



All-Age **Carers** Action Plan

(Stakeholder Commitments)

April 2023 – March 2026

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Universal Offer (Commissioning and Carers First)

PRIORITY 1:

EASY ACCESS TO INFORMATION AND SUPPORT WHEN CARERS NEED IT, AND EARLY INTO THEIR CARING ROLE

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
UO1.1	Carers First will promote their website to other services and organisations and encourage them to share and promote with the people they work with.	Carers have access to meaningful information and advice on the Carers First website.	Increased number of carers using the Carers First website for information and advice. Increased number of services that have a link to Carers First website.	Carers First WF Service Manager	March 2024
UO1.2	Carers First will send posters promoting Carers First services and their website to other services who have notice boards in their venues.	Waltham Forest carers know where to get support from early in their caring role.	Increased self-referrals. Number of carers accessing service through QR code on poster. Number of organisations having a Carers First poster on their notice board.	Carers First WF Service Manager	March 2024
UO1.3	Carers First provide carers awareness sessions to other services and organisations in Waltham Forest.	Professionals have an increased awareness of carers and Carers First services.	Increased referrals from professionals. Number of awareness sessions provided.	Carers First WF Service Manager	March 2025
UO1.4	Carers First will hold regular face-to-face and telephone carers surgeries for carers in Waltham Forest.	Carers can access support quickly and at a time and medium that suits the carers' needs.	Number of carers accessing the carers surgeries.	Carers First WF Service Manager	April 2023
UO1.5	Carers First helpline is available for carers to call Monday to Friday, 9 to 5 for information and advice.	Carers who are not digitally engaged have access to information and advice.	Number of carers calling the helpline for information and guidance.	Carers First WF Service Manager	April 2023

PRIORITY 2:

HAVE INCREASED OPPORTUNITY TO ACCESS GOOD QUALITY SUPPORT, INCLUDING SHORT BREAKS, GROUPS, AND POSITIVE OPPORTUNITIES

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
UO2.1	Carers First will provide opportunities for carers to go on activities.	Give carers opportunities to take a short break from their caring role.	Number of carers attending and positive feedback from carers.	Carers First WF Service Manager	March 2025
UO2.2	Carers First will provide carers wellbeing groups for carers, both face-to- face and online.	Carers have an opportunity to access good quality support.	Number of carers attending and positive feedback from carers.	Carers First WF Service Manager	March 2024
UO2.3	Carers First will provide workshops for carers to support them with their caring role.	Carers have an opportunity to learn and gain knowledge that will support them in their caring role.	Number of carers attending and positive feedback from carers.	Carers First WF Service Manager	March 2024
UO2.4	Carers First will provide carers registered to our service with a regular e-news or a what's on guide so that carers know what events are happening in the coming months.	Give carers opportunities to access activities to support them with their caring role.	Number of carers clicking on the links in the e-news. Number of carers booking activities. Positive feedback from carers.	Carers First WF Service Manager	April 2023
UO2.5	Carers first will complete a carers star with registered carers to identify what support is required to reduce the impact of the caring role and provide a personalised support plan.	Reduce the impact of the caring role.	Number of carers having a carers star and number of carers stars showing an increase in the star scores.	Carers First WF Service Manager	April 2023

PRIORITY 3:

CARERS RIGHTS AND NEEDS ARE BETTER UNDERSTOOD AND RECOGNISED ACROSS WALTHAM FOREST

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
UO3.1	Carers First will offer carers awareness talks to services and organisational working in Waltham Forest sharing how to identify a	Increase carers awareness with service and organisations	Increased referrals to Carers First from professionals.	Carers First WF Service Manager	March 2024

	carer and how to refer to a carer support service.	working in Waltham Forest.			
UO3.2	Carers First will work with Waltham Forest Council to create localised campaigns, sharing on social media and on our websites to raise awareness of support available for carers.	People living and working in Waltham Forest know about Carers First, how to refer to the service and get support.	Increase in referral.	Carers First WF Service Manager	March 2024
UO3.3	Carers First will attend and engage with local community events in Waltham Forest.	People living and working in Waltham Forest know about Carers First and how to refer to the service and get support.	Increased referrals	Carers First WF Service Manager	March 2024
UO3.4	Carers First will hold an event on Carers Rights Day to promote and raise awareness of rights for carers in Waltham Forest.	People living and working in Waltham Forest know about Carers First and how to refer to the service and get support.	Increase in referral.	Carers First WF Service Manager	November 2023 and 2024
UO3.5	Carers First will hold events during Carers Week to raise awareness of support available to carers in Waltham Forest.	People living and working in Waltham Forest know about Carers First and how to refer to the service and get support.	Increase in referral.	Carers First WF Service Manager	June 2023 and 2024

PRIORITY 4:

BETTER CARE AND SUPPORT FROM SERVICES, FOR THE PERSON I HAVE TO CARE FOR

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
UO4.1	Carers First will advocate on behalf of the carers when they are struggling to access the support they need as a family.	Reduce the impact of the caring role and prevent carers' breakdown or crisis.	Number of carers reporting they feel supported in their caring role by Carers First.	Carers First WF Service Manager	March 2024

UO4.2	Carers First take a whole family approach to supporting the carers.	Reduce the impact of the caring role and prevent carers' breakdown or crisis.	Number of carers reporting they feel supported in their caring role by Carers First.	Carers First WF Service Manager	March 2024
UO4.3	Carers First will promote, encourage, and support carers to create a contingency plan.	Reduced the impact on the family if something happens to the carers meaning they are unable to provide support to the person they care for.	Increased number of carers creating a contingency plan. Positive outcomes for carers who have a plan in place.	Carers First WF Service Manager	April 2023
UO4.4	Carers First will support carers early in their caring role before the person being cared for is discharged from hospital.	Reduce the impact of the caring role and prevent carers' breakdown or crisis and readmission to hospital.	Number of referrals from hospital. Number of readmissions to hospital.	Carers First WF Service Manager	March 2025
UO4.5	Carers First will ensure that the carers we engage with know where to find information and advice to support them in caring for the person they are caring for.	Carers feel equipped and able to continue in their caring role.	Number of carers who report feeling supported by Carers First.	Carers First WF Service Manager	April 2023

PRIORITY 5:

DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE IDENTIFICATION OF, AND SUPPORT TO CARERS ACROSS THE BOARD

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
UO5.1	Carers First will ensure that their staff received regular up-to-date training.	Carers First are equipped to provide up-to-date information, advice and support to carers.	Number of carers feel supported by Carers First.	Carers First WF Service Manager	April 2023
UO5.2	Carers First will keep up-to-date with key developments that impact carers and their families.	Carers First are equipped to provide up-to-date information, advice and support to carers.	Number of carers feeling supported by Carers First.	Carers First WF Service Manager	April 2023

U05.3	Carers First work with Waltham Forest Council to identify opportunities to reach hidden and hard to reach carers.	Increased referrals from hidden and hard to reach carers.	Number of referrals from hidden and hard to reach carers.	Carers First WF Service Manager	March 2024
U05.4	Carers First will develop links with health services to raise awareness of our service and reach more carers.	Increased referrals from health professionals.	Number of referrals from health professionals.	Carers First WF Service Manager	March 2025
U05.5	Carers First will develop links with community groups in Waltham Forest to raise awareness of our service and help communities to identify carers.	Increased referrals from hidden and hard to reach carers.	Number of referrals from community groups and hidden and hard to reach carers.	Carers First WF Service Manager	March 2025

Young Carers (Early Help 0-19 and Children's Social Care)

PRIORITY 1:

EASY ACCESS TO INFORMATION AND SUPPORT WHEN CARERS NEED IT, AND EARLY INTO THEIR CARING ROLE

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
YC1.1	To ensure the dedicated webpage is kept updated with the most current information around service offer and opportunities.	Young carers and their families will be kept informed about support and opportunities.	Young carers and their families accessing support and opportunities when they are available and offered.	Young Carers Coordinator	April 2023
YC1.2	To ensure publicity is clear and concise for young carers and their families.	Young carers and their families will have clear knowledge of the service and how to access support and opportunities.	Young carers and their families will know what support services provide and how to make contact when needed.	Young Carers Coordinator	October 2023
YC1.3	Care plans to include Young Carer Programme support and opportunities.	Young carers and their families will have clear knowledge of the service and how to access support and opportunities.	Families will progress through their Child in Need and Child Protection plans to the point they no longer need safeguarding services and support.	Children's Social Care Lead	June 2023
YC1.4	Our Family Journey to explore caring role and responsibility for any young people under 18 years.	Young carers to be identified and supported as part of the assessment process.	Young carers and their families will have access to information about all the support services available in the borough.	Young Carers Coordinator	September 2023

PRIORITY 2:

HAVE INCREASED OPPORTUNITY TO ACCESS GOOD QUALITY SUPPORT, INCLUDING SHORT BREAKS, GROUPS, AND POSITIVE OPPORTUNITIES

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
YC2.1	Continue to provide high quality club offer - a place for young carers to have some respite from their caring role.	Young carers to have a safe space away from their caring responsibilities.	Young carers will attend regularly and engage in the opportunities being offered.	Young Carers Coordinator	October 2023
YC2.2	To provide additional opportunities and experiences that allow for positive engagement, learning and development.	Young Carers will have access to health, wellbeing and enriching opportunities and experiences.	Young Carers will engage and participate in the opportunities and experiences provided through the programme.	Young Carers Coordinator	March 2025
YC2.3	Virtual school to support access to education.	Young carers will have support to access learning opportunities and experiences	Young carers will be engaged with their education	Children's Social Care Lead	January 2024
YC2.4	Our Family Journey and plan to identify respite from caring role and responsibilities for young carers and their family.	Young carers and their families will engage in opportunities away from their caring role and responsibilities.	Young carers and their families will be accessing opportunities that offer time away from the caring role and responsibilities.	Young Carers Coordinator	March 2024

PRIORITY 3:

CARERS RIGHTS AND NEEDS ARE BETTER UNDERSTOOD AND RECOGNISED ACROSS WALTHAM FOREST

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
YC3.1	Training and workshops to be offered in schools and colleges.	Educational settings will be aware and active in identifying young carers within their settings.	Educational settings will identify young carers and refer into Children's front door (MASH) for whole family and dedicated programme support.	Young Carers Coordinator	March 2025

YC3.2	Young Carers Programme to attend community family events across the borough.	Statutory rights of young carers and their families to be promoted at family events.	Young carers and their families can take steps to access support.	Young Carers Coordinator	March 2026
YC3.3	Virtual training around key adolescent risk factors.	Families will be able to access training to understand contextual safeguarding risks in a format that is accessible to them.	Families will be informed and so able to develop their own resilience to the risks of exploitation in adolescents.	Children's Social Care Lead	March 2024

PRIORITY 4:

BETTER CARE AND SUPPORT FROM SERVICES, FOR THE PERSON I HAVE TO CARE FOR

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
YC4.1	Ensure young carers and their families are aware of additional support and services available to them, and this is included within the Our Family Journey assessment and plan.	Young carers and their families to be signposted or referred to services that provide targeted support addressing key needs identified.	Young carers and their families will feel their needs are effectively supported.	Young Carers Coordinator	January 2025
YC4.2	Early Help and Children Social Care to ensure a multiagency approach is embedded in all aspects of casework from assessments and plans to reviews.	Young carers and their families to be supported by the most appropriate service.	Young carers and their families will benefit and their needs will be supported and met by agencies involved.	YCP Coordinator & CSC Lead	March 2026
YC4.3	Grants (Financial Support).	Families will be supported with financial difficulties that may arise.	Young carers and their families will be supported to meet their basic living costs.	Children's Social Care Lead	December 2024
YC4.4	Referrals for mentoring support via resource and ERP panels.	Families will be supported to understand and address the risk of contextual safeguarding.	Young carers and their families will better understand contextual safeguarding and feel supported.	Children's Social Care Lead	April 2025

PRIORITY 5:

DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE IDENTIFICATION OF, AND SUPPORT TO CARERS ACROSS THE BOARD

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
YC5.1	Multiagency workshops and training opportunities to be provided for professionals to help understand young carers, their needs and support available.	Professionals will be aware and actively identify young carers during their assessment, home visits, meetings, etc.	Professionals will begin to identify young carers early in the intervention process and refer them for support that is needed.	YCP Coordinator & CSC Lead	March 2026
YC5.2	Early Help and Children Social Care to support young carers in line with statutory guidance and regulations (Children’s and Families Act 2014 and the Care Act 2014).	Professions will be working in line with regulations identified in the Young Carers Needs Assessment.	Young carers needs will be clearly identified and effectively supported.	YCP Coordinator & CSC Lead	March 2025
YC5.3	Managers to use supervision as an opportunity to help practitioners in the identification of young carers within their case allocations.	Managers and Practitioners will be more proactive in recognising young carers during the assessment process.	Young carers will be identified and supported early.	YCP Coordinator & CSC Lead	October 2025
YC5.4	Services to ensure young carers are clearly identified, logged and recorded on the relevant information and management systems.	All young carers identified to be logged on mosaic.	Young carers open to services will have their status logged in service user group.	YCP Coordinator & CSC Lead	October 2024
YC5.5	All children will have in-depth and child-centred Child & Family Assessments exploring their individual needs which will lead to timely support and intervention.	Young carers and their families will be able to have clear knowledge of the service and how to access support.	Families will progress through their Child in Need and child protection plans to the point they no longer need a safeguarding service.	Children’s Social Care Lead	January 2025

**OTHER PRIORITIES:
PRIORITIES IDENTIFIED BY THE SERVICE**

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
YC6.1	Develop a Council central point (SharePoint) for professionals to access the most up-to-date materials, forms, process, and protocols; and information about the young carers programme.	All Council professionals working with young carers and their families will have access to the most current information about the services for young carers and their families.	Professionals will be able to provide families with information about the young carers programme and what young carers support they can access within the borough.	Young Carers Coordinator	January 2026

Parent Carers (Special Educational Needs and Disability Service)

PRIORITY 1:

EASY ACCESS TO INFORMATION AND SUPPORT WHEN CARERS NEED IT, AND EARLY INTO THEIR CARING ROLE

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
PC1.1	To ensure that the SEND local offer is kept updated with the most current information around SEND service support and offer.	Parent carers and their families will be able to keep informed about support and opportunities.	Parents are aware of the local offer. Parents are able to find the information they need on the local offer.	SEND Provisions Manager	March 2024
PC1.2	To ensure that the local offer is clear and concise and understandable to parent carers of those with SEND needs.	Parent carers will be able to have clear knowledge of the service.	Parent carers will know what support services provide and how to make contact when needed.	SEND Provisions Manager	March 2024
PC1.3	To ensure that the SEND service has a presence at boroughwide family events (as appropriate) which are accessible to parents.	Families can have direct contact with the service to discuss their feeling about the service offer.	Families will be effectively supported, and the service will be able to adapt their approach if needed.	SEND Provisions Manager	March 2024

PRIORITY 2:

HAVE INCREASED OPPORTUNITY TO ACCESS GOOD QUALITY SUPPORT, INCLUDING SHORT BREAKS, GROUPS, AND POSITIVE OPPORTUNITIES

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
PC2.1	Continue to provide a high quality offer through section 17 which is already in place to have some respite from their caring role.	Parent carers to have a safe space away from their caring responsibilities.	Children will attend regularly and engage in the sessions being offered to enable parents and carers to have a break from caring.	SEND Provisions Manager	March 2024
PC2.2	Short break team to continue to review their offer of break and respite to provide additional opportunities and experiences that allow for positive engagement.	Parent carers will have access to respite and break from caring role.	Parent carers to have access to network group, Parents Forum.	SEND Provisions Manager	March 2024

PC2.3	Local offer to be updated to ensure that parents have complete information about the parent carer's needs assessment process and can make informed decisions.	Parents carers to have access to good support and awareness about their rights.	Parents carers are able to access the information and advice on the Council local offer.	SEND Provisions Manager	December 2023
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PRIORITY 3:

CARERS RIGHTS AND NEEDS ARE BETTER UNDERSTOOD AND RECOGNISED ACROSS WALTHAM FOREST

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
PC3.1	Training and workshops to be offered to professionals.	Social worker will be more aware and active in identifying carers' needs within their assessments and inform the parents during assessments or offer separate assessment.	Assessments completed on time with appropriate support identified and implemented. Number of escalations.	SEND Provisions Manager	March 2024
PC3.2	Carers programme to attend community family events across the borough.	The knowledge of parent and young carers and their rights to be promoted at family events.	Parents and young carers and their families can take steps to access support.	Carers First	March 2024
PC3.3	Carers First to ensure every social worker has attended a Carers First information session.	To ensure that every SEND social worker is fully aware of the additional support and services for the adult and siblings for any child with SEND needs.	The family members of the SEND child will be provided with timely access to the support that is available to them as individuals.	Carers First	Ongoing

PRIORITY 4:
BETTER CARE AND SUPPORT FROM SERVICES, FOR THE PERSON I HAVE TO CARE FOR

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
PC4.1	Ensure carers and their families are aware of services available through the local offer.	Carers and their families to be signposted or referred to services that provide targeted support addressing key needs.	Carers and their families' needs will be effectively supported through multiagency work.	SEND Provisions Manager	September 2023
PC4.2	Continue to ensure a multiagency approach on all aspects of casework.	Carers and their families to be supported by the most appropriate service.	Carers and their families' needs will be met by appropriate multiagency involved in their lives.	SEND Provisions Manager	March 2024
PC4.3	Ensure that every parent carer is aware of the Carers First service.	Parent carers have effective support from a service that understands their needs.	Parent carers will be able to engage with the service that will provide support and advice specific to their needs.	Carers First	Ongoing

PRIORITY 5:
DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE IDENTIFICATION OF, AND SUPPORT TO CARERS ACROSS THE BOARD

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
PC5.1	Multiagency workshops and training opportunities to be provided for professionals to help understand who carers are (where known to the SEND Service).	Professionals from the SEND Service will be aware and active in identifying carers within their assessment and support processes.	Professionals will begin to identify and ask the right questions early on to confirm young carers within families.	SEND Provisions Manager	March 2024
PC5.2	Professionals from the SEND Service working with carers to work in line with statutory guidance and regulations.	Professions from the SEND Service will be working in line with regulations identified in	Parent carers' needs will be clearly identified and effectively supported or signposted.	SEND Provisions Manager	March 2024

		the Parent Carers Needs Assessment.			
PC5.3	Managers from the SEND Service to use supervision as an opportunity to help practitioners in the identification of parent carers and young carers within their case allocations.	Managers and Practitioners from the SEND Service will be more proactive in recognising young carers during the assessment process.	Parent carers and young carers will be identified and supported early.	SEND Provisions Manager	March 2024
PC5.4	SEND Services to ensure carers are clearly identified on the system.	All carers identified to be logged on mosaic, where known to the SEND Service.	Young carers open to services will have this status logged in the service user group.	SEND Provisions Manager	March 2024

Adult Carers (Adult Social Care)

PRIORITY 1:

EASY ACCESS TO INFORMATION AND SUPPORT WHEN CARERS NEED IT, AND EARLY INTO THEIR CARING ROLE

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
AC1.1	Strengthen provision of information and signposting to community-based support for all existing and new carers through the health and wellbeing directory and through practitioner and client conversations.	Carers have easy and timely access to information and support to community-based provision, avoiding escalation of crisis or statutory services.	Carers report that they are able to access relevant information and community-based services for support when they need it.	AD Supporting Families and Communities	Ongoing
AC1.2	Information is accessible in a range of community languages.	Carers have easy and timely access to information and support to community-based provision, avoiding escalation of crisis or statutory services.	Carers report that they are able to access relevant information and community-based services for support when they need it.	AD Supporting Families and Communities	March 2024
AC1.3	Information is available in a range of formats (digital and hard copy) and also accessible through a range of services. (Subject to available funding)	Carers are able to access information in the relevant community language and are not digitally excluded.	Carers report that they are able to access relevant information and community-based services for support when they need it.	AD Supporting Families and Communities	March 2024
AC1.4	Ensure that all established ASC communications channels to carers includes details of corporate action plan to support for the cost-of-living crisis.	Carers have easy and timely access to information and support available.	Carers report that they are able to access relevant information and cost of living support when they need it.	Senior Communications and Campaigns Officer	December 2022 onwards

PRIORITY 2:

HAVE INCREASED OPPORTUNITY TO ACCESS GOOD QUALITY SUPPORT, INCLUDING SHORT BREAKS, GROUPS, AND POSITIVE OPPORTUNITIES

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
AC2.1	Review current respite offers to develop a cohesive and equitable offer to all carers.	The core respite offer is available to all carers on an equitable basis.	Carers access and benefit from respite opportunities.	Head of ASC Transformation	April 2023
AC2.2	Financial Foundations Workshops – Natwest Bank PLC Partnership.	Support carers to identify financial risks and how to better manage personal finances through the cost-of-living crisis.	Workshops delivered in the following areas: 1) Facts and Foundations 2) Changes and Choices 3) Fraud and Scams	Residential Financial Service Manager	March 2024

PRIORITY 3:

CARERS RIGHTS AND NEEDS ARE BETTER UNDERSTOOD AND RECOGNISED ACROSS WALTHAM FOREST

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
AC3.1	Assessments of carers (existing and carers of new clients) are completed in a timely way.	Carers' needs are better understood.	Carers achieve positive outcomes and provide positive feedback of their experiences of support received from services.	ASC HOS	March 2024
AC3.2	Improve the use of service user feedback to inform future service delivery.	Carers' needs are better understood. Service user feedback informs the priority areas within the Carers Strategy .	User feedback is evidenced in service delivery planning. User feedback is used to develop strategic commitments and is reflected back under the older person big conversation (you said, we did).	ASC HOS	March 2024

PRIORITY 4:
BETTER CARE AND SUPPORT FROM SERVICES, FOR THE PERSON I HAVE TO CARE FOR

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
AC4.1	Develop a Contingency (emergency) Planning Offer.	Carers have a robust and effective contingency plan and offer in place.	Carers feel confident and able to support and respond during emergencies and crisis points.	AAC Strategic Lead	March 2024
AC4.2	Service leads and reps to continue engagement with Carers Development Group.	Service leads and reps are better informed about priorities, developments and emerging needs of carers and cared-for.	Carers and cared-for are better supported across the service.	AAC Strategic Lead	Ongoing

PRIORITY 5:
DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE IDENTIFICATION OF, AND SUPPORT TO CARERS ACROSS THE BOARD

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
AC5.1	Improve our recording of carer relationships.	To enable more timely and effective communication with carers to support contingency planning if care plans change.	Case recording includes carers relationships.	AAC Strategic Lead	March 2024
AC5.2	Reduce reliance on relatives acting as interpreters.	Two-way communication is improved, and care plans are clearly understood and that carers are able to articulate their own support needs and concerns.	Discussions with carer and cared-for person are undertaken via interpreting services, so their needs are better understood, and plans are more effective for both carer and cared-for.	Corporate Director for ASC	March 2024

AC5.3	Offer all carers of new clients (cared-for) a Carers Assessment.	All carers are supported.	All carers (both existing and new) have had an assessment.	ASC HOS	March 2024
AC5.4	Record any decline of an assessment to develop a greater understanding of reasons for not taking it up.	To support the development of alternative approaches to increase take up of assessments by carers of new clients.	Intelligence gathered informs an alternative approach that addresses the reluctance of carers to have an assessment.	ASC HOS	March 2024
AC5.5	Use the intelligence gathered to develop an offer - alternative approaches to support carers of new clients who decline a Carers Assessment.	To support the development of alternative approaches to increase take up of assessments by carers of new clients.	All carers of new clients take up the offer of an assessment.	ASC HOS	March 2024
AC5.6	Undertake a review of payments to carers and consider options to decouple from assessment process to enable efficient support payment (Direct Payment) for carers.	Carers are able to receive payments in a timely and non-bureaucratic way to secure the support needed.	Updated process in place to ensure that payments are made in a timely way and separate to the assessment process.	Direct Payments Team Manager	Ongoing
AC5.7	Introduction of a carers self-assessment via an online platform, channels or with guided support.	Carers are able to complete carers assessments in their own time, availability and comfort giving them choice and control.	Carers can self-identify and complete carers assessments in their own capacity, or with guided support.	Head of ASC Transformation	September 2024

Public Health Carers (Public Health)

PRIORITY 1:

EASY ACCESS TO INFORMATION AND SUPPORT WHEN CARERS NEED IT, AND EARLY INTO THEIR CARING ROLE

No	Action	Intended Outcomes	Success Measure	Lead	Due
PHC1.1	To ensure the dedicated webpage is kept updated with the most current information around service offer and opportunities. Will make sure they have up-to-date information on young person health services.	Young carers and their families will be kept informed about support and opportunities.	Young carers and their families accessing support and opportunities when they are available and offered.	PH Lead	March 2026
PHC1.2	Distribute a pocket-sized Z card of mental wellbeing services to carers through Carers First	More carers say that they have awareness of self-help approaches to mental health and the support available.	Number of carers who have a Z card and access information or service through the cards	PH Lead	December 2023
PHC1.3	Request GP FedNet to provide information on numbers of Carers referred to NHS Social Prescribers	Carers are better supported by the social prescribing service.	Carers are signposted to relevant support services	PH Lead	March 2024
PHC1.4	Social Prescribing Wellbeing Cafes to record numbers of Carers using this service	Carers have access to the Wellbeing Cafes.	Increased numbers of Carers who participate in the Wellbeing Cafes	PH Lead	June 2024

PHC1.5	Review uptake of flu and COVID vaccination amongst carers and carry out targeted comms and engagement activity to improve uptake amongst this group	Carers have easy access to information and support when carers need it, and early into their caring role.	Increased uptake of COVID and flu vaccination amongst carers	PH Lead	March 2024
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PRIORITY 2:

HAVE INCREASED OPPORTUNITY TO ACCESS GOOD QUALITY SUPPORT, INCLUDING SHORT BREAKS, GROUPS, AND POSITIVE OPPORTUNITIES

No	Action	Intended Outcomes	Success Measure	Lead	Due
PHC2.1	Ensure that the adult Tier 2 weight management program engages with carer's services and runs dedicated carers programmes as required.	Carers get the service/support to manage healthy weight.	Regular carers group are formed, and service is delivered.	PH Lead	March 2026
PHC2.2	Support for carers to become health/mental health, TTC champions or MH Ambassadors and how it could relate to their career.	More carers who are active champions or Ambassadors	Increased number of carers who are champions or Ambassadors, Increased number of access information events and training	PH Lead	Ongoing

PRIORITY 3:

CARERS RIGHTS AND NEEDS ARE BETTER UNDERSTOOD AND RECOGNISED ACROSS WALTHAM FOREST

No	Action	Intended Outcomes	Success Measure	Lead	Due
PHC3.1	Work with BI colleagues and the wider health system to identify and analyse available health data to help understand the needs of carers.	Carers needs are better understood and recognised	Carers needs are better understood and recognised across Waltham Forest	PH Lead	September 2024

		across Waltham Forest.			
PHC3.2	Review how many carers are accessing the substance misuse service and consider if any further actions needed to promote the service to carers	Carers needs are better understood and recognised within substance misuse service.	Carers needs are better understood and recognised within substance misuse service.	PH Lead	January 2024
PHC3.3	Speak to the WF Carer's Network to offer the MECC drugs & alcohol training.	Carers network better understand substance misuse support including for carers and can refer to the service.	Carers network better understand substance misuse support including for carers and can refer to the service.	PH Lead	March 2024
PHC3.4	Review current local provision of family support for people affected by drug and alcohol use – against Adfam best practice – consider carers in the service specification for substance misuse services currently being refreshed.	Carers needs are better understood and recognised within substance misuse service.	Carers needs are better understood and recognised within substance misuse service.	PH Lead	January 2024
PHC3.5	Ensure that the JSNA section on unpaid carers is updated if/when new data is available.	Carers needs are better understood and recognised across Waltham Forest.	Carers needs are better understood and recognised across Waltham Forest.	PH Lead	March 2026
PHC3.6	Ensure that any public health analysis/needs assessments of older people reflect the needs of carers.	Carers needs are better understood and recognised across Waltham Forest.	Carers needs are better understood and recognised across Waltham Forest.	PH Lead	September 2025

PHC3.7	Engagement with carers to find out their mental health needs and make recommendations in line with engagement results.	Carers rights and needs are better understood and recognised across Waltham Forest.	Engagement with carers on their health needs.	PH Lead	August 2024
PHC3.8	Input to local or national carers campaigns to share information and resources around carers and their physical and mental health needs.	Carers rights and needs are better understood and recognised across Waltham Forest.	Number of channels disseminating carers information, open rates, click through rates etc.	PH Lead	July 2024
PHC3.9	Share MH related stories, testimonials about carers through comms channels eg video, website, newsletter, z card.	Carers rights and needs are better understood and recognised across Waltham Forest.	Number of carers case studies, number of channels through which stories were shared, number of views, open rates, click through rates etc.	PH Lead	Ongoing

PRIORITY 4:
BETTER CARE AND SUPPORT FROM SERVICES, FOR THE PERSON I HAVE TO CARE FOR

No	Action	Intended Outcomes	Success Measure	Lead	Due (mon/year)
PHC4.1	Ensure young carers and their families are aware of additional support and services available to them, and this is included within the Our Family Journey assessment and plan --> Make sure the service has details of services for young people.	Young carers and their families to be signposted or referred to services that provide targeted support addressing key needs identified	Young carers and their families will feel their needs are effectively supported.	PH Lead.	March 2026