

Appendix B

Carers Charter Action Plan

Carers Charter Action Plan					
Carers Charter Area					
Working together for Carers	Objective	Action	Owner	Reporting time	Measure
<ul style="list-style-type: none"> • I have help at an early stage. • I want friendly professionals who understand my role as a carer and listen to me. 	Promote identification of hidden carers.	Training to identify carers/hidden carers and understand their contribution to health and social care for all frontline staff within the partnership.	All	Quarterly	% of staff completed training (target 60% per annum)
	Develop a referral pathway at hospital discharge to the Carers Centre.	Referral pathway developed and promoted to staff at BHRUT to refer carers to Carers of Barking and Dagenham.	CHAT	Mar-23	Quarterly % increase in the number of referrals once pathway in place
	Promote identification of hidden carers by GPs.	Training and pop up reminder on GP system to promote recording of carers by GPs. Promote identification and recording of carers by GPs through GP intranet and PTI and links to signposting.	NEL CCG (BHR ICP)	Quarterly	Number of additional patients recorded as carers.
<ul style="list-style-type: none"> • I am recognised as an expert and equal partner of care with my views and opinions valued and respected. 	Involve Carers in cared for health and wellbeing planning.	Involve carers in the assessment and development of support plans for the cared for.	LBBB Social Care	Quarterly	Case studies of carers supported
	Develop Carers Champions	Identify champions in the workforce to drive the delivery of the carers charter and bring carers to the forefront of service delivery.	All	Annually	Number of carers champions and successful initiatives
<ul style="list-style-type: none"> • I want to access a range of support, including breaks from my caring responsibilities, to help me live the life; and continue to carry on with my caring role. 	Support carers in a culturally competent approach to deliver person centred outcomes.	Increase awareness of support requirements for carers of different cultural and racial backgrounds by meaningfully considering race and identity of carers through training and shared learning.	All	Quarterly	Number of training and shared learning sessions that reflect culturally competent practice. Survey of carers experience of service (annual)
	Carers access support and breaks through direct payments.	Development of Carers Market for carers to use direct payments.	LBBB Commissioning Carers of Barking and Dagenham LBBB Social Care	Annually	Number of carers accessing support and breaks through direct payments.

Carers wellbeing and employment	Objective	Action	Owner	Reporting time	Measure
<ul style="list-style-type: none"> I have access to information and advice to help me look after my own mental and physical health. 	Maximise income for carers	<ul style="list-style-type: none"> Training to identify hidden carers Maximise income through employment, training and benefits. 	<ul style="list-style-type: none"> LBBB Community Solutions DWP Job Centre Plus Carers of Barking and Dagenham 	Quarterly	<ul style="list-style-type: none"> % of staff completed training (target 60% per annum) -accessing employment, including initiatives like Kickstart, Jets, Sector-based work Academy programmes (SWAPS) DEA Direct support, DWP Apprenticeships, volunteering opportunities and employment programmes run by DWP -increased engagement with Homes and Money Hub, including support with budgeting - wellbeing courses with a view to employment (confidence/motivation) -training -additional benefits -% increase of Carers Allowance from baseline.
	Increase screening and referrals for carers (prevention/early intervention)	Link worker to work with GPs and promote social prescribing carer referral.	LBBB Community Solutions/ NEL CCG	Quarterly	2% increase in carers accessing social prescribing
<ul style="list-style-type: none"> I can access an effective response from health and social care to address changes in my loved ones needs, for instance increase in care package so that I can return to work quickly. 	Increase awareness of working carers and impact of timely intervention for social care and health staff.	Work with health and social care partners to raise awareness.	Carers of Barking and Dagenham	Six monthly	Case studies of carers supported
<ul style="list-style-type: none"> I am supported to maximise my income including accessing benefits. 	Increase employment/training opportunities.	Work with Carers to access employment/training and utilise experience gained as a carer.	LBBB Community Solutions/ Job Centre Plus	Quarterly	<ul style="list-style-type: none"> % increase in number of carers accessing employment/training and volunteering. % carers engaging with JobShop and Adult College
	Increase uptake of NHS health checks and screening for eligible carers.	Promote uptake of health checks to carers	NEL CCG/ LBBB Public Health	Quarterly	No. of healthchecks accessed by carers.
<ul style="list-style-type: none"> I am supported with my caring responsibilities so that I can continue to work or study. 	Increase uptake of COVID and Flu vaccinations amongst carers	Continue to promote vaccinations to carers amongst partner organisations.	LBBB Public Health	Annually	<ul style="list-style-type: none"> % of identified carers vaccinated for COVID % of identified carers vaccinated for Flu
	Support older carers of adult children with disabilities to access advance care planning for cared for.	Plans for adult children with disabilities to be put in place to be implemented after parent passes away.	End of Life Care Service LBBB Social Care	Annually	Number of advance care plans in place

Supporting Young Carers	Objective	Action	Owner	Reporting time	Measure
• I can attend carers support groups and activities with young carers that understand what I am going through.	Young carers are able to attend activities and meet with peers who understand their situation, and they receive a break from their caring responsibilities.	Activities and regular groups take place to support young carers.	Carers of Barking and Dagenham	Quarterly	Number and type of online and face to face activities.
• Increase awareness and support for young carers.	Increase awareness and referral pathways for young carers	Safeguarding Board Partners are aware of the young carers services	Carers of Barking and Dagenham Disability Services Voluntary Sector Drugs and Alcohol Services Education Safeguarding	Quarterly	Partners are referring into services.
• I can access help to support me with my mental health and wellbeing.	Increase access to mental health and wellbeing support services.	Work with health partners to increase awareness of young carers and access support. Signpost young carers to mental health support	Carers of Barking and Dagenham, Education and all NHS partners	Quarterly	% increase from baseline young people accessing mental health support.
	Promote awareness of young carers	Work with Carers of Barking and Dagenham and Young Carers to promote carers in the young people's space.	Carers of Barking and Dagenham	Quarterly	Number of assemblies with schools.
• I am able to focus on my future and my studies without impacting on my caring role, including university training and employment options.	Support young people to continue in education, training and employment	Develop partnerships with schools to increase awareness of young carers and how schools/colleges can build on this work.	LBBB Education, Carers of Barking and Dagenham LBBB Community Solutions	Quarterly	Number of new initiatives delivered/ developed. - % increase in NEET young carers accessing advice services for training and employment.
• My school understands my caring role and I feel supported.	Schools where possible are able to work with and help young carers to meet their potential	Increase awareness of support requirements for carers in schools	Carers of Barking and Dagenham LBBB Social Care LBBB Education/ Designated Safeguarding Leads	Six monthly	Number of referrals from schools.
Carers in the wider community	Objective	Action	Owner	Reporting time	Measure
• Recognise I may need help both in my caring role and in maintaining my own health and well-being.	Identify carers and provide onward referral to Carers of Barking and Dagenham.	Increase awareness of support requirements for carers including providing culturally competent support by meaningfully considering race and identity of all age carers.	All	Quarterly	Breakdown and number of referrals received from partners by Carers of Barking and Dagenham - Case studies of carers supported
• I can access a carers needs assessment when I need.	Increase uptake of carers needs assessments.	All actively promote the carers needs assessment and referral to the Intake Team.	All LBBB Social Care LBBB Performance and Intelligence Team Carers of Barking and Dagenham LBBB Community Solutions Healthwatch	Quarterly	% increase in Carers Assessments from baseline.
• I want to be able to find out information about what services are available in the community.	Develop a carer friendly community.	Work with the all partners and local businesses and employers to develop a carer friendly community.	All Local businesses/ LBBB Community Solutions	Six monthly	Report initiatives and processes developed including service user feedback. - increase in number of flexible employment roles available for carers
	Identify and support carers at incidents or in contact with Police.	Increase awareness of all age carers and appropriately refer to carers support service.	Metropolitan Police	Quarterly	No of referrals received by Carers of Barking and Dagenham.

<p>•Information is shared with me and other professionals to raise awareness and signposted appropriately.</p>	<p>Promote services to carers and partners including signposting and referral pathway.</p>	<p>Promote services through GP intranet, partner websites, faith forums, community and voluntary sector organisations.</p>	<p>All, BHRUT BD Collective End of Life Care Service Healthwatch Carers of Barking and Dagenham Community Solutions Community Hubs</p>	<p>Quarterly</p>	<p>Monitor referral source to Carers of Barking and Dagenham Strong culture on feedback form referrals and areas where improvements can be made/best practice No of information and training sessions delivered. No of forums attended.</p>
--	--	--	--	------------------	---