussion / specific contacts with national carer organisations	Ongoing, annual. For example:  Young Carers Action Day (March 2022),	National Carers rights information campaign autumn 2021 – spring 2022  Carers' Charter for Wales - launched on 27 <sup>th</sup> September 2022. The charter was developed in co-production with unpaid carers and members of the Carers Ministerial Advisory Group.  <a href="#">Charter for unpaid carers   GOV.WALES</a>

	rights are promoted on a rolling basis.	CTW / AWF/ CW (Wales Carers Alliance members and other networks)	Carers Week (June 2022), Carers Rights Day (November 2022)	<p>National Carers Summit March 2022 - Carers Wales organised five days of information and feedback sessions for unpaid carers which was held in March 2022. The Deputy Minister for Social Services and Chief Social Care Officer for Wales attended. The CSCO also attended a follow up seminar.</p> <p>Carers Rights Day 24<sup>TH</sup> November 2022 (Theme of cost of caring)</p> <p>The Deputy Minister for Social Services attended an awareness raising event to help promote the Jointly App. A Written Statement and social media messaging was released by the DMSS to celebrate all unpaid carers.</p> <p><a href="#">Written Statement: Carers Rights Day (24 November 2022)   GOV.WALES</a></p> <p>In the third sector Carers UK continues to lead Carers Rights Day and Carers Week activities at a UK level.</p>
1.2	Promote opportunities for Ministers to meet with and hear directly from unpaid carers of all ages.	Welsh Government.	Immediate and ongoing.	<p><b>Carer Engagement Framework (Adults)</b></p> <p>Carers Trust Wales organised two adult unpaid carer events as part of Carers Week in June 2022 the first opened by the Deputy Minister for Social Services.</p> <p><b>YOUNG CARERS</b></p> <p><b>Young Carers Action Day May 2022</b> - The Deputy Minister for Social Services met with a group of young carers living in Pembrokeshire</p> <p>14<sup>th</sup> July – A joint ministerial meeting with young carers from across Wales was held with both the Minister for Education and Welsh Language and the Deputy Minister for Social Services</p> <p><b>Young Carers Festival 2022</b></p> <p>The first national Young Carers Festival was held in mid Wales from 23-25<sup>th</sup> August 2022. The DMSS attended on 24<sup>th</sup> August and met with young carers. 300 young carers, plus young adult carers and project workers attended during the three days.</p> <p><b>Other activities</b> - The Deputy Minister for Social Services and Welsh Government officials are pro-actively engaging with key sectors and exchanging opportunities for Welsh Ministers to engage with activity</p>

				via contacts of the Carers Ministerial Advisory group members. These include local authorities (LAs), local health boards (LHBs), Regional Partnership boards (RPBs) and others including Commissioners.
<b>1.3</b>	Work with unpaid carers with a diverse range of lived experiences, and representative organisations to ensure messaging is accessible to a broad range of people. For example, in Welsh, in ethnic minority languages, in British Sign Language, audio or braille, easy read, and in formats that are accessible for children and young people.	Welsh Government, public sector, third sector.	Immediate.	<p>This activity is a key element of the new carers engagement framework approach with Carers Trust Wales engaging with different carer cohorts. Examples of activity include research with ethnic minority communities, and participation of the local Chinese Society in a Carers Week event. Also, the £500 Carers payment information campaign was expanded to include key ethnic minority languages to maximise take up of the payment.</p> <p>Officials will consider any impact arising from planned legislative recognition of British Sign Language (BSL) and the Welsh Government launched its Anti Racist Wales Action plan. A number of strategic plans are being updated and reviewed with links to unpaid carers activity e.g. Together for Mental Health.</p> <p>Utilising Welsh Government's Sustainable Social Services Third Sector grant funding, Carers Wales ensures all information and advice resources for carers are provided in both Welsh and English.</p>
<b>1.4</b>	Work with stakeholders to think creatively about how we can promote messages in places where a broad range of unpaid carers will access them. For example, learning environments, youth/ social clubs, local shops and private businesses, community centres etc.	Welsh Government, public sector, third sector	Immediate.	<p>The national carers' rights printed phase of the information campaign targeted a range of community focused locations, including GP surgeries and libraries.</p> <p>LAs offering the national Young Carer ID card are delivering local or regional information and resources with third sector commissioned providers. LAs are also working with local businesses, schools, colleges, leisure facilities albeit discounts are not funded as part of the national ID card project.</p> <p>We are promoting good practice by acting on learning from Age Cymru, Carers Wales and Carers Trust Wales's Sustainable Social Services Grant funded projects and others, for example Carers Wales shares Welsh Government funded information resources for carers via GP surgeries, community pharmacies, libraries, supermarkets and large employers etc.</p>

1.5	Review the available data on the economic value of unpaid care, at both the national level and individual level, and consider whether it reflects the current picture or if further analysis is required.	Welsh Government.	By the end of 2022.	<p>A review by officials of research papers and carers focused reports showed that the estimate of £8.1 billion as the monetary value of the care provided by unpaid carers in Wales each year remains in use to date. This is based on the Carers UK Value for Caring report calculation from 2015.</p> <p><a href="#">Value of unpaid care in Wales reaches over £8 billion a year - Carers UK</a></p> <p><b>Third Sector: Carers Wales reports</b></p> <p>Publications in 2022 included the “State of Caring Wales report 2022”. The Carers Wales reports have sought to highlight and estimate the changes in economic value of unpaid care during 2022 with unpaid carers affected by the pandemic and also the Cost-of-Living crisis.</p> <p><b>Future activity</b></p> <p>Work will be progressed in 2023 to analyse the value of unpaid care using the UK 2021 Census data which will include Welsh data on the total numbers of carers and hours of care per week</p>
1.6	<del>Approach people in the public eye who are willing to become ambassadors and promote and celebrate unpaid carers.</del>	Welsh Government, third sector	By the end of 2022.	It was agreed by the Carers Ministerial Advisory Group meeting on 18 <sup>th</sup> October 2022 to remove this action from the delivery plan.
<p><b>Strategy Commitments</b></p> <p>We will:</p> <p>Work with partners to continue our Unpaid Carers’ Rights Awareness Campaign and work with stakeholders to promote its messages to a broad range of carers.</p>				
<b>How we will achieve this</b>	<b>Sector/ organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>	

1.7	Deliver second phase of carers' rights campaign.	Welsh Government, Carers Trust Wales, Carers Wales.	Carers rights campaign – between October-November 2021.	Complete - delivered second phase in late 2021 and third phase in spring 2022
<p><b>Strategy Commitments</b></p> <p>We will:</p> <ul style="list-style-type: none"> <li>Adopt the term 'unpaid carer' and encourage our partners to use the same terminology.</li> </ul> <p>Work with unpaid carers and their representatives to challenge any stigma associated with their caring role.</p>				
<b>How we will achieve this</b>		<b>Sector/ organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
1.8	<p>Work together to establish a set of language principles for use around all aspects of unpaid care, support and awareness raising. As part of this action we will:</p> <ul style="list-style-type: none"> <li>Ensure that the principles capture the fundamental need for many people to be able to access services in Welsh.</li> <li>Ensure that the principles reflect the need to ensure communication is user-friendly for unpaid carers with a broad range of lived experiences, language requirements and with accessible communication needs.</li> </ul>	Welsh Government, unpaid carer representatives, Ministerial Advisory Group for Unpaid Carers, public sector, third sector.	By the end of 2022.	<p>Initial scoping on developing principles has been undertaken. Further work will commence in 2023. See links with 1.2 and 1.3 actions above.</p> <p>This action is also impacted by the publication and requirements contained in the updated More Than Words strategy. This sets out the key requirements for delivery of social and health services in relation to the Active Offer and the Welsh language.</p> <p><a href="#">More than just words: Welsh language plan in health and social care   GOV.WALES</a></p> <p>The Welsh Government published its new Carers Charter, which was co-produced with the Carers ministerial advisory group and unpaid carers. Published on 27<sup>th</sup> October 2022.</p> <p>Welsh Government, Social Care Wales (SCW) and other key public bodies consistently use the term unpaid carer and the term care worker, social care workers or social worker to distinguish between the groups.</p> <p>Unpaid carer engagement framework events in 2022 on identification of unpaid carers, highlighted continuing concerns that a number of individuals do not identify with the term 'carer', including for those whose first language is not English or Welsh.</p>

	<ul style="list-style-type: none"> <li>Avoid stigmatising language and prioritise where possible the caring relationship between the carer and those they care for (e.g. family member, friend, neighbour).</li> </ul>			
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<b>Priority 1 theme: Raising awareness of unpaid carers</b>				
<b>Strategy Commitments</b>				
We will:				
<ul style="list-style-type: none"> <li>Raise awareness of unpaid carers amongst professionals who may have contact with them across all sectors and setting.</li> <li>Explore how statutory services can better identify and record information on unpaid carers.</li> <li>Ensure services are designed to meet the needs of the individual which includes receiving treatment and care through the medium of Welsh.</li> </ul>				
<b>How we will achieve this</b>	<b>Sector/ organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>	
<b>1.9</b>	Via the Sustainable Social Services Third Sector Grant, fund and provide Carer Aware training, working with staff at all levels of social care and health systems to raise awareness of rights, share good practice, and encourage coproduction.	Welsh Government, public sector, third sector.	31 March 2023.  The grant scheme was extended into 2025, with an additional two years of funding for projects.	The Carers Wales and Carers Trust Wales joint project has trained over 300 social workers and health care professionals and pre-registration health and care students in Wales, on the 'Carer Aware' training programme. Short videos and Good Practice Principles were co-produced with the British Association of Social Workers (BASW), social workers themselves and unpaid carers as guides for how to improve the working relationship between social workers and carers.
<b>1.10</b>	<u>Training</u> Review the wealth of training options currently offered across Wales, identify gaps and explore options to develop and share examples of best	Welsh Government, public sector.	By the end of 2024.	The Social Care Wales Workforce Development Programme (SCWWDP) grant clearly identifies unpaid carers as a group whose training needs need to be planned for and met.  The development of new qualifications was supported by a wide range of representatives across the health, social care and childcare sectors.

	<p>practice to support professionals in a variety of different settings.</p> <p>As part of the review above, explore the inclusion of modules on Welsh language needs, and the importance of identifying and meeting the needs of marginalised and seldom-heard groups, and young carers.</p>			<p>SCW has integrated unpaid carers into all of the main units / qualifications at levels 2, 3 and 4. It has also taken this approach at level 5 but also has 2 specific units – <i>lead and manage support for carers</i>, and <i>lead support for carers</i>.</p> <p>The coverage of work with carers includes elements of the SSWB Act as appropriate to each qualification / level, e.g. the SSP qualification covers in detail carers rights to assessment whereas this is only referred to in Health and Social Care Level 2 and Level 3 practice.</p>
1.11	<p><u>Training</u></p> <p>Explore options for including mandatory pre and post qualification training and Continuing Professional Development for health and social care workers to help them identify and meet the needs of unpaid carers.</p>	Welsh Government.	By the end of 2024.	<p>As part of the Carer Aware project the lead organisations are reviewing the e-learning for carer awareness which is available to health and social care professionals through the NHS learning platform.</p> <p>Carer Aware started providing training to students on health and care courses at Higher and Further Education level, supporting the pre-registration workforce to begin their career informed about how to support unpaid carers.</p>
1.12	<p><u>Training</u></p> <p>Explore the quality and availability of modules regarding unpaid carers in higher education courses, and whether they meet the needs of future professionals coming into contact with unpaid carers.</p>	Welsh Government, Higher Education.	By the end of 2023.	<p>Through the Carer Aware project, Carers Wales and Carers Trust Wales are working with colleges and universities across Wales to provide resources to ensure those qualifying in social work and health professions understand unpaid carers and their needs. (Links to Priority 1.9)</p>
1.13	<p><u>Accreditation</u></p> <p>Review the availability and impact of existing accreditation schemes, such as the Investors in Carers scheme,</p>	Welsh Government, public sector, third sector	By the end of 2024.	<p>Work will be required to continue mapping existing successful schemes and explore how these are funded and what opportunities there may be to expand them or adopt them as templates for use across Wales.</p>

	Carer Friendly scheme and Young Carers in School programme and identify gaps and explore options to develop and share best practice			<p>Initial discussions have been held with LHBs, Carers Trust Wales and Care Collective about the existing Young Carers in Schools programme.</p> <p>The Employers for Carers accreditation programme, led by Carers Wales, provides the opportunity for any employers to introduce policies and training for staff which support unpaid carers in their workforce.</p>
1.14	<p><u>Resources and guidance</u></p> <p>Promote the resources and guidance offered by Social Care Wales to help social care practitioners working with unpaid carers.</p>	Welsh Government, public sector, third sector.	Immediate	<p>Regular use of Social Care Wales bulletins to raise awareness of unpaid carers to the social care and social work workforce including training and development opportunities – reach of circa 40,000 registrants and other subscribers.</p> <p>A new category in Social Care Wales Accolades to recognise work of teams and individuals with unpaid carers. <a href="#">2023 Accolades   Social Care Wales</a></p> <p>All communications and messaging by SCW are bilingual.</p>
1.15	<p><u>Recording carer status</u></p> <p>Explore the benefits, limitations and ethical considerations of a national register for unpaid carers, and whether a national mechanism is required to support GPs to maintain information on unpaid carers.</p>	Welsh Government, Ministerial Advisory Group for Unpaid Carers	By end of 2023	<p>Discussions are ongoing with the Ministerial Advisory Group on Unpaid Carers, Welsh Government officials and Digital Health Community Wales, to agree a way forward with the intention of launching a register in 2023 which gives unpaid carers option of self-registration.</p>
1.16	<p><u>Carers champions</u></p> <p>Encourage organisations to appoint a carers' champion and support them in their role via existing and proposed resources and training.</p>	Welsh Government, public sector, private sector.	Immediate	<p>This activity links with Priority 4 and activity by Carers Wales, Welsh Government and others to promote awareness of employed carers.</p>
1.17	<p><u>Supporting unpaid carers through hospital discharge</u></p>	Welsh Government, Local Health Boards, third sector.	By end of 2023.	<p>Carers Wales has recently updated its <i>Coming Out of Hospital Guide</i> for unpaid carers and is working with NHS Confederation Wales to promote the guide.</p>



	<p>Explore options to share more widely existing good practice schemes that identify and offer support to unpaid carers through the hospital discharge process, for example Hospital Facilitators (North Wales). This will be particularly important for individuals who are encountering their role as carer for the first time.</p>			<p>The £1m carer funding to LHBs which is now managed by Regional Partnership Boards was refocused in 2022-23 towards support for carers when the person they care for is admitted to or discharged from hospital. The funding is ring fenced in the Regional Integration Fund (RIF).</p> <p>Carers Trust Wales, through the Welsh Government Sustainable Social Services grant, funded the “Carer Aware” project which has engaged with health board carer leads and unpaid carers to develop guidance to help hospital professionals work with carers in the discharge process. Publication is planned for spring 2023.</p>
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<p><b>Priority 1 theme: Working with local authorities to improve carers assessments</b></p>				
<p><b>Strategy Commitments</b>  We will:</p> <ul style="list-style-type: none"> <li>Use the data we collect to develop a range of solutions that enable local authorities to deliver timely, effective statutory assessments that are responsive to individual needs of unpaid carers.</li> </ul>				
<p><b>How we will achieve this</b></p>		<p><b>Sector/ organisation</b></p>	<p><b>Timeframe</b></p>	<p><b>Completed activity</b></p>
<p><b>1.18</b></p>	<p>Use the findings from the SCIE research commissioned by</p>	<p>Welsh Government.</p>	<p>By end of 2022.</p>	<p>The Chief Social Care Officer for Wales has commissioned the Association of Directors of Social Services Cymru (ADSSC) to</p>

	Welsh Government, Public Health Wales's Data Development Project, and data from the Performance and Improvement Framework to determine what specific actions are needed to improve the take up carers needs assessments.			undertake a rapid review of ongoing impact of Covid 19 on the provision of local authority services to unpaid carers. Work has commenced on the review.
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### Strategy Commitments

We will:

- Discuss with Social Care Wales the need to develop further training and information resources for the social care workforce.

How we will achieve this	Sector/organisation	Timeframe	Completed activity
<p><b>1.19</b> Work with SCW and local authorities to determine what further guidance and resources are needed to support the social care workforce with carers' needs assessments.</p> <p>This could include a review of existing sources of good practice guidance for professionals carrying out assessments, for example Rhondda Cynon Taff Carer Conversations guidance.</p>	Welsh Government, Local Authorities.	By end of 2023.	<p>Carers Wales has published Good Practice Principles for social workers and a range of information films freely available at <a href="http://www.carerswales.org">www.carerswales.org</a></p> <p>The existing Carer aware e-Learning resource has been available on the NHS learning platform. The current content has been reviewed and remains relevant and current for the intended audiences. It will be reviewed again in early 2023 to reflect new UK 2021 census figures.</p> <p><a href="#">Working with unpaid carers   Social Care Wales</a></p>

### Priority 1 theme: Supporting unpaid carers voices to be heard

### Strategy Commitments

We will:

<ul style="list-style-type: none"> <li>Invest in mechanisms that support unpaid carers to have their voices heard at national, local and regional levels.</li> </ul>				
How we will achieve this		Sector/organisation	Timeframe	Completed activity
1.20	Review the membership of the Carer Engagement Group to ensure it includes representation from a diverse range of carer experience.	Welsh Government.	By March 2022.	Following completion of the review, a new Carer Engagement Framework was put in place for both adult and young carers in 2022-23.
1.21	Share examples of best practice regarding existing regional carer engagement panels or steering groups that facilitate the inclusion of the carer voice and experience in the development and delivery of services.	Local Authorities.	By end of 2022.	Carers Wales continues to host quarterly meetings of the Regional Partnership Board Carer Representatives to provide support and share best practice.  In Pembrokeshire, a Carers Voice Forum was established in January 2022, to provide a mechanism to involve carers in the design and development of support services.
1.22	Explore different formats for obtaining the views of unpaid carers to inform service development and delivery that take into account the fact that unpaid carers can often be time-poor and may not be able to commit to regular meetings. For example questionnaires, listening exercises.	Local Authorities, Health Boards.	By end of 2022.	Carers Trust Wales delivers the Unpaid Carer Engagement Framework on behalf of Welsh Government. There is regular engagement with unpaid carers, meetings are open to all, held online and with a national remit.  Specific meetings are held to hear from carers who are under-represented in services. All meetings are themed around the Strategy's priorities. A parallel workstream was established in summer 2022 to hear from young carers and young adult carers at a national level. Both workstreams report quarterly to the Carers Ministerial Advisory Group and Welsh Government officials.  Feedback is provided by Wales Carers Alliance members and other organisations through regular meetings with Welsh Government officials, discussions with Welsh ministers.
<b>Strategy Commitments</b> We will: <ul style="list-style-type: none"> <li>Support unpaid carers on Regional Partnership Boards and in local communities to feel more confident in their representative roles.</li> </ul>				

How we will achieve this		Sector/ organisation	Timeframe	Completed activity
1.23	Review the lessons learnt from the Regional Partnership Board spotlight event in June 2021 and explore how the suggestions made to support unpaid carer representatives can be implemented.	Welsh Government, Regional Partnership Boards.	By mid-2022.	Welsh Government convened a Task and Finish group to follow up the issues raised by carers. This included examining the role and input of the carer and citizen representatives on RPBs. Phase 1 work of the Task and Finish group was completed, and a report approved by the DMSS. This work included developing a charter for use by RPBs and common job descriptions for the carer / citizen representatives. The RPB charter and descriptions have been published and are in use.  Phase 2 work to revise Part 2 and Part 9 of the SSWB Act Codes of Practice commenced in summer 2022 and will continue into 2023.
1.24	Continue to fund and deliver carer representation training and carers' self-advocacy training via the Sustainable Social Services Third Sector Grant.	Welsh Government/ Carers Wales.	31 March 2023.	The Self advocacy training offered as part of the Carers Wales "Carer Well-being and Empowerment" project will cease following agreement with Welsh Government due to the number of organisations offering such training. However, Carers Wales continues to promote the Welsh Government funded Self-advocacy Toolkit for unpaid carers.

## Priority 2: Providing information, advice and assistance

It is vital that all unpaid carers have access to the right information and advice at the right time and in an appropriate format.

*The actions under Priority 1 regarding training, accreditation and guidance and resources for professionals will also contribute to Priority 2.*

<b>Priority 2 theme: Raising awareness of ways to access information, advice and assistance</b>
<b>Strategy Commitments</b> We will: <ul style="list-style-type: none"> <li>Improve equal access to IAA across all parts of Wales.</li> </ul>

- Raise awareness of alternative ways of accessing information, such as GP surgeries, community services, or online resources such as DEWIS Cymru.
- Recognise that social care and other services such as housing, transport, protective services and employability schemes all have a responsibility to provide information and support to unpaid carers.
- Continue to learn from the successful adaptation of services in response to the pandemic

<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
<b>2.1</b>	Review existing local and national information and support hubs and phone lines in order to explore options to promote and share best practice more widely. Examples include, the Carers Wales national advice line, the Gwent Carers Hub and the Ceredigion Carers Information Service.	Welsh Government, local authorities, third sector.	By end of 2023.	Carers UK / Carers Wales continues to provide a national telephone helpline.  A number of local authorities provide a Single Point of Contact for local government services, including access to carers information, advice and assistance and carers' needs assessments.  Examples of new projects and services such as contact hubs and information services, which are providing direct support to unpaid carers, will be identified within the Regional Integration Fund and shared with stakeholders. Work will be progressed in 2023.
<b>2.2</b>	Share best practice on how organisations are providing resources, guidance and signposting in locations that are accessible to a wide range of unpaid carers, including individuals who are less likely to identify as unpaid carers.  Work with partners and organisations in receipt of the Sustainable Social Services Third Sector Grant to fill any gaps identified where some cohorts of unpaid carers may not be being reached.	Welsh Government, public sector, third sector.	By end of 2023.	(Links with P1)  A number of third sector organisations throughout Wales have been proactively supporting the delivery of a range of projects, for example in Pembrokeshire, the creation of a Regional Carers Platform and an associated website, to provide a single online front door for carers to access advice and support.
<b>2.3</b>	Explore whether existing best practice in training for unpaid carers to support those they care for can be shared	Welsh Government, public sector.	By end of 2023.	Discussions have commenced with national carers organisations, Social Care Wales and others to start scoping this work.

	more widely or scaled up to provide a national offer.			
<b>Strategy Commitments</b>				
We will:				
<ul style="list-style-type: none"> <li>Explore how to further improve access to advocacy services for unpaid carers</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
2.4	Continue to fund and deliver Carers Rights and Self-Advocacy training for unpaid carers via the Sustainable Social Services Third Sector Grant. Undertake an evaluation of the project and identify what lessons can be shared and taken forward.	Welsh Government, Carers Wales.	Current funding to 2023.	Carers Wales has continued to deliver carers rights and self-advocacy training for unpaid carers. (Linked to 1.24)
2.5	Ensure that unpaid carers are specifically considered as part of policies and initiatives to improve advocacy services and their take up.	Welsh Government.		(Linked with action under 2.4)
<b>Strategy Commitments</b>				
We will:				
<ul style="list-style-type: none"> <li>Continue to work with partners to increase the take-up and raise awareness of financial entitlements</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
	This commitment links with Priority Four actions - Increase financial resilience			See Priority 4 below
2.6	Ensure the needs of unpaid carers are considered in the development of income maximisation policy and a Welsh benefits system.	Welsh Government.	Immediate.	Unpaid carers represented on Welsh Government income maximisation working groups. (Linked to action 1.7 in Priority 1 and Priority 4)

			<p><b>£500 Carer Payment</b></p> <p>A national info campaign for the one-off Welsh Government £500 carers payment was completed. There were two periods for registration by eligible carers in spring and summer 2022. Eligibility was for those in receipt of Carers Allowance on 31 March 2022.</p> <p>77% of eligible carers successfully applied for the payment.</p> <p><b>Carers Support Fund</b></p> <p>The fund reopened in November 2022 and is administered by Carers Trust Wales' network partners, local authorities and third sector organisations. Year 3 of the fund (2022-23) builds on the two previous years which successfully helped more than 10,000 carers, of which 32.6% were previously unknown to services.</p> <p><b>Support for information campaigns and schemes linked with tackling poverty and supporting unpaid carers to maximise their income.</b></p> <p>Examples include the following:</p> <ul style="list-style-type: none"> <li>• DWP Pension Credit Day of Action</li> <li>• Welsh Government's Claim What's Yours benefit services</li> <li>• Welsh Government's Winter Fuel support scheme launched by the Minister for Social Justice on 02 February 2022. Eligibility extended to include individuals claiming DWP Carer's Allowance.</li> </ul> <p><a href="#">Written Statement: Extending the Winter Fuel Support Payment (2 February 2022)   GOV.WALES</a></p>
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**Priority 2 theme: Addressing the digital divide**

<b>Strategy Commitments</b>				
We will:				
<ul style="list-style-type: none"> <li>Address the digital divide that has been brought into focus by the pandemic.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
<b>2.7</b>	Ensure the needs of unpaid carers are considered in the delivery of Digital Strategy for Wales.	Welsh Government.	Immediate.	Discussions will be ongoing with Welsh Government officials regarding the implications and impact of the Strategy for Unpaid Carers.
<b>2.8</b>	Share best practice on local schemes providing equipment, resources and IT skills and support to help unpaid carers make use of technology in order to maintain their own wellbeing and those they care for.	Welsh Government, public sector, third sector.	By mid-2022.	The Welsh Government is developing an online directory of best practice examples for digital support available across Wales.  At regional level examples of digital support included help for ethnic minority carers in the Gwent RPB area such as the Carers' Cube. This project has significantly helped ethnic minority adults in becoming digitally included. Carers attend Carers Cube Café sessions online to plan upcoming activities and events for example, to celebrate an Eid picnic, family dinners, the Windrush generation, Big Johns Mela and Diwali events.
<b>2.9</b>	In terms of services and messaging for unpaid carers, ensure there are accessible alternatives for individuals who are unable or unwilling to access digital services.	Welsh Government, public sector, third sector.	By end of 2022.	Members of the Carer Officers Learning and Information Network (COLIN) were asked to submit examples of how they are providing accessible alternatives for digital services.
<b>2.10</b>	Explore the use of Technology Enabled Care to enable individuals with care and support needs to be more independent and reduce pressure on unpaid carers.	Welsh Government, public sector.	By end of 2023.	Carers Wales continues to promote the Carers UK "Jointly" app available in English and Welsh, to help unpaid carers manage their caring role. Welsh Government funding has enabled Carers Wales to create bilingual promotional materials <a href="http://www.jointlyapp.com">www.jointlyapp.com</a>



## Priority 3: Supporting life alongside caring

All unpaid carers must have the opportunity to take breaks from their caring role to enable them to maintain their own health and well-being and have a life alongside caring.

Priority 3 theme: Improving access to short breaks and expanding the range of breaks options available				
Strategy Commitments				
<p>We will:</p> <ul style="list-style-type: none"> <li>• Develop a national model for break options in Wales.</li> <li>• Understand how break options can be redefined to meet individual need, including alternatives to the “traditional” model of overnight care for the individual with care needs.</li> <li>• Work towards a better understanding of how a break from caring can be accessed, funded and delivered by a range of providers.</li> <li>• Explore how innovative approaches to break options, including the Scottish model of ‘respite’ can be introduced in Wales.</li> </ul>				
How we will achieve this	Sector/organisation	Timeframe	Completed activity	
3.1	Review the recommendations and 12 principles in the report published by Carers Trust Wales ‘ <i>What a difference a break makes: a vision for the future of short breaks for unpaid carers in Wales</i> ’ and work together to agree a route for implementation.	Welsh Government, public sector, third sector.	By the end of 2021.	<p><b>Short Breaks Fund – £9m over three years from 2022</b></p> <p>Funding to support the creation of a new Short Breaks Scheme with 40% allocated to Regional Partnership boards and 60% to establish a new third sector grants strand <a href="#">Amser</a> which launched in January 2023.</p> <p>Carers Trust Wales was appointed in 2022 as the managing body for the new short breaks fund following a competitive process.</p>
3.2	Develop a Welsh model of Respite, drawing on learning from Scotland and All Wales Forum of Parents and Carer’s Sustainable Social Services Third Sector Grant funded project ‘Caring Communities of Change’.	Welsh Government, private sector, third sector.	By end of 2023	The concept of Respite will be explored as part of the actions by CTW and the roll out of the Short Breaks Fund – see action 3.1

3.3	NEWCIS to promote their successful model of a short breaks fund to localities across Wales.	NEWCIS – third sector body	2021-22	NEWCIS carers service produced a toolkit to share good practice.
3.4	Encourage those undertaking carers' needs assessments to include respite and short breaks as a key component of those conversations.	Local Authorities.	Immediate	Discussions with local authorities and organisations undertaking carers' needs assessments will continue.  The new Short Breaks fund for carers will provide opportunities for all ages of carer to access an activity which gives them a break from their caring responsibilities. It will not be linked to a carers' needs assessment or receipt of Carer's Allowance.
3.5	Continue work to explore the reasons behind different interpretations of guidance and legislation when making decisions on allocating respite to the carer or the individual being cared for. Develop clarifying guidance based on a shared understanding.	Welsh Government, Local Authorities.	End of 2022	This work will be informed by the evaluation of the new Short Breaks Fund for unpaid carers, as well as the commissioned research into carers' needs assessments.
<b>Strategy Commitments</b> We will: <ul style="list-style-type: none"> <li>Work with unpaid carers and our partners to ensure the terminology used to describe breaks suits the context and service on offer, and to make it clear that short breaks from caring can be preventative.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
3.6	Include short breaks terminology with the action on language principles under Priority One. Language principles related to short breaks will be appropriate and reflect that breaks can	Welsh Government, unpaid carer representatives, Ministerial Advisory	Ongoing.	See 1.8

	be taken together or apart and can be preventative in nature.	Group for Unpaid Carers, public sector, third sector.		
<b>Strategy Commitments</b> We will: <ul style="list-style-type: none"> <li>Prioritise the increased demand for day centres and more traditional sitting and replacement care services, alongside more innovative models of delivering breaks over the coming year.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
3.7	<p>Fund and deliver short break options to meet the spike in demand as lockdown restrictions are eased.</p> <p>Provide much needed traditional sitting and replacement care services, work across sectors and with local communities to develop more innovative approaches.</p>	Welsh Government, Local Authorities, third sector, local health boards.	31 March 2022	<p>See action 3.2</p> <p>£3m of respite funding was distributed to LAs in 2021-22. Plus an additional £5.5m to LAs in 2021-22 for unpaid carers support which could include respite and short breaks support.</p> <p>Funding of £9m over 3 years was secured for 2022-25 with the new Short Breaks fund announced in summer 2022.</p>
<b>Additional considerations</b>				
3.8	<p><u>Welsh Language</u></p> <p>In order to promote the use of the Welsh language in Wales, offer opportunities for learning or improving Welsh language skills as a form of short break activity.</p>	Local Authorities, third sector.	By the end of 2022.	The National Centre for Learning Welsh offer a number of different taster courses available for free, online and in person, which unpaid carers can access. There are also residential trips available to individuals seeking to learn or improve their Welsh language skills, for example, at Nant Gwrtheyrn people can attend lessons ranging from taster to advance level and stay on site for 3 or 5 day courses.

**Priority 3 theme: Extending access to psychological support**

## Strategy Commitments

We will:

- Ensure that a range of psychological support is available to meet the needs identified during a carers' needs assessment.
- Ensure that services on offer are tailored to the individual needs and circumstances of the carer.
- Recognise that unpaid carers may benefit from psychological support in the form of counselling for stress or bereavement.
- Invest in a range of psychological support.
- Explore how emerging new models of support during the pandemic can lead to improvements in the delivery of services in the future.

How we will achieve this		Sector/ organisation	Timeframe	Completed activity
3.9	Ensure that unpaid carers are considered in wider policy development and implementation relating to mental health.	Welsh Government.	Immediate	<p>Welsh Government unpaid carers policy links with the national Together for Mental Health Plan. Specific actions relating to carers are included and updated annually. Regular contact is maintained with both adult and child mental health policy and relevant programmes are highlighted for carers. These include the Young Person's Mental Health toolkit.</p> <p>Online mental health resources such as SilverCloud Wales, a free online therapy service, designed to help people who experience mild to moderate anxiety, depression or stress, to manage their mental health and wellbeing.</p> <p><a href="https://www.nhs.uk/mentalhealth/wales/silvercloud">SilverCloud - Free Online Mental Health Therapy - Public Health Wales (nhs.wales)</a></p>
3.10	Raise practitioner awareness of the local psychological support available so that they can offer services to unpaid carers to meet the outcomes identified following a carers' needs assessment.	Local Authorities.	Ongoing	Mental health support work was being progressed as part of the Welsh Government's Together for Mental Health strategy.
3.11	Fund and deliver activities that offer a short break from caring and support wellbeing.	Welsh Government, public sector, third sector and private sector.	Ongoing	Carers Wales continued to deliver the online "MeTime" support sessions for unpaid carers, which ranged from stress management and sleep therapy to craft and "managing your money". Online support sessions and a Wellbeing Hub - funded by Welsh Government's Sustainable Social Services Third Sector fund was also available.

	Current examples include the Carers Wales Me Time sessions and Carers Wales and online Wellbeing Hub.			In Gwent, psychological wellbeing practitioners are based across GP surgeries with a dedicated role supporting ethnic minority communities in the Newport area.
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## Priority 4: Supporting unpaid carers in education and the workplace

Employers and educational/training settings should be encouraged to adapt their policies and practices, enabling unpaid carers to work and learn alongside their caring role.

As a new priority for unpaid carers, the opportunities presented by the Welsh Government's new Programme for Government commitments will be explored for new opportunities to work with the public, private and third sectors in pursuing the objectives of this priority. Examples of Programme for Government commitments include the new Youth Guarantee proposal, as well as the potential for future new UK employment rights for qualifying employees with caring responsibilities.

<b>Priority 4 theme: Encouraging local authorities to support state funded schools to identify young carers</b>				
<i>This links with Priority 1 – valuing unpaid carers and raising awareness of unpaid carers</i>				
<b>Strategy Commitments</b>				
We will:				
<ul style="list-style-type: none"> <li>• Use the new Curriculum for Wales with its stronger focus on well-being, and on creating ambitious and capable learners to help address some of the barriers experienced by young carers.</li> <li>• Encourage more consistency in young carers' identification within education settings and being signposted to young carers services.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
<b>4.1</b>	Promote individual school young carers champions and promote best practice, for example as identified by the 2019 Estyn Thematic Review.	Welsh Government / Carers Trust Wales / local authorities / education sector and schools.	By end of current government term – 2025.	<p>Many local authorities progressed their work with schools and raising awareness of the needs of young carers using Welsh Government's funding for the National Young Carer ID Card.</p> <p>The Care Collective continues to offer the Young Carers in Schools accreditation scheme in South East Wales local authority areas. The Hywel Dda LHB Investors in Carers scheme of accreditation also supports young carers.</p>

				Young carers are considered within Welsh Government education policies.
<b>4.2</b>	Develop a network of school champions across regions. Encourage champions to take a 'whole school' approach.	Welsh Government /local authorities / education sector and schools / third sector.	By end of current government term 2025.	See above – cross government work continued to progress.
<b>4.3</b>	Promote cultural change and raise awareness of young and young adult carers amongst education professionals and their needs for help and support, and signposting to local authority and commissioned carers' services.	Welsh Government / Carers Trust Wales / local authorities.	Ongoing.	Work was undertaken as part of the National YC ID Card project by local authorities and third sector commissioned service providers.  Welsh Government continues to seek opportunities to raise awareness of the existing suite of resources produced by Carers Trust Wales and funded by Welsh Government, aimed at school leaders, governors and teachers to support them in understanding and recognising young carers.
<b>4.4</b>	Promote identification of young carers via Welsh Government and local authority co-produced national Young carers ID card project, including awareness raising, training and national resources produced by Carers Trust Wales. <a href="https://carers.org/young-carers-and-education/ycid">https://carers.org/young-carers-and-education/ycid</a>  This includes promoting awareness of the card in schools and colleges.	Welsh Government / Carers Trust Wales / Local authorities / education sector public sector / third sector.	Ongoing	Funding applications were received and approved for LAs in 2022-23 as part of the National Young Carer ID Card project.  Promotional work and training of education staff is being taken forward at local level for example, in West Wales the National Young Carer ID Card has been introduced in all three local authority areas – Pembrokeshire, Ceredigion and Carmarthenshire. Resources have been produced working with local young carers e.g. short films exploring the experience of being a young carer as well as locally focused information resources and booklets.  Gwynedd has used Welsh Government funding to appoint its first Young Carer Officer. Working with their 3 <sup>rd</sup> sector commissioned provider, all schools have been contacted and a robust programme of awareness raising, new resources for schools and young carers have been produced and distributed.
<b>4.5</b>	Use national plans and mechanisms such as the Youth Engagement and	Welsh Government / local authorities /	Ongoing.	Welsh Government has developed YEPF guidance and resources, e.g. a specific Handbook.

	Progression Framework (YEPF) to help identify young carers as being vulnerable learners and at increased risk of becoming NEET (not in education, employment or training).	education sector / public and third sectors / schools.		<a href="#">Youth Engagement and Progression Framework: Handbook [HTML]   GOV.WALES</a> The YEPF links closely with access to employability support for young people and work with Careers Wales, as well as the Welsh Government's Young Person's Guarantee
<b>Additional considerations</b>				
4.6	<u>Further education and higher education opportunities to support access to learning by young carers and young adult carers</u> As part of the wider post 16 education and training reforms, encourage the planned new Commission for Tertiary Education and Research to provide guidance and support to post 16 providers.	Welsh Government	By end of 2025.	The Commission for Tertiary Education and Research (CTER) will oversee the strategic planning of educational and skills delivery across all post-compulsory education and training, including funding, contracting, quality, and financial monitoring. This will bring a greater degree of coherence and efficiency to post-16 provision. <a href="#">Commission for Tertiary Education and Research (CTER)   GOV.WALES</a> This action will be progressed from 2023.
4.7	<u>Further education and higher education opportunities to support access to learning by young carers and young adult carers</u> Use existing resources to help promote identification of carers by education bodies and providers, plus identify needs amongst professionals for new information materials / online resources or training.	Welsh Government / Carers Trust Wales (CTW) / third sector / education sector – FE and HE	Ongoing	Discussions were held across relevant Welsh Government departments to review existing resources and develop new guidance and information in both online and printed formats, in co-operation with end users.
4.8	<u>Further education and higher education opportunities to support access to learning by young carers and young adult carers</u> Promote Welsh financial support mechanisms for students and awareness	Welsh Government / education sector.	Ongoing	Updated guidance for all learning centres in Wales has been issued by Welsh Government via Student Finance Wales regarding the Education Maintenance Allowance and FE Learning Grant. The key purpose being to ensure young adult carers are not disadvantaged when claiming or receiving EMA or the learning grant.

	of support schemes, including student loans, as well as support such as university bursaries for unpaid carers.			<a href="https://www.studentfinancewales.co.uk/practitioners/information-notice/">https://www.studentfinancewales.co.uk/practitioners/information-notice/</a>
4.9	<p><u>Promotion of education and training and work-based learning opportunities to all age groups of unpaid carers (including open access, further and higher education, professional development opportunities)</u></p> <p>Work with representative national bodies including HEFCW, Colegau Cymru and Open University and Welsh universities to encourage all ages of carer to access skills development courses / professional development opportunities</p> <p>Encourage organisations to offer flexible learning, modular study and micro-credentials which benefit unpaid carers</p>	Welsh Government / HEFCW and its successor body / education sector / universities / training providers / employers / third sector.	By end of 2022 and ongoing	<p>Work will commence in 2023.</p> <p>In the Gwent RPB area work is ongoing with The Prince's Trust to support unpaid carers aged 18 to 30 in accessing opportunities to gain a Google IT professional certificate and encourage and signpost carers to volunteering opportunities to recognise and increase carer skills, provide them with confidence to seek work opportunities and developing CV's.</p>

<b>Priority 4 theme: Working with employers and their representative bodies to promote carer friendly workplaces</b>				
<b>Strategy Commitments</b>				
We will:				
<ul style="list-style-type: none"> <li>• Help employers adapt and implement policy based on the Fair Work definition and characteristics.</li> <li>• Align this work with our commitment to the Fair Work definition and characteristics set by the Fair Work Commission, and will aim to provide better support to the increasing number of older workers, unpaid carers, and young adult carers.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/ organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
4.10	Use the Welsh Government's social partnership mechanisms to engage with the public, private and third sectors, including trade unions, to improve	Welsh Government / public / private and third sectors.	By end of 2022 and long term.	Work has started to establish and develop links with trade unions and identify the impact arising from the new Social Partnership legislation.



	awareness and engagement in supporting unpaid carers in the workplace.			Carers Wales worked with the Wales TUC to produce guidance for employers.
4.11	Explore opportunities presented by future and new legislation, for example, proposals by the UK Government for new Flexible Working practices.	Welsh Government / public / private and third sectors.	Dependent on UK Government action and / or legislation.	The Welsh Government is working with UK Government departments as the Private Members Bill, (Employment Rights Flexible Working), introduced by Yasmin Qureshi, MP, progresses through Parliament.  The Private Members Bill received its second reading and has moved to the committee stage. <a href="https://www.parliament.uk/business/bills-and-legislation/employment-relations-flexible-working-bill-2022-23/">Employment Relations (Flexible Working) Bill 2022-23 - House of Commons Library (parliament.uk)</a>
<b>Strategy Commitments</b> We will: <ul style="list-style-type: none"> <li>Ensure that unpaid carers not in employment, education or training are able to access the right information, advice and support to develop the skills to gain suitable employment, whether re-entering the workforce, or getting a job for the first time.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/ organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
4.12	Work with organisations including Careers Wales (Working Wales), UK Government Department for Work and Pensions, and the third sector, to promote access to employment opportunities for all carers aged 16 and above.	Welsh Government / UK Government Departments / public sector / third sector / private sector.	By end of 2022 and ongoing.	Carers Wales (funded by Welsh Government) created a set of resources for carers who wish to return to the workplace.
4.13	Explore the opportunities presented for young adult carers in the new Programme for Government commitment for a Young Person's Guarantee, which will aim to provide everyone under 25, across Wales with an offer of a place in education or training, or support to get into work or self-employment.	Welsh Government / public sector / private sector / third sector.	By end of 2022 and ongoing.	Welsh Government is ensuring young carers and young adult carers are considered within the YPG activity and support programmes. This work links with wider skills, training and learning programmes.  <a href="https://gov.wales/young-person-guarantee/">The Young Person's Guarantee [HTML]   GOV.WALES</a>

<b>Strategy Commitments</b>				
We will: <ul style="list-style-type: none"> <li>Continue to work with and promote the Wales Hub of Employers for Carers, which helps organisations in Wales to support staff with caring responsibilities.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
<b>4.14</b>	Increase accessibility and membership of the Employers for Carers scheme, including raising awareness with working carers and their managers to know what support is available within organisations	Carers Wales / Welsh Government.	Ongoing	Carers Wales continues to promote and grow its Employers for Carer scheme in Wales, and the Carer Confident benchmark
<b>4.15</b>	Encourage all public bodies to have a carer's policy, develop a wellbeing statement, and offer their employees a Carers' Passport scheme.	Carers Wales / Welsh Government	By end of 2022 and ongoing.	See 4.14 Welsh Government officials have been working with stakeholders in the public sector to identify opportunities to promote take up.
<b>4.16</b>	Encourage public sector employers and others to identify a lead member of staff to promote unpaid carers initiatives and raise awareness of the impact of caring responsibilities on employees.	Carers Wales / Welsh Government.	By end of 2022 and ongoing.	Carers Wales continues to identify, train and provide resources for workplace champions to support unpaid carers in workplaces across Wales.  At local authority level, for example, Ceredigion County Council Health and Wellbeing Officers run drop-in groups for staff. They have also produced a Carers Toolkit for small businesses and enterprises to raise awareness of carers from both the employee and client perspective. The aim is to support SMEs to look at mutually beneficial ways in which they can support carers who work for them, or carers who use their services.
<b>Strategy Commitments</b>				
We will: <ul style="list-style-type: none"> <li>Continue to support the proposal from UK Government for a new employment right of a week of unpaid carers' leave, for qualifying employees.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>

4.17	Work with central government to support legislative proposals and provide input from the Wales perspective.	Welsh Government/ UK Government.	By end of current WG government term (subject to future UK Government legislation).	<p>A Private Members Bill was submitted by Wendy Chamberlain, MP, to the House of Commons – Carers Leave. The Bill proposes a week of unpaid carers leave for qualifying employees in any 12 month time period.</p> <p>The Bill had its Second Reading in the House of Commons - 21st October 2022 and moved to the Committee stage.</p> <p><a href="#">Carer's Leave Bill - Parliamentary Bills - UK Parliament</a></p> <p>Welsh Government ministers support the principle and proposals contained within the Private Members Bill.</p>
4.18	Encourage employers in all sectors to implement carers leave policies (links with Employers for Carers activity).	Carers Wales / Welsh Government.	Ongoing.	Carers Wales delivers training sessions for any employer/organisation interested in implementing carer-confident measures including carers leave.
<p><b>Strategy Commitments</b></p> <p>We will:</p> <ul style="list-style-type: none"> <li>Link this new priority to wider social and economic concerns including gender equality, low income and the impact of caring on poverty.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/ organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
4.19	Support carers who are both unemployed and employed to access opportunities to go back into education or training.	Welsh Government / Careers Wales (Working Wales) / DWP / education sector / public, private and third sectors.	Ongoing.	<p>The Welsh Government funds a range of support programmes which can be accessed via Working Wales and includes more focused and specialist support such as the React Plus and Jobs Growth Wales Plus programmes. Individuals can also apply for a Personal Learning Account which can help them access part-time study on specific courses.</p> <p><a href="#">Working Wales   Working Wales (gov.wales)</a></p> <p>Carers Wales continues to provide support to unpaid carers who wish to return to the workplace. This has included delivering training, creating online resources and delivering life coaching support. Carers Wales works with Careers Wales and DWP partners across Wales to identify employment support for carers</p>

<b>4.20</b>	Promote Carers Wales' Carer Empowerment and Well-being project which includes support for women carers to return to, or progress in the workplace (working with Chwarae Teg as a partner in delivery)	Carers Wales / Welsh Government.	31 March 2023. Grant scheme extended until 2025	Using Welsh Government's Sustainable Social Services Third Sector funding, Carers Wales worked with Chwarae Teg to create a suite of online resources for carers wishing to progress within, or return to the workplace.
<b>4.21</b>	Promote Carers Wales accredited e-learning course 'Learning for Living' for unpaid carers to identify transferable skills gained through caring; and other relevant learning provision.	Carers Wales / Welsh Government / Education sector.	Ongoing	Carers Wales continued to promote the City and Guilds accredited e-learning course 'Learning for Living'

<b>Priority 4 theme: Promoting financial resilience</b>				
<b>Strategy Commitments</b>				
We will:				
<ul style="list-style-type: none"> <li>Consider future changes to the Welfare Benefits and Social Security system and Welsh Ministers continue to make representation over changes, and implement policy to protect those most at risk in our communities.</li> </ul>				
<b>How we will achieve this</b>		<b>Sector/organisation</b>	<b>Timeframe</b>	<b>Completed activity</b>
<b>4.22</b>	Promote and support carers in accessing a range of welfare benefits, financial support information and services.	Welsh Government / public and third sector.	Ongoing.	See information about Welsh Government financial support in 2.6 Carers Wales has been a delivery partner in the Welsh Government's 'Claim what's yours' campaign to increase the number of unpaid carers accessing a range of welfare benefits.

