



Department
of Health &
Social Care



Department for
Business, Innovation,
Science and Trade



Department
for Education



Department
for Work &
Pensions



The government's plan to make life better for carers in England

This plan is about unpaid carers. They look after someone they know who needs support.



This is an easy read version of 'Unpaid carers action plan: recognise, refer, reach'.



What is in this plan

About this plan

Page 3

The main things we are working on

Page 5

1. Making sure that people know who carers are

Page 5

2. Making sure that carers can get the right support when they need it

Page 8

3. Supporting carers to have a good life and do the things they want

Page 12

What happens next

Page 15



About this plan

We are the government.

We want to make life better for carers.

Carers look after someone they know who needs support.

This could be someone in their family, a friend or a neighbour.

They do not get paid for looking after them.



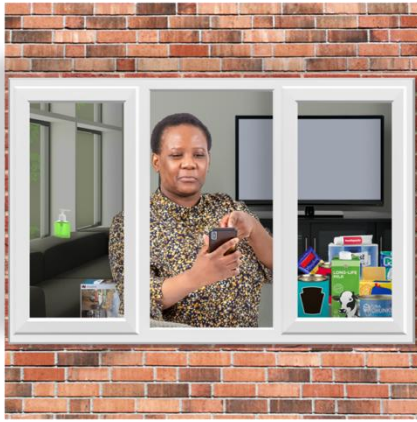
Carers are usually adults. But they can also be children or young people.



Carers give people very important support.

But carers often find it hard to give this support.





For example, many carers do not get the right support themselves.

And many carers find it hard to do other things they want to do.

Like going to school or work.



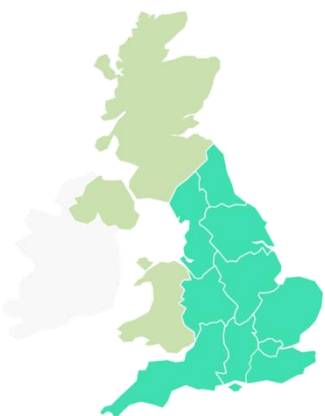
We have already done some things to help carers.

But we must do more.



We must change things so that:

- People know who carers are and see how important they are.
- Carers get the right support for them when they need it.



This plan is about carers in England.

But the parts about rights at work are also for carers in Scotland and Wales.

The main things we are working on

There are **3 main things** we are working on.

We will work with many people and organisations on this work.

1. Making sure that people know who carers are

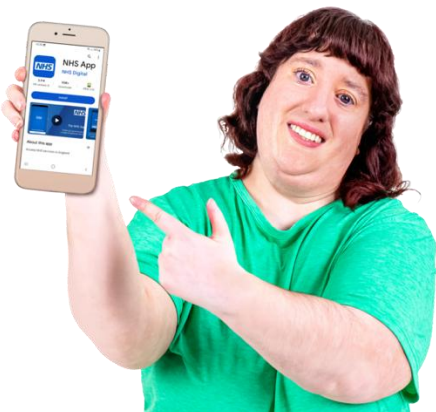
This part of the plan is called **recognise**.

This work will also help children and adults to:

- Know they are a carer.
- Get the right support more quickly.

For example, there is an app that people can get on their phone. It is from the NHS.

There will be a new part of this app for carers.





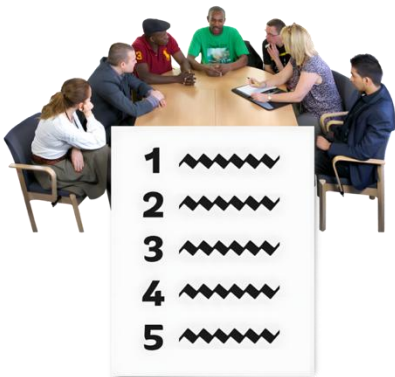
The app will help carers to say that they are a carer so they can:

- Get more support.
- Help to look after appointments and medicines for the person they care for.



We will help more carers, work places, schools and hospitals to use **carer passports**.

A carer passport is a document that shows that someone is a carer and what they need.



We are helping local councils to get and share better information about carers and what they need.

This includes carers that councils and doctors do not know about.



We will make some new questions to ask carers.

This will help us understand what is happening for carers and what needs to change.



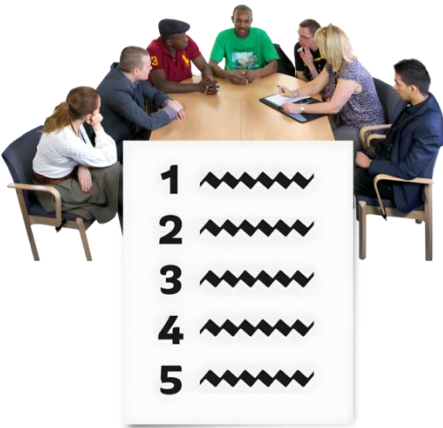
We are making it easier to find out who young carers are as soon as possible and keep them safe.

For example:

- We have made some new information to help the NHS, schools and other organisations to find out who young carers are.
- We are making it easier for organisations to share information about young carers and how to keep them safe.

This could be organisations like councils, schools, the NHS and the police.

A new law says that organisations will have to start sharing this information.



We also started a project to find out:

- What is happening to carers at work and what they need.
- How companies can give carers better support.



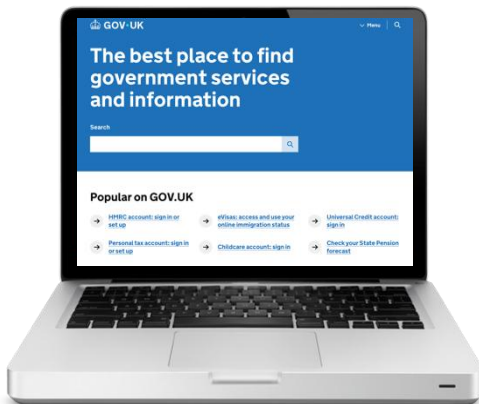
2. Making sure that carers can get the right support when they need it



This part of the plan is called **refer**.

We are working to give carers better information about the support they can get.

This means clear information that is quick and easy to get.



For example, there are some websites with lots of information for the public.

They are called GOV.UK and JobHelp.

We are putting better and clearer information for carers on these websites.



We are making a document for carers in England.

It is about their rights and the support they can get.

The document is called a **carers' charter**.



We will look at how to give carers better information about support on their phones and computers.



We are also making support better and easier to get for carers all over England.

For example, we will make sure that more carers can help to make plans and decisions about:

- Support for them and the person they care for.
- What happens to the person they care for when they leave hospital.

Carers, friends, families and organisations can work together to make plans and decisions.

We are helping services to work better together to give carers the right support.

This could be the NHS, councils, schools and other local services.





For example, we want to bring information about the healthcare and support that someone gets into one place.



This will help to make sure that:

- Carers only have to tell services once about the person they care for.
- Carers have better information about the person they care for and what they need.

We are also working to stop big problems before they start and to keep carers safe.

For example, we are working to make sure that:

- Carers get mental health support more quickly if they need it.

There will be a new plan for England about better mental health care.

- Carers get enough breaks to give them a rest from caring.





We are also working to make sure that:

- Carers get better support if there are big health problems in the country in the future.



- Families get better support if children in the family are carers.

This means helping families to make one plan about all the support they need.



- Young carers get the right support as they become adults.

We are helping more carers to get **Carer's Allowance**.

This is money that some carers can get from the government if they need it.

For example, carers can now earn £204 a week before their Carer's Allowance stops.

This was £151 a week before.



3. Supporting carers to have a good life and do the things they want

This part of the plan is called **reach**.

Many carers find it hard to have a job and care for someone.

And many young carers find it hard to carry on at school and do well.



We are doing more to change this.

For example, we are looking at how to make Carer's Allowance work better.



Carer's Allowance stops straight away if people earn over £204 a week.

We are looking to see if it can stop more slowly.

This will help more carers to stay in work.





There is a law that says people can take 5 days off a year from work.

This is to care for someone who needs it.

They do not get paid for this time off.



We are asking lots of people how this is working.

We will see if other ideas may work as well.
Like giving people paid time off work instead.



A new law started in 2025 about people's rights at work.

The new law will make it easier for carers to stay at work and be a carer.

For example, it will be easier for carers to change their working hours if they need to.



The government will start a new service to help people to get good work and learn new skills.

We are making sure this support will work well for carers.



We have started some work to help more carers to:

- Stay in work and be healthy.
- Go back to work if they have left.
- Save enough money for when they are older and stop working.



We are doing more to help young carers to stay at school, be safe and do well.

For example, there are some people who check schools to see how good they are.



They will have to check if schools are supporting young carers in the right way.



We are helping schools and other services to:

- Know about young carers who are in school and not in school.
- Make sure they are safe and get the right support.



We will keep sharing information every year about what is happening to young carers at school.

What happens next



We will share information with the public every year about how this plan is working.



We will meet with carers every year to ask them how this plan is working.