

ALL-AGE CARERS CHARTER

Signed and endorsed by:

Cllr Louise Mitchell – Cabinet Lead for Adults

Cllr Kizzy Gardiner – Cabinet Lead for Children & Young People



Waltham Forest

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A young girl with dark curly hair, wearing a colorful patterned top and a pink skirt, is sitting in a wheelchair. She is smiling and looking up at a woman who is leaning over her, smiling back. The woman has long braids and is wearing an orange top and blue jeans. They are outdoors in a park-like setting with green trees in the background. The image is split into two horizontal sections: a purple top section with white text and a pink bottom section with white text.

THIS CHARTER SETS OUT THE COUNCIL'S PRIORITIES FOR THE NEXT 3 YEARS (2023 – 2026).

The 5 priority areas have been developed through listening to Carers about what is important to them and will ensure support and services provided continue to meet the needs of unpaid carers in Waltham Forest.



INFORMATION, ADVICE AND GUIDANCE



INCREASED OPPORTUNITIES FOR UNPAID CARERS TO ACCESS GOOD QUALITY SUPPORT, INCLUDING BREAKS AND GROUPS.

Carers will have the opportunity to access activities, wellbeing groups and workshops to support carers in their roles.



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

The council will promote the support and service offer across Waltham Forest so that carers, services, and agencies are aware.



BETTER CARE AND SUPPORT FROM SERVICES FOR THE PERSON THAT I CARE FOR.

Carers will know where to find information and advice to support them in caring for the person they are caring for.



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

The council will raise the profile, engage with local groups and services, celebrate and participate in “Carers Rights Day”.



DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE SUPPORT ACROSS THE SYSTEM.

The council will keep up to date with changes in legislation and policy, and ensure they are implemented as soon as possible.

YOUNG CARERS



Children under 18 who are in a position of caring for another, regardless of how much care or how frequently they provide the care, are young carers.

INCREASED OPPORTUNITIES FOR UNPAID CARERS TO ACCESS GOOD QUALITY SUPPORT, INCLUDING BREAKS AND GROUPS.

The council will continue to provide high quality and dedicated support through the Young Carers Programme.



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

The council will provide relevant information about dedicated support and services when young carers are identified by the council.

BETTER CARE AND SUPPORT FROM SERVICES FOR THE PERSON THAT I CARE FOR.

The council will ensure that multi-agency approach is embedded in all aspects of supporting young carers.



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

The council will work closely with schools, colleges, and key stakeholders to ensure that young carers rights and needs are better understood.

DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE SUPPORT ACROSS THE SYSTEM.

The council will continue to work with key stakeholders to help identify young carers, and ensure they have the support they need, in place.



ADULT CARERS

18 and over, caring for another with physical, mental or wellbeing needs which has an impact on their own needs, or likely to do so if relevant support has not been put in place.



INCREASED OPPORTUNITIES FOR UNPAID CARERS TO ACCESS GOOD QUALITY SUPPORT, INCLUDING BREAKS AND GROUPS.

The council will ensure that respite is a clear and equitable provision for all unpaid carers.



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

The council will strengthen provision of information and signposting to community-based support for all existing and new carers.



BETTER CARE AND SUPPORT FROM SERVICES FOR THE PERSON THAT I CARE FOR.

The council will review its practice and policies to ensure that the needs of both the carer and cared-for are met, so that better outcomes can be achieved.



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

The council will continue to listen and learn from unpaid carers, and will improve the use of feedback to inform service design, delivery and strategic priorities.



DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE SUPPORT ACROSS THE SYSTEM.

The council will continue to develop professional practice and processes to improve identification of, and support to adult unpaid carers.

PARENT CARERS

Parent Carers provide support to their children, including grown up children who could not manage without their help. The child/adult can be ill, disabled, or have mental health needs.



INCREASED OPPORTUNITIES FOR UNPAID CARERS TO ACCESS GOOD QUALITY SUPPORT, INCLUDING BREAKS AND GROUPS.

Parent carers will continue to have access to short breaks (respite) and offer additional opportunities and experiences.



BETTER CARE AND SUPPORT FROM SERVICES FOR THE PERSON THAT I CARE FOR.

The council will ensure that parent carers are aware of the support available from providers and take a multi-agency approach.



DEVELOP PROFESSIONAL PRACTICE AND PROCESSES TO IMPROVE SUPPORT ACROSS THE SYSTEM.

The council will work closely with parent carers and key agencies to help services better understand who parent carers are.



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

The council will keep the Local Offer up to date with most current information on support and services from SEND for parent carers.



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

Training and workshops will be offered to professionals across the council to help services better understand the rights of parent carers.

CONTACTS

IMPORTANT CONTACT DETAILS

YOUNG CARERS

Leyton Children's and Family Centre
215 Queens Road
London E17 8PJ

Tel: **0208 496 2442**

Email: young.carers@walthamforest.gov.uk

Webpage: www.walthamforest.gov.uk/adult-social-care/being-carer/young-carers

ADULT SOCIAL CARE

Willow House
869 Forest Road
London E17 4UH

Tel: **020 8496 3000**

Email: WFDLiaison@walthamforest.gov.uk

Webpage: www.walthamforest.gov.uk/adult-social-care/being-carer/adult-carers

PARENT CARERS

Wood Street Health Centre
6 Linford Road
Walthamstow E17 3LA

Tel: **0208 496 6503**

Email: SENteam@walthamforest.gov.uk

Webpage: www.walthamforest.gov.uk/schools-education-and-learning/local-offer-special-educational-needs-and-disability-send

CARERS FIRST

1 Russell Rd
Walthamstow
London E10 7ES

Tel: **0300 303 1555**

Email: hello@carersfirst.org.uk

Webpage: www.carersfirst.org.uk/waltham-forest/welcome/