

APPENDIX 1
ACTION PLAN: Review of Stockton-on-Tees Adult Carers Support Service

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	<p>In terms of general Stockton-on-Tees Adult Carers Support Service development, SBC should:</p> <p>a) Ensure measures are put in place as part of the review of the Council's 'front door' to strengthen identification of carers and the promotion of the local support offer (including the Stockton-on-Tees Adult Carers Support Service).</p> <p>b) Ascertain and consider the findings from the London School of Economics and Political Science (Care Policy and Evaluation Centre) research project on what support combinations help improve carers' lives and what works to facilitate availability of and access to this support.</p> <p>c) Consider ways to increase the response rate for its annual carers consultation survey.</p>	<p>Work to form part of the Powering our Futures work that is looking at developing the front door to provide a better experience for residents (and Carers) of Stockton accessing support and information around social care and support.</p> <p>Findings from the study to be matched against the offer given to Carers in SBC currently and help inform any future developments for the Carers Service.</p> <p>Introduction of an 'All Age Carers Strategy' to reinforce the authorities' commitment to carers and drive forward strategic priorities.</p> <p>Annual survey to be distributed by the carers service – including alternate ways to engage.</p>	<p>Annual Carers Survey.</p> <p>Results from this piece of work to be shared with Senior Management Team (SMT).</p> <p>Coproduced 'All Age Carers Strategy' is developed.</p> <p>Results from annual survey to be used to update action plan and shared with SMT.</p>	<p>Rebecca Gray / Rob Papworth / Calum Titley</p> <p>Rebecca Gray</p> <p>Rebecca Gray</p> <p>Rebecca Gray</p>	<p>August 2026</p> <p>September 2026</p> <p>April 2027</p> <p>September 2026</p>
2	<p>Regarding the partnership with Mobilise (the UK's digital platform for unpaid carers), SBC should:</p> <p>a) Develop its own in-house digital support offer for local carers to build on / complement the services</p>	<p>Work to form part of the Powering our Futures work that is looking at developing the front door to provide a better experience for residents (and Carers) of</p>	<p>Carers support and information to be clearly accessible digitally via the</p>	<p>Calum Titley / Rebecca Gray / Rob Papworth</p>	<p>August 2026</p>

APPENDIX 1
ACTION PLAN: Review of Stockton-on-Tees Adult Carers Support Service

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
	<p>available through this external provider.</p> <p>b) Ensure it has the necessary quality and performance controls in place (including the need to report on measurable targets) to monitor the effectiveness of this arrangement.</p> <p>c) Seek to understand any separate arrangements that Council's outside the Northeast have with Mobilise and whether these enhance the offer to carers more than the ongoing partnership with the 10 North East Local Authorities.</p>	<p>Stockton accessing support and information around social care and support.</p> <p>Performance indicators to be agreed with Mobilise and shared on a quarterly basis. Quarterly meetings with Mobilise to monitor progress and effectiveness of the project.</p> <p>Work to be undertaken to identify areas outside of the Northeast where Mobilise operate.</p> <p>Contact to be made with these areas to establish any differences in the offer from Mobilise and see how SBC could benefit from these differences.</p>	<p>front door of Adult Social Care.</p> <p>Outcome measures from the Annual Carers Survey.</p> <p>Mobilise to perform to the agreed standards and provide an effective service to the residents of SBC.</p> <p>Any areas of difference that could be of benefit to SBC would be discussed in the meetings with Mobilise.</p>	<p>Rebecca Gray</p> <p>Rebecca Gray</p>	<p>June 2026</p> <p>August 2026</p>
3	<p>In relation to the Stockton-on-Tees Adult Carers Support Service 'Time Out' element, SBC should:</p> <p>a) Complete an internal review of the booking system to identify ways of creating more flexibility for carers when requested a break from their caring role.</p> <p>b) Consider whether it would be appropriate to introduce a standing / means-tested charge for the service</p>	<p>Steering group to be formed to look at Timeout and the offer it provides for Carers.</p> <p>This work will be co-produced with Carers and will address the issues raised in both 3a and 3b.</p>	<p>Time Out service to develop to ensure it meets the needs of Carers in SBC.</p>	<p>Rebecca Gray</p>	<p>August 2026</p>

APPENDIX 1
ACTION PLAN: Review of Stockton-on-Tees Adult Carers Support Service

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
	to broaden this for more carers going forward, enabling greater sustainability of its provision and importance (as identified via the LGA Peer Assurance Challenge of SBC Adult Social Care in July 2024).				
4	Promotion of the Stockton-on-Tees Adult Carers Support Service offer to young carers should be strengthened so they are more informed about the support available to them when they reach 18.	Steering group to be developed to address this issue and the membership of this group to include Eastern Ravens and young carers to ensure any work is co-produced.	Annual Carers survey and feedback will indicate the success of this work. Performance measures already in place will be able to demonstrate and increase in the number of Young Carers accessing the service.	Rebecca Gray / Tracey Hamilton / Karen Shaw	August 2026
5	Work to address the waiting list for carers assessment and ensure these are delivered within 28 days as a standard.	Ensure robust recruitment to vacant roles and obtain support from wider asc workforce to bring this into line. Tracking and reporting of performance data to measure and monitor this.	Carers assessment waiting list reduced and waiting times brought into line with 28-day expectation.	Rebecca Gray	September 2026
6	Consideration should be given to the ways in which the Stockton-on-Tees Adult Carers Support Service can build on what appeals to young carers when they approach / reach 18 so they are more compelled to seek support in their caring role when they become young adults.	Steering group to be developed to address this issue and the membership of this group to include Eastern Ravens and young carers to ensure any work is co-produced.	Annual Carers survey and feedback will indicate the success of this work. Performance measures already in place will be able to demonstrate and increase in the number of Young Carers accessing the service.	Rebecca Gray / Tracey Hamilton / Karen Shaw	August 2026

APPENDIX 1
ACTION PLAN: Review of Stockton-on-Tees Adult Carers Support Service

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
7	The new carers awareness e-learning module be rolled out to SBC staff, Members and external partners.	E-learning module is currently being developed and will be rolled to SBC staff initially and wider to external partners following this.	E-learning module in place and training delivered to both SBC staff and external partners.	Rebecca Gray / Vicki Ingham	June 2026
8	SBC further considers how the local support offer for carers can be promoted within the wider health system (including general practices and community settings).	<p>Carers service to link with both the ICB, Tees Esk and Wear Valley NHS Mental Health Trust and the Acute Trust to ensure that the offer from the Carers Service is clearly sighted in these areas.</p> <p>Consider introduction of a Carers Action Board to drive forward carers agenda items and ensure commitment to the carers strategy.</p>	<p>Carers service is more widely promoted, and the source of any new referrals is able to capture the impact of this work.</p> <p>Formation of a Carers Action Board with representation from strategic partners.</p>	<p>Rebecca Gray / Rob Papworth</p> <p>Rebecca Gray</p>	<p>August 2026</p> <p>April 2027</p>
9	SBC provides a response to the Committee on the carer-related commentary included within the Care Quality Commission (CQC) final report on SBC adult social care (published in October 2025).	Response to be produced and shared with the ASCH committee	Response accepted by the ASCH committee	Rebecca Gray	August 2026 (in line with Committee meetings)