

| Carers Charter Action Plan                                                                                                                                                                                |                                                                                                                                                                                                           |                                                                                                                                                                              |                                                                                  |                                   |                                                                                                                                                                                    |
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| 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<br>New programme for 2026 | Number of people attending training                                                                                                                                                |
|                                                                                                                                                                                                           | Promote the work being done by Admiral Nurses within the acute setting.                                                                                                                                   | Awareness raising sesions delivered by the Admirals nurses for dementia carers                                                                                               | Admiral Nurses<br>Adult Commissioning<br>Carers Centre                           | Six monthly                       | Number of people attending lunch and learn and forums.<br>Number of Carer referrals to the Admiral Nurses Team<br>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<br>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 optionsand implement delivery.                                                                           | Commissioning Teams<br>Adult Social Care<br>Housing Strategy                     | Ongoing                           | Individual respite offer option identified.<br>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<br>Carers Centre                                     | Six monthly                       | Increase in referrals to care tech service from Carers Centre<br>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<br>Commissioning<br>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<br>Carers Centre                                             | Ongoing                           | Number of staff completed the training.<br>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<br>(Adults and Children's)<br>Carers Centre                  | Quarterly                         | Number of development sessions attended by carers<br>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<br>Commissioning<br>(Adults & Children)<br>Carers Strategic Group  | Ongoing                           | % increase in the number of people attending peer support groups<br>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<br>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<br>ICB Lead                                                        | Ongoing                           | Referrals from GPs<br>% 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<br>Learning Disabilities and Autism<br>Programme Lead        | Jan-27                            | Development of the Community Independence Offer<br>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<br>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<br>Job Centre Plus<br>Carers Centre<br>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<br>DWP<br>LBBD Employment and Skills                             | Quarterly                         | % increase in number of carers accessing employment/training and volunteering opportunities<br>% 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,<br>Carers Centre - Young Carers<br>Project<br>Universal Services | Ongoing                           | Number of new initiatives delivered/ developed.<br>- % 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<br>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<br>Project                                          | Quarterly                         | Number and type of online and face to face activities                                                                                                                              |

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| 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<br>Education<br>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.                                                                                                                                                                                       | LBBD Public Health                                                | Annually       | % of identified carers vaccinated for COVID<br>% 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<br>LBBD Public Health<br>Health Partners            | Ongoing        | Feedback from Carers<br>Number of sessions delivered<br>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<br>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<br>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<br>Local businesses/<br>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                                     |