

Carers Charter Action Plan

Carers Charter I Statements Area					
Working Together for Carers	Objective	Action	Owner	Reporting time	Measure
I can access practical help and support at an early stage.	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 including GP surgeries.	All Carers Centre to deliver training	Ongoing New programme for 2026	Number of people attending training
	Promote the work being done by Admiral Nurses within the acute setting.	Awareness raising sessions delivered by the Admirals nurses for dementia carers	Admiral Nurses Adult Commissioning Carers Centre	Six monthly	Number of people attending lunch and learn and forums. Number of Carer referrals to the Admiral Nurses Team Number of referrals to the Carers Centre from the Admiral nurses
	Identification and inclusion of Carers in the discharge process following hospital stay.	Enhance awareness and expand upon the progress already established through the ARF project.	BHRUT Carers Centre	Ongoing	% increase in the number of carers referred to the Carers Centre from the hospital setting
I have access to a range of support, including breaks from my caring responsibilities, to help me live my life and continue to carry on with my caring role.	Work collaboratively to identify and implement a wider more diverse range of respite care options.	Collaborate with relevant services to explore suitable respite care options and implement delivery.	Commissioning Teams Adult Social Care Housing Strategy	Ongoing	Individual respite offer option identified. Numbers of referrals and take up of the offer
	Develop the Care Technology offer for Carers and their cared for.	Work with Care Tech provider to raise awareness of what's available and hold Tech sessions for Carers.	Care Tech and Commissioning Carers Centre	Six monthly	Increase in referrals to care tech service from Carers Centre Increase in the number of carers utilising care technology to support them in their caring role
	Carers can access support to take breaks through funded initiatives and innovation funds.	Raise awareness of the offer available for Carers to take breaks.	Carers Centre Commissioning Adult Social Care	Quarterly	Numbers of referrals and take up of available offers.
I have friendly professionals who genuinely understand my role as a carer, listen to me and support me to access help.	Refresher Training for frontline staff re Care Act duties around informal carers.	Care Act Training refresher to be put in place for social care staff with a focus on Carers.	Adult Commissioning Carers Centre	Ongoing	Number of staff completed the training. Feedback from staff and number of staff attending training
I am recognised as an expert and equal partner of care with my views and opinions valued and respected.	Provide opportunities for carers to participate and be involved in development and service delivery.	Establish regular feedback sessions where carers can share their views and opinions, which are then used to inform service improvements.	Commissioning Teams (Adults and Children's) Carers Centre	Quarterly	Number of development sessions attended by carers Feedback from carers
Carers Wellbeing and Employment	Objective	Action	Owner	Reporting time	Measure
I have access to information and advice to help me look after my own mental wellbeing and physical health.	Raise awareness and further develop Carers peer support group offer.	Work with partners and carers to raise awareness and support additional cohorts through the peer support offer.	Carers Centre Commissioning (Adults & Children) Carers Strategic Group	Ongoing	% increase in the number of people attending peer support groups Number and description of additional peer support groups developed.
	Increase uptake of NHS health checks and screening for eligible carers.	Promote uptake of health checks to carers.	LBBD Public Health Carers Centre	Quarterly	No. of health checks accessed by carers in the targeted groups 40-74 age and 30-39
I want access to an effective and prompt 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 frontline partners across health social care and the community and voluntary sector to raise awareness of the support available.	Carers Centre	Six monthly	Case studies of carers supported
I can access information and advice from health professionals about my cared for person's health condition and what this means for me as a carer.	Increase identification of hidden carers by GPs.	Raise awareness amongst GPs and health professionals across primary care of the local Carers offer.	Carers Centre ICB Lead	Ongoing	Referrals from GPs % increase in Carers recorded with GP practices
	Increase access to Information and Advice offer for Carers at diagnosis.	Scope and shape transformation work in the Learning Disabilities and Autism space for better Information, Advice and Guidance offer for parent carers at diagnosis.	Commissioning Teams Learning Disabilities and Autism Programme Lead	Jan-27	Development of the Community Independence Offer Feedback from Carers
	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 Adult Social Care	Six monthly	Number of advance care plans in place
I am supported with my caring responsibilities so that I can continue to work or study.	Maximise income for carers	Develop partnerships to raise awareness of opportunities maximise income through employment, training and benefits.	DWP Job Centre Plus Carers Centre Universal services	Quarterly	% increase of Carers benefits from baseline
	Increase employment/training opportunities.	Work with Carers to access employment/training and utilise experience gained as a carer.	Job Centre Plus DWP LBBD Employment and Skills	Quarterly	% increase in number of carers accessing employment/training and volunteering opportunities % carers engaging with JobShop and Adult College
Supporting Young Carers	Objective	Action	Owner	Reporting time	Measure
I am able to focus on my future and my studies without impacting on my caring role, including university, training, apprenticeships and employment options, especially during transitions into adulthood.	Support young people to continue in education, training and employment, as they transition into adulthood.	Develop partnerships with schools to increase awareness of young carers and how schools/colleges can build on this work - hidden carers training.	LBBD Education, Carers Centre - Young Carers Project Universal Services	Ongoing	Number of new initiatives delivered/ developed. - % increase in NEET young carers accessing advice services for training and employment
	Young carer feels able to access a range of support around transitions and life skills.	Young Carers services deliver a range of workshops to support young people including transitions, finances, life skills, and benefits advice at transitions.	Carers Centre - Young Carers Project	Quarterly	Range of sessions delivered
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. Including 1:1 sessions with the young carers.	Activities and regular groups take place to support young carers.	Carers Centre - Young Carers Project	Quarterly	Number and type of online and face to face activities

I can access help to support me with my mental health and wellbeing.	Promote awareness of young carers.	Work with Carers Centre and the Young Carers Project to promote carers in the young people's space.	Carers Centre - Young Carers Project	Quarterly	Number of assemblies delivered in schools. Deliver Young carers presentations to health and social care
	Young carers are able to access wellbeing support services, including referrals to specialist services.	Work with health partners to increase awareness of young carers and access support. Signpost young carers to mental health support - Emotional and wellbeing support offered at Carers Centre via the young carers project.	Carers Centre - Young Carers Project Education NHS partners	Quarterly	Number accessing wellbeing and mental health support via Barking and Dagenham Young Carers project and partners
I am supported by my teachers, school and college who understand the impact of my caring role.	Young carers feel supported in schools.	Young Carers Service deliver school assemblies - and dedicated training for teachers in schools to raise awareness. More close working with schools to identify and support young carers - one to one support and drops in offered by the Young Carers project.	Carers Centre - Young Carers Project	Quarterly	Schools data collected and reported on
Carers in the Wider Community	Objective	Action	Owner	Reporting time	Measure
I recognise I may need help both in my caring role and in maintaining my own health and well-being.	Increase uptake of COVID and Flu vaccinations amongst carers.	Continue to promote vaccinations to carers amongst partner organisations.	LBBB Public Health	Annually	% of identified carers vaccinated for COVID % of identified carers vaccinated for Flu
	Improve and promote health and wellbeing amongst carers.	Work with health partners to raise awareness of Carers health wellbeing and prevention.	Commissioning LBBB Public Health Health Partners	Ongoing	Feedback from Carers Number of sessions delivered New initiatives delivered
I have access to informed professionals who raise awareness of carers and signpost them appropriately.	Identify carers and provide onward referral to Carers Centre in community settings.	Increase awareness of support requirements for carers including providing culturally competent support.	All	Quarterly	Breakdown and number of referrals received from partners by Carers Centre Case studies of carers supported
I am supported to access a range of services that are suitable for me in my caring role and as my caring role evolves.	Improve and promote the Information, Advice and Guidance offer across the partnership.	Work across the partnership to identify the information, advice and guidance gaps and develop a targeted offer. Including Co-producing information on Carers Assessment.	All	Mar-27	New initiatives developed Number of referrals to the Carers Centre and referral source
	Develop a carer friendly community.	Work with the all partners, local businesses and employers to develop a carer friendly community.	All Local businesses/ Universal Services	Six monthly	Report initiatives and processes developed including service user feedback.
I expect all professionals to have knowledge of the Carers Charter and awareness of the support available.	Promote the Carers Charter and services for carers widely across the partnership. Including signposting and referral pathway.	Promote services through GP intranet, partner websites, faith forums, community and voluntary sector organisations, NELFT, BHRUT, SAB.	All	Quarterly	Feedback from partners and carers. Monitor referral source to Carers Centre