

**WE ARE  
CARING.**

**WE ARE  
NEWHAM.**



**Newham Carers Strategy**

[www.newham.gov.uk/carers](http://www.newham.gov.uk/carers)

People at the Heart  
of Everything We Do

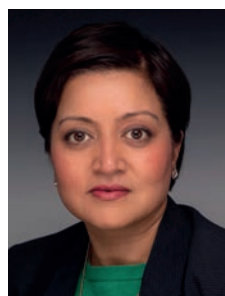
# FOREWORD

Before introducing this important Strategy, we would like to take a moment to personally and whole-heartedly say, ‘Thank you’. Whether you are an Adult Carer supporting a friend or loved one, a Parent Carer looking after a child who cannot support themselves, or one of our incredible Young Carers who are going above and beyond to look after their family members, we have the upmost respect for the amazing work you do to support those in need and our society as a whole. We are proud of you.

Lockdown has been hard on everyone, but Carers have carried more of a burden than most. Earlier this month Carers UK estimated that Carers in the UK delivered on average 25 additional hours a week of unpaid care whilst Covid restrictions were in place. The social, physical and emotional impact of this has been immense and cannot be overlooked. As we ease out of Lockdown and start to rebuild our support networks we want to ensure that we do all we can to support, enable and empower our Carers.

This Strategy has been developed in partnership with colleagues across the Council, Health and the voluntary sector, and most importantly with the direct involvement of over 500 Newham Carers. The document sets out not only our single vision for working with and supporting Carers, but provides an action focused road map for how we will achieve this change together. Over the next three years, we will work to deliver the comprehensive Strategy Action Plan, and will continue to put Carers at the heart of this process through their direct involvement in the Strategy Delivery Board.

This Strategy provides an opportunity to make a real difference to Newham Carers of all ages. Not just to Carers who are already performing the role, but to people in the borough who may be delivering care but not yet receiving the support that they need. We know that many Carers do not view themselves as such, and therefore fail



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Cabinet Member  
- Health and  
Adult Social Care  
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member)

to access the support they need – and this is particularly true within specific parts of our society (i.e. amongst male carers, disabled carers, and/or those from Asian and Black communities).

Through this Strategy, we want to raise the profile and collective understanding and recognition of the invaluable work that all types of Carers in this borough do. We want to make lives easier for Carers where we can, and we want to listen and respond to what Carers want to enable them to continue delivering their crucial work where they can and wish to.

Thank you to everyone who has been involved in developing this Strategy, and to the Carers themselves who continue to go above and beyond to help others. We believe that with this Strategy in place, and by continuing to work together, we can achieve some real, and long lasting change for Carers in Newham now and in years to come.



Barts Health NHS Trust  
East London Foundation Trust  
North East London Clinical Commissioning Group



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# INTRODUCTION

'A Carer is considered to be anyone who spends time looking after or helping a family member, friend or neighbour who, because of their health and care needs, would find it difficult to cope without this help regardless of age or whether they identify as a Carer'.<sup>1</sup>

Caring can come about unexpectedly or can develop gradually over time; and whilst it can be rewarding, it can also be challenging; and many Carers often put their own lives on hold to provide care and support to someone close to them - impacting on their own health and wellbeing, relationships, employment opportunities, finances and social and leisure activities.

This is particularly evident during the current Coronavirus (Covid-19) pandemic, with the virus disproportionately affecting older people, those with disabilities and / or long-term health conditions - resulting in both the numbers of Carers - and the level of caring provided - increasing. Carers UK advise that 70% of Carers now provide an average of ten extra hours of care and support a week.<sup>2</sup>

The Newham Executive Board<sup>3</sup> recognises and appreciates the invaluable 'expert by experience' role that Carers provide for Health and Social Care. Not only in providing the care and support required for the cared for person, but also in coordinating their care, articulating their needs and advocating for them (where appropriate); and advising professionals what works well for the cared for person and areas for improvement.

The Board also recognises the key role of Carers in relation to safeguarding. For example, a Carer may witness or report abuse or neglect; experience intentional or unintentional harm from the cared for person; or a Carer may (unintentionally or intentionally) harm or neglect the cared for person.



Each Carer lives a different caring experience although many have similar needs that can be met through universal and targeted support provided by the Board and wider organisations operating in the borough. The Board acknowledges that more can and must be done to support Carers of all ages in a personalised, flexible and prevention based way; and to improve how Health and Social Care work in partnership with Carers to deliver care and support for the cared for person.

The Board has co-designed this Strategy, building upon the work of the previous Carers Strategy, to raise the profile of Carers (of all ages) in the borough and to support them to recognise and meet their needs. To minimise the negative impact that caring can have, maintain and improve their wellbeing and relationship with the cared for person; and sustain, where they so choose, their caring role.

1 [www.gov.uk/government/publications/carers-action-plan-2018-to-2020](http://www.gov.uk/government/publications/carers-action-plan-2018-to-2020)

2 [www.carersuk.org/images/News\\_and\\_campaigns/Unseen\\_and\\_undervalued.pdf](http://www.carersuk.org/images/News_and_campaigns/Unseen_and_undervalued.pdf)

3 The Council, Tower Hamlets, Newham and Waltham Forest (TNW) Clinical Commissioning Group, Barts Health NHS Trust, East London Foundation Trust and Newham Health Collaborative are working together to develop an Integrated Care System (ICS). The intention of the ICS is to deliver innovative and seamless care that improves the health and wellbeing of the population of Newham - through all Health and Social Care stakeholders working together collaboratively, enabling the ICS to effectively and efficiently plan, co-design, commission and deliver 'the right care, in the right place, at the right time'. Newham's ICS is called the Newham Executive Board.

# WHO IS A CARER?

For the purpose of this Strategy, a Carer is an individual aged five and over who provides unpaid care and support to a parent, partner, child, relative, friend or neighbour who cannot manage without their help due to a disability/impairment, ill health, frailty or substance misuse. This includes:

## Adult Carers

An adult aged 18 and over who is caring for another adult such as a spouse, parent, partner, friend, neighbour, relative or adult child.

## Parent Carers

A parent or guardian who provides care to a child<sup>4</sup> to a degree greater than would be normally expected in a parenting role.

## Mutual Carers

Those who require care and support providing care and support (interdependent caring).

## Sandwich Carers

Those with caring responsibilities for different generations, such as children and parents.

## Young Carers

'A person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work).<sup>5</sup>

## Young Adult Carers

An adult aged between 18 and 25 who is caring for another adult or child.

## Former Carers

Those who have ceased their caring role, usually because of a change in condition of the cared for person. This includes the death of the cared for person, the cared for person recovering and no longer needing care and support or the Carer wanting / having to stop providing care.

Within each of these groups, due to the nature of the cared for person's needs, are Carers who have a 'life time' of caring (e.g. those who care for individuals with Autism, with Learning Disabilities, with significant Mental Health conditions developed in childhood or early adulthood). Moreover, these Carers often provide over 50 hours of care and support a week.<sup>6</sup>



<sup>4</sup> For the purpose of this Strategy, a child is such up until the age of 18.

<sup>5</sup> Section 96 of the Children and Families Act 2014

<sup>6</sup> [http://oxleas.nhs.uk/site-media/cms-downloads/LD\\_Partnership\\_Boards\\_and\\_Carers\\_strategy.pdf](http://oxleas.nhs.uk/site-media/cms-downloads/LD_Partnership_Boards_and_Carers_strategy.pdf)

# NATIONAL AND LOCAL POLICY

Refreshing the Carers Strategy is one of the actions in the Council's corporate plan, Towards A Better Newham<sup>7</sup>; and supports the delivery of four of the eight corporate pillars of action:

<p><b>1 Pillar</b></p> <p>Our measures of success will be the health, happiness and wellbeing of our residents, rather than growth, productivity and land value.</p>	<p><b>2 Pillar</b></p> <p>The Council will ensure every resident under 25 is safe, happy and cared for, with positive activity to secure their long-term wellbeing.</p>	<p><b>3 Pillar</b></p> <p>The Council will take action to ensure all residents are supported and enabled to access work and other opportunities in the new economy.</p>	<p><b>4 Pillar</b></p> <p>The Council will make sure our residents are healthy, happy, safe and cared for, to enable them to thrive during times of recession and in the new economy.</p>
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As well as Toward A Better Newham, this Strategy supports the delivery of five of the 12 Priorities in 50 Steps to A Healthier Newham<sup>8</sup>.

<p><b>Priority 2</b></p> <p>Supporting our young people to be healthy and ready for adult life.</p> 	<p><b>Priority 3</b></p> <p>Supporting people around the determinants of their health.</p> 	<p><b>Priority 4</b></p> <p>Developing high quality inclusive services, ensuring equity and reducing variation.</p> 
<p><b>Priority 5</b></p> <p>Meeting the needs of those most vulnerable to the worst health outcomes.</p> 	<p><b>Priority 9</b></p> <p>Supporting a Newham of communities where people are better connected and supported.</p> 	

<sup>7</sup> [www.newham.gov.uk/council/community-wealth-building/2?documentId=278&categoryId=20013#](http://www.newham.gov.uk/council/community-wealth-building/2?documentId=278&categoryId=20013#)

<sup>8</sup> [www.newham.gov.uk/health-adult-social-care/health-wellbeing-newham/2](http://www.newham.gov.uk/health-adult-social-care/health-wellbeing-newham/2)

In addition to these local documents, this strategy has been shaped by the following national documents:



# NEWHAM CARERS

The 2011 Census advises that Newham has 24,554 Carers and 1,204 Young Carers<sup>9</sup>. Whilst the Census provides valuable data, it is widely recognised, nationally and locally, that it is likely to underreport the number of Carers due to not all Carers relating to or accepting the term ‘Carer’. Many Carers view their caring responsibilities as part of another role, such as that of a parent, partner, child, relative or friend; and in many ways, the pandemic has cemented this view.

Inaccuracies in reporting and recording accurate data on Carers is both a national and local issue. This impacts all Carers, but Young Carers are disproportionately disadvantaged as around one in 20 miss school because of their caring responsibilities<sup>10</sup>.

Support for Carers in Newham currently comprises of three elements: statutory Carers Assessments, the provision of low level emotional and practical support, via a commissioned Carers Support Service; and peer information and support via Carer Peer Support Groups.

Primary Care (GP’s) also record when they are aware that a patient is a Carer.



Carers Assessments recording on the Council’s Social Care database, AzeusCare	Adult Carers	Parent Carers	Young Carers
Social Care (via Carers Assessments) <sup>11</sup>	3,239	104	107
Carers Support Service	432	134	143
Carers Peer Support Groups	42	9	0
Primary Care (GPs)	3,393	0	238
<b>TOTAL:</b>	<b>7,106</b>	<b>247</b>	<b>488</b>

<sup>9</sup> [www.newham.info/census/2011-uk-census/](http://www.newham.info/census/2011-uk-census/)

<sup>10</sup> [www.carershut.org.uk/schools](http://www.carershut.org.uk/schools)

<sup>11</sup> Carers Assessments recorded on the Council’s Social Care database, AzeusCare.



# CARERS ENGAGEMENT



This Strategy reflects the views and experiences of over 500 Carers engaged via:

## Face-to-Face / Virtual Sessions Via:

- Carers supported by the Carers Support Service;
- Carers representatives who attend the Co-Production Forum;
- Carers Community Mental Health Group;
- East London Foundation Trust Working Together Group - Autism and Learning Disabilities;
- East London Foundation Trust Working Together Group - Mental Health;
- Healthwatch Newham;
- Newham Chinese Association;
- Renewal Programme;
- SubCo Trust;
- Parents of Children with Disabilities;
- Young Carers.

## Questionnaire (Online, Printed and Telephone)

- COVID-19 Community Survey (sent to all Adult Social Care Customers; and promoted via the Adults and Health Directorate's commissioned Social Care Providers; and the faith and voluntary sector);
- East London Foundation Trust Carers Survey;
- Online Questionnaire (sent to all Adult Carers known to the Council and the Carers Support Service; and promoted via the borough's Carers Peer Support Groups and Council's website and Social Media platforms) on a draft of the Strategy and the Action Plan. Within this was the offer to speak directly to the lead-Commissioner.

# ACHIEVEMENTS FROM THE INTEGRATED CARERS STRATEGY 2015 - 2018

## YOU SAID

## WE DID

**We want a single Carers Support Service. The advice and support differs between the two; and there is no transition for Young Adult Carers.**

We reviewed and changed the Service model. The new model includes two key elements: namely providing an all age Service; and screening, upon referral, Carers to determine the level of support needed within three distinct tiers of support. The model also includes delivery of a co-designed Carers Empowerment Programme that provides training to Carers to improve their confidence within their caring role.

**Raise awareness of Carers among Social Care practitioners.**

We remodelled the Adult Social Care pathway to make Carers every practitioners' responsibility.

All are now required to offer and complete Carers Assessments, as appropriate.

**There should be a mechanism for efficient recording of Carers Assessments and Combined Assessments.**

AzeusCare, the Council's Social Care database, has been amended to enable the easy recording and reporting of Carers Assessments and Combined Assessments.

**Improve the assessment process for Young Carers and Parent Carers.**

We have established a multi-disciplinary working group to review the Carers Assessment journey for both Parent and Young Carers; and funded a Young Carers and Parent Carers Assessor. Through the development of this Strategy, the Board is working closely with partners to support Young Carers to ensure any caring responsibility they choose to do does not disproportionately impact their future via a multi-agency Young Carers Action Planning Group, led by the Council's Children's and Young People's Directorate.

# REFRESHED PRIORITIES FOR 2021 - 2024

This Strategy aims to achieve the following outcomes:

1. Recognise and raise the profile of Carers (of all ages) in the borough; and support residents to identify themselves as a Carer early in their caring journey



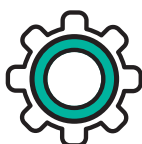
2. Involve, listen and respect Carers in planning the care and support which the cared for person receives - enabling safe, effective and personalised care



3. Empower Carers to manage their caring role - in order that they are able to look after their own health and wellbeing and have a life of their own alongside and outside of their caring responsibilities



4. Support Carers to maintain / fulfil their education and employment potential - in order that they are free from financial disadvantage related to their caring role



5. Support Young Carers from inappropriate caring and provide the support they need to learn, develop and thrive and enjoy a positive childhood



By 2025, every Newham Carer should:

- Have timely access to the information and advice they need for themselves and the cared for person;
- Understand their rights and have timely access to a Carers Assessment or Combined Assessment;
- With consent of the cared for person, have a voice in the care, support and treatment for the cared for person;
- Have the information and support to look after their own health and wellbeing;
- Have access to regular and sufficient breaks / respite from their caring role;
- Be able to continue to learn and develop, train or work (if they wish to).

# OUTCOME 1



Recognise and raise the profile of carers in the borough; and support residents to identify themselves as a carer early in their caring journey.

## Engagement with Carers and stakeholders advised:

- There is no visible Carers presence in the borough;
- There is a lack of awareness of who a Carer is, particularly in under-represented groups such as male Carers, disabled Carers, those from Asian and Black communities (who comprise 73% of the population<sup>12</sup>);
- There is a lack of awareness of the role Carers play in supporting the cared for person, the Health and Social Care system and the wider community;
- Carers are usually identified when they have reached crisis;
- It would be beneficial to have a Carers identification card that is recognised by Health and Social Care staff and other organisations;
- Engagement is often with long-standing Co-Production Carers - the reach needs to be wider (older Carers, disabled Carers, Carers from all ethnic groups, Carers of people with Autism, Learning Disabilities and / or Mental Health conditions were specifically mentioned);



## The Board will:

- Co-design and implement a 'branding' for Carers in Newham. This will be used for all promotion and by services who provide support to Carers / are Carer-friendly;
- Co-design and implement a fit for purpose Carers Charter in the Council, Bart's NHS Trust, East London Foundation Trust, Newham Health Collaborative / Primary Care Networks, Carers Support Service and Healthwatch Newham;
- Develop a comprehensive programme of engagement that recognises and raises the profile of Carers in the borough; enables Carers to be identified and supported early in their caring journey; and extends engagement / decision-making and co-production activities to a wider number of Carers.

<sup>12</sup> [www.newham.info/population/](http://www.newham.info/population/)

# OUTCOME 2

**Involve, listen and respect Carers in planning the care and support which the cared for person receives - enabling safe, effective and personalised care**



## Engagement with Carers and stakeholders advised:

- Carers often have to repeat their / the cared for person's story - with no joined-up working between organisations / services or consideration of the holistic needs of the cared for person, the Carer and wider family;
- Carers engagement with the development of the Care / Support / Treatment Plan of the cared for person is sporadic depending on the professional, as opposed to standard practice;
- Carers are not given priority GP appointments;
- Carers of people with Autism or Mental Health needs struggle to obtain a diagnosis (making the caring role much more difficult). Getting parity of esteem for Carers of those with physical needs and those with Mental Health needs is important;
- Some disabled Parent Carers feel unsupported - feeling they are perceived as a 'Child Protection risk' if they seek support;
- Carers would benefit from training sessions about the disabilities / conditions of the cared for person and the various Health and Social Care pathways that can be used to access support;
- Develop support for young people aged 24+ with Autism and / or Learning Disabilities to provide purpose / quality of life; and support to the Carers who support them;
- Carers have struggled during the pandemic - often not being informed when there is a change to the care and support of the cared for person (e.g. plan for the re-opening of day opportunities).

## The Board will:

- Continue to strengthen the Carers Forums to ensure that Carers have an active voice locally to improve the quality of services in the borough. Within this, work with local organisations to ensure Carers from a range of backgrounds are heard;
- Co-design and implement a training programme for Education, Health and Social Care professionals to better understand the role of Carers in providing care and support to the cared for person;
- Work with Health and Social Care professionals to ensure, as a matter of course, that they seek consent from the cared for person to share information about their care and support with their Carer; and when consent is provided that the Carers' knowledge and expertise is taken into account when developing Care / Support / Treatment Plans for the cared for person. Within this, consideration will be taken as to how this can be shared between Health and Social Care, to reduce the need for the cared for person and Carers repeating information;
- Work toward Carers being advised, as a matter of course, of the outcome of the cared for person assessment and timeframe for any agreed action;
- Work to implement the 'Quality Markers' for Carer friendly GP Practices;
- Co-design and implement a training programme for Carers prioritising the areas advised by Carers as beneficial;
- Outside of this Strategy, co-design and implement an Action Plan for adults with Autism / Learning Disabilities.

# OUTCOME 3



**Empower Carers to manage their caring role - in order that they are able to look after their own health and wellbeing and have a life of their own alongside and outside of their caring responsibilities**

## Engagement with Carers and stakeholders advised:

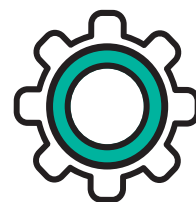
- Carers would benefit from a single, accessible resource available in different formats (e.g. online, printed) and in different languages. This resource should detail all the support that is available for Carers and how to access it;
- Some Carers feel that they are a source of annoyance to Health and Social Care staff - with some staff being lassie-faire to their needs and others being rude and unhelpful;
- It is a struggle to obtain a timely Carers Assessment or Combined Assessment - and when Carers do have one they are rarely informed it has taken place and of the outcome. Carers want to receive a copy of the Assessment and Support Plan (soon after it is completed);
- Carers need regular respite. Depending on the Carer, a break comes in different shapes and sizes from a couple of hours to watch a film to a holiday abroad. The Council doesn't have a Respite Policy - Carers do not know what respite is available and how to access it. There also seems to be inequity among Carers in this area;
- The Carers Support Service isn't visible: a physical presence / hub-based model is needed;
- The borough's Peer Support Groups do not receive regular or sufficient support in order to appropriately provide information to their attendees;
- Carers feel they have been 'left to it' during the pandemic with little contact, advice and information or support.



## The Board will:

- Co-design an accessible resource that covers all aspects of the support available to Carers;
- Improve the timelines of Carers Assessments; and communication following the Assessment;
- Develop and implement a process to audit the quality of Carers Assessments that involves discussing the experience of the Assessment with the Carer;
- Ensure older Carers and those who care for people with long-term needs are supported to plan for the future (for themselves and the cared for person) by identifying them and working in partnership to consider their long-term needs and preferences;
- Review and promote the Emergency Plan template;
- Co-design and implement an Adult Carers Respite Policy;
- Co-design and implement a Parent Carers Respite Policy;
- Remodel and re-procure the Carers Support Service;
- Provide strategic support and information to the Peer Support Groups (including the development of further groups (e.g. Young Carers, Young Adult Carers, Mutual Carers, Former Carers, etc).

# OUTCOME 4



**Support Carers to maintain / fulfil their education and employment potential - in order that they are free from financial disadvantage related to their caring role**

## Engagement with Carers and stakeholders advised:

- Employers often aren't aware of what it means to be a Carer and how they could better support Carers in the work place;
- The financial impact of caring is hard - especially if a Carer has to forego education opportunities or give up work to provide care and support;
- There is a lack of awareness about the costs of care and support and how to plan financially for the future - including what welfare benefits are available, the eligibility criteria and how to access them / being aware what evidence is required before applying);
- There is a lack of awareness about the concessionary travel options available for Carers and the cared for person: what the options are, the eligibility criteria and how to access them (including understanding what evidence is required before applying);
- There is a need for a dedicated form-filling support service;
- Evidence required to access a Council Carers Parking Permit is costly (e.g. a letter from a GP can cost £30+);
- The Carers Discount Card is worthless - very few businesses have signed-up to it; and those who have don't always acknowledge it when shown;
- It would be beneficial if a grant for Carers could be made available to support those wanting to return to education, training and / or employment.

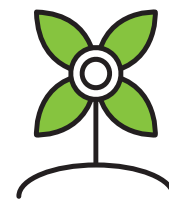


## The Board will:

- Review their own policies to better recognise and support their employees who are Carers;
- Work with local employers to raise awareness of Carers in the work place and develop Carer friendly practices to support Carers to stay in or return to work (where they wish to);
- Co-design accessible resources that detail the financial support (including concessionary travel) available for Carers and the cared for person;
- Review the Carers Support Service model when re-procuring (and within this consider a dedicated form-filling support service);
- Review the Carers Parking Permit application process and cost for accessibility and efficiency;
- Review the Carers Discount Card and continue to campaign for a London Card (with larger businesses signing-up);
- Consider financial support for Carers who want to access education, training and / or employment.

# OUTCOME 5

Support Young Carers from inappropriate caring and provide the support they need to learn, develop and thrive and enjoy a positive childhood



## Engagement with Carers and stakeholders advised:

Many children and young people will not identify themselves as a Young Carer because they:

- Do not self-identify as a Carer (particularly in certain cultures) or that their life is different to their peers;
- Don't want to be any different from their peers;
- Want to keep their identity at their education provision / setting with their peers separate from their caring role (particular if there is stigma around the cared for person's needs (e.g. mental health or substance misuse);
- Are worried they will be separated from the cared for person;
- Don't feel they can discuss their caring role - because they feel others won't understand, they feel embarrassed and / or are worried about bullying;
- See no reason or positive outcome from telling their story;
- There is an inconsistent and bureaucratic pathway for Young Carers and Parent Carers to receive a Carers Assessment and support;
- Young Carers need extra - and better, more coherent support to produce quality work.



## The Board will:

- Co-design and implement a comprehensive awareness and training programme across the Council, Education, Health and the faith and community sector to better identify Young Carers;
- Improve the Young Carers Assessment pathway and process;
- Co-design and implement a Young Carers Respite Policy;
- Implement the national Young Carers in School Programme across the borough's education provisions and settings (includes schools, colleges, universities, etc.).



# HOW WILL WE KNOW IF WE ARE MAKING A DIFFERENCE AND BENEFITING CARERS?

Through the interventions identified in the three-year Action Plan (Appendix A), the Board will expect to evidence:

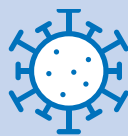
- Revised and strengthened governance, led by Carers themselves;
- A Newham Carers logo - used for promotion and Carer-friendly services;
- A fit for purpose Carers Charter - implemented by the Council, Bart's NHS Trust, East London Foundation Trust, Newham Health Collaborative / Primary Care Networks, Carers Support Service and Healthwatch Newham;
- An increase in the number of new Carers being identified, with notable improvement in under-represented groups, at an early stage in their caring journey;
- An increase in the number of Carers referred to and accessing support via the Carers Support Service (from a wide variety of referral sources);
- An increase in the number of Carers referred for and receiving a Carers Assessment or Combined Assessment (from a wide variety of referral sources);
- An increase in the number of Carers with an Emergency Plan;
- An increase in the number of working-age Carers in education, training and employment;
- An increase in the number of Carers in receipt of relevant welfare benefits;
- A self-reported improvement in Carers interaction and experience of working in partnership with Health and Social Care for their benefit and the benefit of the cared for person;
- An increase in the number of Carers who report they are aware of and are able to access appropriate information, advice and guidance in relation to their caring role via the national and local Carers surveys.




The Action Plan will be implemented over a three-year period by a multi-disciplinary, multi-organisation Carers Strategy Board comprising key Board representatives, the Carers Support Service Provider, representatives from the borough's Carers Peer Support Groups, Healthwatch Newham and Carers themselves. There will be workstreams established that will report into the Board. An example of this is the Young Carers Working Group - who has already successfully secured resource for the identification and assessment of Young Carers and Parent Carers.

Progress toward the Action Plan will be monitored by the Carers Strategy Board and be reported to the Board and the Health and Wellbeing Board.

# APPENDIX A: NEWHAM CARERS STRATEGY ACTION PLAN 2021 - 2024

	Task	Due date	Lead	Resource	Success/Measure Outcome
<b>0</b>	<b>Coronavirus (COVID-19) Pandemic Support</b>				
					
<b>0.1</b>	Complete regular Carers health and wellbeing calls.	Ongoing	<ul style="list-style-type: none"> <li>Principal Social Worker - Adults and Health</li> <li>Young Carers Working Group</li> </ul>	Existing	<ul style="list-style-type: none"> <li>Carers known to Social Care and the Carers Support Service are regularly contacted.</li> <li>Concerns / issues are identified and addressed.</li> </ul>
<b>0.2</b>	Support Carers to access regular rapid asymptomatic tests.	Ongoing	Public Health	Existing	
<b>0.3</b>	Support Carers to obtain the vaccine.	Year One	<ul style="list-style-type: none"> <li>Primary Care</li> <li>Public Health</li> </ul>	Existing	Carers have two-doses of the vaccine.
<b>0.4</b>	Support Carers to obtain digital poverty resources.	Ongoing	<ul style="list-style-type: none"> <li>Carers Support Service</li> <li>Public Health</li> </ul>	Existing	Carers have access to smart devices / internet.
<b>0.5</b>	Reopen Day Opportunities	Year One	<ul style="list-style-type: none"> <li>Adults and Health Commissioner</li> <li>Public Health</li> </ul>	Existing	Day Opportunities are available for eligible cared for persons – providing Carers respite.
<b>0.6</b>	Ensuring plenty of online Young Carers activities and resources whilst other types of support may not be available.	Ongoing	Young Carers Working Group	Existing	Young Carers are supported to access activities and resources online
<b>0.7</b>	Develop and distribute printed Carers Wellbeing Support Pack.	Year One	Adults and Health Commissioner	Existing	Carers are aware of useful advice and information on available support; and have access to wellbeing activities that can be completed at home.
<b>0.8</b>	Work with ADASS to deliver the Carers Online Festival and regular carers activities.	Ongoing	Adults and Health Commissioner	Existing	

	Task	Due date	Lead	Resource	Success/Measure Outcome
<b>1</b>	<b>Recognise and raise the profile of carers in the borough; and support residents to identify themselves as a carer early in their caring journey.</b>				
1.1	<ul style="list-style-type: none"> <li>• Co-design and implement a ‘branding’ for Carers in Newham.</li> <li>• This will include the design of a Newham Carers logo - for all promotion and Carers services to use (e.g. Carers Support Service, Carers Support Groups, carer identification card etc.).</li> </ul>	Year One	Carers Strategy Board	Budget required and to be determine	<p>Visible Carers presence in the borough.</p> <p>Increase in the number of residents who identify themselves as a Carer; and seek support from the:</p> <ul style="list-style-type: none"> <li>• Council via a Carers Assessment;</li> <li>• Carers Support Service;</li> <li>• Borough’s Carers Peer Support Groups.</li> </ul> <p>Increase in the number of Carers who report they are aware of and are able to access appropriate information, advice and guidance in relation to their caring role via the national and local Carers surveys.</p> <p>Increase in the number of under-represented Carers seeking support.</p>
1.2	<ul style="list-style-type: none"> <li>• Review, launch and implement the Carers Charter across the Council, Health, Carers Support Service and Healthwatch.</li> <li>• Within this consideration will be taken as to the benefit of having a Carers Photo ID Card (and how this can be used to support communication / access provision).</li> </ul>	Year One	Carers Strategy Board	Existing	<p>Fit for purpose Carers Charter in place - implemented by:</p> <ul style="list-style-type: none"> <li>• the Council;</li> <li>• Bart’s NHS Trust;</li> <li>• East London Foundation Trust;</li> <li>• Newham Health Collaborative / Primary Care Networks;</li> <li>• Carers Support Service</li> <li>• Healthwatch Newham</li> </ul>

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	Task	Due date	Lead	Resource	Success/Measure Outcome
1.3	<ul style="list-style-type: none"> <li>Co-produce and implement a three-year communication and event programme to raise awareness of and identify Carers in the borough - based upon data held by the Council, Health and Carers Support Service.</li> <li>The programme will consider both the various Carer cohorts via their protected characteristics (identifying 'hidden Carers'); and the range of communication methods (including main social media platforms).</li> <li>This is to include the various national Carers observation days.</li> </ul>	Year One	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Carers Support Service</li> </ul>	Existing	<p>Increase in the number of residents who identify themselves as a Carer; and seek support from the:</p> <ul style="list-style-type: none"> <li>Council via a Carers Assessment;</li> <li>Carers Support Service;</li> <li>Borough's Carers Support Groups.</li> </ul> <p>Within the above measures, an increase in the number of Carers from under-represented cohorts (e.g. male Carers, LGBT Carers, those that support an individual who has refused support, etc.).</p>
1.4	Co-design a single, comprehensive and user-friendly Carer resource on Care in Newham for residents and Health and Social Care professionals.	Year One	Carers Strategy Board	Existing	<p>Increase in the number of residents who identify themselves as a Carer; and seek support from the:</p> <ul style="list-style-type: none"> <li>Council via a Carers Assessment;</li> <li>Carers Support Service;</li> <li>Borough's Carers Peer Support Groups.</li> </ul> <p>Increase in the number of Carers who report they are aware of and are able to access appropriate information, advice and guidance in relation to their caring role via the national and local Carers surveys.</p>
1.5	<ul style="list-style-type: none"> <li>Co-design a printed resource based on the online resource in 1.4 and make available within all Community Neighbourhoods and Health and Social Care buildings (agreeing a programme of 'leaflet drops').</li> <li>This shall be available in easy-read, braille and the top-ten Newham community languages</li> </ul>	Year One	Carers Strategy Board	Budget required and to be determined	<p>Increase in the number of residents who identify themselves as a Carer; and seek support from the:</p> <ul style="list-style-type: none"> <li>Council via a Carers Assessment;</li> <li>Carers Support Service;</li> <li>Borough's Carers Peer Support Groups.</li> </ul> <p>Increase in the number of Carers who report they are aware of and are able to access appropriate information, advice and guidance in relation to their caring role via the national and local Carers surveys</p>

	<b>Task</b>	<b>Due date</b>	<b>Lead</b>	<b>Resource</b>	<b>Success/Measure Outcome</b>
<b>1.6</b>	Implement the 'Quality Markers' for Carer friendly GP Practices across the borough's GP Practices and accredit with 'branded' badge / certificate / plaque.	Year Two Year Three	<ul style="list-style-type: none"> <li>Primary Care Commissioner (CCG)</li> <li>PCN Clinical Directors</li> <li>CCG</li> </ul>	Budget required and to be determined	All Practices meet the Quality Markers.
<b>1.7</b>	Implement NHS England's 'top tips' for identifying and supporting Young Carers across the borough's GP Practices.	Year Two	Primary Care Commissioner (CCG)	Budget required and to be determined	All Practices have implemented the top tips.
<b>1.8</b>	Work with the borough's education provision and settings to annually observe Young Carers Awareness Day.	Year Two	<ul style="list-style-type: none"> <li>Children's Commissioner</li> <li>Carers Support Service</li> <li>Young Carers Working Group</li> </ul>	Existing	<p>Raise public awareness of the challenges faced by children and young people because of their caring role.</p> <p>Increase in the number of referrals on behalf of Young Carers and Young Adult Carers via their place of education to the:</p> <ul style="list-style-type: none"> <li>Council for a Carers Assessment;</li> <li>Carers Support Service.</li> </ul>
<b>1.9</b>	Work with the borough's Youth Zones to better identify and support Young Carers and Young Adult Carers.	Year Two	Carers Support Service	Existing	<p>Increase in the number of referrals on behalf of Young Carers and Young Adult Carers via the Youth Zones to the:</p> <ul style="list-style-type: none"> <li>Council for a Carers Assessment;</li> <li>Carers Support Service.</li> </ul>
<b>1.10</b>	Increase the number of Carers Champions in the borough across all Carer cohorts and celebrate their contribution.	Year Three	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Carers Support Service</li> </ul>	Existing	Increase in the number of Carers Champions across all carer cohorts.

	Task	Due date	Lead	Resource	Success/Measure Outcome
<b>2</b>	<b>Involve, listen and respect Carers in planning the care and support which the cared for person receives - enabling safe, effective and personalised care</b>				
2.1	Co-design a training programme for Social Care professionals to better understand the role of Carers in providing care and support to the cared for person.	Year One	<ul style="list-style-type: none"> <li>• Carers Strategy Board</li> <li>• Principal Social Worker - Adults and Health</li> <li>• Principal Social Worker - Children's</li> </ul>	Existing	Improve Carers interaction and experience of working in partnership with Social Care professionals for the benefit of the cared for person.
2.2	Co-design a training programme for Social Prescribers and Health professionals to better understand the role of Carers in providing care and support to the cared for person.	Year One	<ul style="list-style-type: none"> <li>• Carers Strategy Board</li> <li>• Principal Social Worker - Adults and Health</li> <li>• Principal Social Worker - Children's</li> </ul>	Existing	Improve Carers interaction and experience of working in partnership with Social Care professionals for the benefit of the cared for person.
2.3	<ul style="list-style-type: none"> <li>• Work with Health and Social Care professionals to ensure, as a matter of course, that they seek consent from the cared for person to share information about their care and support with their Carer; and when consent is provided that the Carers' knowledge and expertise is taken into account when developing Care / Support / Treatment Plans for the cared for individual.</li> <li>• Within this consideration into how this can be shared between Health and Social Care, as to reduce the need for the cared for person and Carers repeating information.</li> </ul>	<p>Year One - Social Care</p> <p>Year Two - Health</p>	<ul style="list-style-type: none"> <li>• Director of Operations - Adults and Health</li> <li>• Director of Operations - Children's</li> <li>• Primary Care Networks</li> <li>• TBA - ELFT</li> <li>• TBA – Barts</li> </ul>	Existing	<ul style="list-style-type: none"> <li>• Consent is sought from the cared for person to share information about their care, support and treatment with their Carer; and when consent is provided the Carers' knowledge and expertise is taken into account when developing Care / Support / Treatment Plans for the cared for person.</li> <li>• Review annual questionnaire and replicate across PCNs / ELFT / Barts.</li> </ul>



	Task	Due date	Lead	Resource	Success/Measure Outcome
2.4	Ensure timely communication to Carers during and post assessment of the cared for person.	<ul style="list-style-type: none"> <li>Year One - Social Care</li> <li>Year Two - Health</li> </ul>	<ul style="list-style-type: none"> <li>Director of Operations - Adults and Health</li> <li>Director of Operations - Brighter Futures</li> <li>Primary Care Networks</li> <li>TBA - ELFT</li> <li>TBA – Barts</li> </ul>	Existing	Carers are advised of the outcome of the cared for person assessment and timeframe for any agreed action.
2.5	Develop support for young people aged 24+ with Autism and / or Learning Disabilities to provide purpose / quality of life; and support to the Carers who support them, as there feels like very little support is available and is affecting both the Carers and cared for persons mental health.	Year Two	<ul style="list-style-type: none"> <li>Director of Operations - Adults and Health</li> <li>Adults and Health Commissioners</li> </ul>	Existing	Appropriate support in place for young people with Autism and / or Learning Disabilities.
2.6	Continue to fund the Parent Carer Forum until the 31.03.2023 - during which time it will be reviewed.	Year Two	Children's Commissioner	Existing	Parent Carer Forum in place and providing support to Parent Carers.
2.7	Work with Inclusive Economy and Housing to ensure diverse Carers representation (in terms of age, gender and ethnicity) on the Housing related issues.	Year Two	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Head of Resident Services</li> </ul>	Existing	Carers are represented on the Housing Delivery Group.
2.8	Carers involvement in MDTs	Year Two	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Primary Care Networks</li> </ul>	Existing	Carers attendance in MDT meetings.


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	Task	Due date	Lead	Resource	Success/Measure Outcome
2.9	<p>Co-design and implement a Carers Empowerment Programme. For example:</p> <ul style="list-style-type: none"> <li>• Adult Social Care Structure, Assessment Process / Pathway;</li> <li>• Advocacy;</li> <li>• Assisting Technology Equipment;</li> <li>• Assistive and Moving;</li> <li>• Advanced Planning and End of Life Care;</li> <li>• Carers Rights and Carers Assessments;</li> <li>• Carers Passport;</li> <li>• Children's Social Care Structure, Assessment Process / Pathway;</li> <li>• Child Protection;</li> <li>• Concessionary Travel;</li> <li>• Council's Complaints Procedure;</li> <li>• Direct Payments (inc: Personal Assistants / Replacement Care and Carers' Break Budget / Self Employed Carers and obligations as an Employee);</li> <li>• Emergency Planning;</li> <li>• Lasting Power of Attorney and Deputyship;</li> <li>• Medication Administration;</li> <li>• Mental Health First Aid;</li> <li>• Respite Policy;</li> <li>• Safeguarding Adults;</li> <li>• Significant 7+;</li> <li>• Sleep Scotland;</li> <li>• Welfare Benefits.</li> </ul>	Year Two	<ul style="list-style-type: none"> <li>• Carers Strategy Board</li> <li>• Carers Support Service</li> </ul>	Existing	Number of Carers attending empowerment sessions; and reporting positive learning.
2.10	<p>Extend the existing 'Newham Carers Passport' across the Newham University Hospital site - thus supporting Carers to be better involved in the care planning of the cared for individual.</p>	Year Three	Barts Clinical Director	Existing	Newham Carers Passport is implemented and promoted across Newham University Hospital.





	Task	Due date	Lead	Resource	Success/Measure Outcome
2.11	<ul style="list-style-type: none"> <li>Continue to strengthen the Carers Forums to ensure that Carers have an active voice locally to improve the quality of services in the borough. Work with local organisations to ensure carers from a range of backgrounds are heard.</li> <li>Carers logo accreditation for forums that reach certain standards</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Adults and Health Commissioner</li> <li>Childrens Commissioner</li> <li>Carers Support Service</li> <li>Co-Production Team</li> </ul>	Existing	<ul style="list-style-type: none"> <li>Quarterly Carers Forums delivered; and feedback provided to the lead-Commissioner to take forward with the relevant service areas.</li> <li>Work closely with community organisations to ensure a broad range of carers are represented/heard and supported</li> </ul>
2.12	<ul style="list-style-type: none"> <li>Empower carers by letting them with permission from cared for be able to access Azeus care record.</li> <li>Carers also to be able to do self-assessments (with support where necessary/relevant) via customer portal on Azeus</li> </ul>	Year One and Year Three	<ul style="list-style-type: none"> <li>Assessment and Care Management</li> <li>Business Systems</li> </ul>	Existing	Number of carers accessing/ carrying out own self assessments

	Task	Due date	Lead	Resource	Success/Measure Outcome
<b>3</b>	<b>Empower Carers to manage their caring role - in order that they are able to look after their own health and wellbeing and have a life of their own alongside and outside of their caring responsibilities</b>				
<b>3.1</b>	<p>Co-design a training programme for Social Care professionals to better understand how to identify Carers and the impact of caring. This will include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• Induction session with Carers Representatives;</li> <li>• Two-yearly Carers Assessment training;</li> <li>• Two-yearly Carers support training (covering support services, 'benefits', etc).</li> </ul>	Year One	<ul style="list-style-type: none"> <li>• Carers Strategy Board</li> <li>• Principal Social Worker</li> </ul>	Existing	<ul style="list-style-type: none"> <li>• Improve Carers interaction and experience of accessing Social Care support.</li> <li>• Increase in the number of Adult Carers and Young Carers supporting an adult Customer in receipt of a Carers Assessment or Combined Assessment across the pathway.</li> </ul>
<b>3.2</b>	<p>Agree a Memorandum of Understanding between Adults and Children's Services advising who is responsible for the Carers Assessments of the various Carer cohorts.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>• The difference between a Carers Assessment and a Combined Assessment and when each should be completed;</li> <li>• Supporting Parent Carers with disabilities and / or mental health needs;</li> <li>• Support available for Young Carers as they transition to Young Adult Carers.</li> </ul>	Year One	Director of Operations - Adults and Health	Existing	<ul style="list-style-type: none"> <li>• Memorandum of Understanding agreed and implemented.</li> <li>• Increase in the number of Carers Assessments and Combined Assessments completed by both Directorates.</li> </ul>
<b>3.3</b>	<p>Improve communication with Carers about their Carers Assessment. This includes:</p> <ul style="list-style-type: none"> <li>• Providing information about the Assessment prior to it taking place;</li> <li>• Introducing different mediums for Assessment including visit to Council office, telephone, Skype, Teams, WhatsApp, Zoom, etc;</li> <li>• Advising of the outcome of the Assessment within 28 calendar days of the Assessment date (including providing a copy of the Assessment).</li> </ul>	Year One	<ul style="list-style-type: none"> <li>• Director of Operations - Adults and Health</li> <li>• Director of Operations - Children's</li> </ul>	Existing	Improve Carers interaction and experience of accessing Social Care support.


	Task	Due date	Lead	Resource	Success/Measure Outcome
3.4	<ul style="list-style-type: none"> <li>Co-design and implemented an Adult Carers Respite Policy.</li> <li>This will include explaining the difference between replacement care and respite as well as sitting service; define the eligibility for respite; and how it may be obtained.</li> </ul>	Year One	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Adults and Health Commissioner</li> <li>Director of Operations</li> </ul>	Existing	Adult Carers Respite Policy in place and adhered to by Adults and Health professionals.
3.5	Refresh the Emergency Plan template.	Year One	Carers Support Service	Existing	Fit for purpose and accessible Emergency Plan template.
3.6	Promote the Carers Emergency Plan Scheme to all Carers who access the Carers Support Service and / or have a Carers Assessment; and the Borough's Carers Peer Support Groups.	Year One	<ul style="list-style-type: none"> <li>Carers Support Service</li> <li>Director of Operations - Adults and Health</li> <li>Director of Operations - Children's</li> </ul>	Existing	Fit for purpose and accessible Emergency Plan template.
3.7	Ensure long-term planning is completed for all Carers aged 50+, known to the Council and / or Carers Support Service - considering both the Carers and cared for person needs.	Year Two	<ul style="list-style-type: none"> <li>Director of Operations - Adults and Health</li> <li>Carers Support Service</li> <li>Learning Disability and Autism Older Carers Working Group has been established</li> </ul>	Existing	<p>Mechanism implemented to identify all Carers aged 50+; and their and the cared for person's needs are considered during the Review, with long term planning considered</p> <p>Evidence of better plans for the future for individual carers</p> <p>Older carers better informed regarding options for their loved one</p>
3.8	Review the Carers Direct Payment process, as the current process takes too long, is complex and rigid.	Year Two	<ul style="list-style-type: none"> <li>Director of Operations - Adults and Health</li> <li>Director of Operations - Children's</li> </ul>	Existing	<ul style="list-style-type: none"> <li>Accessible and simplified Carers Direct Payment process in place.</li> <li>Increase in the number of Carers accessing agreed care and support via a Direct Payment.</li> </ul>
3.9	Develop and implement a process to audit the quality of Carers Assessments that involves discussing the experience of the Assessment with the Carer.	Year Two	<ul style="list-style-type: none"> <li>Principal Social Worker - Adults and Health</li> <li>Principal Social Worker - Children's</li> </ul>	Existing	<ul style="list-style-type: none"> <li>Increase the quality of Carers Assessments.</li> <li>Improve Carers interaction and experience of accessing Social Care support.</li> </ul>

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	Task	Due date	Lead	Resource	Success/Measure Outcome
3.10	Co-design and implement a Parent Carers and Young Carers Respite Policy.	Year Three	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Children's Commissioner</li> <li>Director of Operations – Children's</li> </ul>	Budget required and to be determined	Parent Carers and Young Carers Respite Policy in place and adhered to by Children's professionals.
3.11	Re-procure the Carers Support Service (within this is the need to explore a borough-based 'Carers Centre' and dedicated form-filling provision).	Year Two	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Adults and Health Commission</li> <li>Children's Commissioner</li> </ul>	Increase to existing budget required and to be determined	Fit for purpose Carers Support Service in place.
3.12	Empower Carers Peer Support Groups to develop their strategic oversight in how they both offer support to others and represent their Group in coproduction activities.	Year Two	Adults and Health Commissioner	Existing	Representatives attend the Newham Strategy Board and Empowerment Programme.
3.13	Review Carers role in coproduction.	Year Two	<ul style="list-style-type: none"> <li>Adults and Health Commissioner</li> <li>Co-Production Team</li> </ul>	Existing	A variety of Carers are represented in coproduction activities.
3.14	Improve uptake of preventative health checks and Mental Wellbeing service like Talking Therapies through marketing campaigns.	Year Three	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Primary Care Networks</li> <li>East London Foundation Trust</li> </ul>	Existing	Increase in the number of Carers using preventative / mental health wellbeing services.
3.15	Work with Active Newham, Community Neighbourhoods, Voluntary Sector and Faith Sector to develop, improve and publicise a range of activities that Carers and the cared for person can engage in together and / or simultaneously.	Year Three	<ul style="list-style-type: none"> <li>Carers Strategy Board</li> <li>Public Health</li> </ul>	Existing	Increase in community activities for Carers and the cared for person.
3.16	Explore socially linking Carers to established online Carers Forums (e.g. via Carers UK, Carers Trust, etc).	Year Three	Carers Strategy Board	Existing	Link local Carers with national Carers support and programmes / campaigns.



	Task	Due date	Lead	Resource	Success/Measure Outcome
3.17	Improve awareness of and access to Assistive Technology and Community Equipment. Within this is how technology can both hinder and support Carers in their caring role.	Year Three	Adults and Health Commissioner	Existing	<ul style="list-style-type: none"> <li>• Increase in the number of Carers accessing Assistive Technology and Community Equipment to support them in their caring role.</li> <li>• A variety of Carers are represented in the Council's Digital Programme.</li> </ul>
3.18	Use complaints as an opportunity to identify quality improvements.	Ongoing	Carers Strategy Board	Existing	Obtain quarterly overview of complaints received from Carers to identify themes / outcomes and learn from these - incorporating them into the other actions within this Plan.

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<b>4</b>	<b>Support Carers to maintain / fulfil their education and employment potential - in order that they are free from financial disadvantage related to their caring role</b>				
4.1	Review the Council's HR Policies in relation to employees who are Carers.	Year One	One Source	Existing	The Council, as an employer, has fit-for purposes policies that support employees who are Carers.
4.2	Work with Newham Work to increase number of Carers being supported to start training / employment or maintain employment.	Year One	<ul style="list-style-type: none"> <li>Adults and Health Commissioner</li> <li>Newham Work</li> </ul>	Existing	Increase in the number of carers Newham Work have supported into training / sustainable employment; or maintain their employment from the 2019/20 baseline of five.
4.3	Improve awareness of travel and concessionary travel options (e.g. TfL Mentoring Scheme, Freedom Pass, Blue Badge, Taxi Card, Dial-a-Ride, etc.).	Year One	Adults and Health Commissioner	Existing	Increase in the number of eligible cared for persons accessing travel and concessionary travel options they are eligible for.
4.4	Integrated pathway to support Young Carer's educational and / or employment aspirations.	Year One	<ul style="list-style-type: none"> <li>Young Carers Working Group</li> <li>Carers Support Service</li> </ul>	Existing	Young Carers and professionals are able to navigate pathway for education / employment support for Young Carers.
4.5	Develop form-filling offer for Carers via the Carers Support Service.	Year Two	<ul style="list-style-type: none"> <li>Adults and Health Commissioner</li> <li>Carers Support Service</li> </ul>	Increase to existing budget required and to be determined	Fit for purpose form-filling service in place to support Carers to access eligible benefits.
4.6	Review Carers Permit application process and cost.	Year Two	Parking	Existing	Clear process for applying for a Carers Permit (at a fair cost).
4.7	Review Disabled Parking Bays application and cost.	Year Two	Highways	Existing	Clear process for applying for a Disabled Parking Bay.
4.8	Review the Carers Discount card and ensure it is fit for purpose	Year Three	Carers Strategy Board	Existing	<ul style="list-style-type: none"> <li>Have a fit-for-purpose Carers discount scheme that provides financial support to Carers.</li> <li>Campaign for a London Carers Discount Card (with larger businesses signing-up).</li> </ul>

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<b>5</b>	<b>Support Young Carers from inappropriate caring and provide the support they need to learn, develop and thrive and enjoy a positive childhood</b>				
5.1	Review and co-design the Young Carers assessment pathway and documentation with relevant training as and when required  This will include the transition pathway from Young Carer to Young Adult Carer.	Year One	<ul style="list-style-type: none"> <li>Children's Commissioner</li> <li>Director of Operations – Children's</li> </ul>	Existing	<ul style="list-style-type: none"> <li>Clear, appropriate and well-promoted pathway in place for Young Carers.</li> <li>Young Carer friendly assessment documentation in place.</li> <li>All relevant stakeholders are aware of the Young Carers pathway and how to refer a Young Carer for a Carers Assessment.</li> </ul>
5.2	Develop resource/tool/ programmes for all services available to Young Carers including respite.	Year One	Young Carers Working Group	Existing	Establishment of resources online and at key organisations of all support available to young people
5.3	Implement the national Young Carers in School Programme across the borough's education provision and settings; and youth zones.	Year Two	Young Carers Working Group	Increase to existing budget required and to be determined	All education provision and settings implemented the Young Carers in School Programme.
5.4	Develop a peer support group for Young Carers with a sibling/s with SEND.	Year One	Young Carers Working Group	Existing	Peer support group established and supporting Young Carers with a sibling/s with SEND.
5.5	Complete an audit of Young Carers safeguarding cases – to improve support for Young Carers affected by parental mental health.	Year Two	Carers Support Service  Young People's Assessment and Safeguardin	Existing	Increase in the number of Young Carers, who provide care for an adult with mental health needs, supported by the: <ul style="list-style-type: none"> <li>Council via a Carers Assessment;</li> <li>Carers Support Service.</li> </ul>
5.6	Explore with national organisations e.g. Girls Guides, Boy Scouts, The Cadets, Princes' Trust and Duke of Edinburgh on support can be offered to Young Carers.	Year Three	Young Carers Working Group	Existing	Addition of national organisation as part of carers support services available
5.7	Ensure appropriate support is available for Young Carers and Young Adult Carers who are caring for someone approaching the end of life (in to bereavement).	Year One	<ul style="list-style-type: none"> <li>Young Carers Working Group</li> <li>Newham End of Life Care Board</li> </ul>	Existing	<ul style="list-style-type: none"> <li>Young Carers and Young Adult Carers are able to access the support they need when caring for someone approaching the end of their life.</li> <li>Young Carers and Young Adult Carers are offered bereavement support when the cared for person dies.</li> </ul>

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