



Summarised Version:

All-Age Carers Strategy

April 2023 – March 2026



Waltham Forest

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Who are Carers?

As defined by the NHS: *“A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid”*.¹

The Carers Trust has used the following definition: *“A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support”*.²

This strategy will focus on three core groups of carers and our universal offer. However, this will not exclude other groups of carers, such as “working carers” (people caring who juggle this with work), “former carers” (people who were carers, but where caring has come to an end) or “older carers” (people who are older adults with caring roles).

All-Age Carers Strategy

3 Core Groups + Universal Offer

(1) Young Carers (0 – 18)

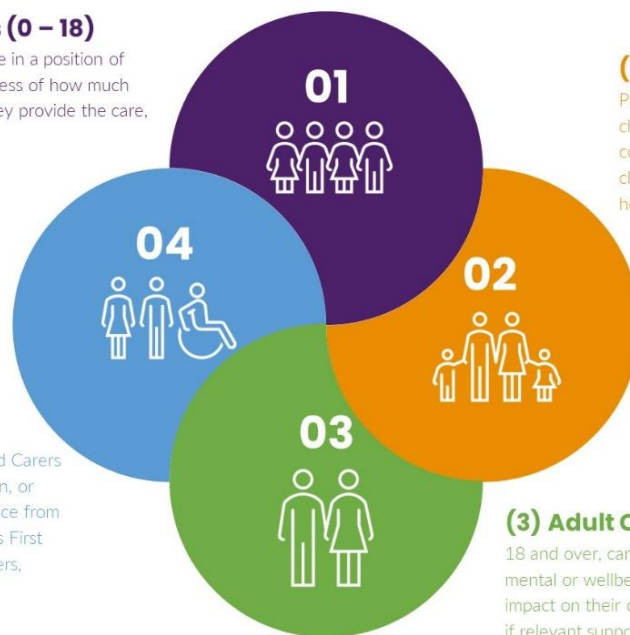
Children under 18 who are in a position of caring for another, regardless of how much care or how frequently they provide the care, are young carers.

(2) 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.

(4) Universal Offer

Our universal offer is designed for all unpaid Carers who may need one off support/ intervention, or personalised information, advice and guidance from our dedicated Carers support service Carers First or digital services. This includes former Carers, Working Carers and Older Carers.



(3) Adult Carers (18+)

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.



¹ [NHS commissioning » Who is considered a carer? \(england.nhs.uk\)](https://www.england.nhs.uk/commissioning/who-is-considered-a-carer/)

² [About Us - Caring as an Unpaid Carer | Carers Trust](https://www.carers-trust.org/about-us/caring-as-an-unpaid-carer/)

Reviewing the current All-Age Carers Strategy

The Council adopted a five-step process to review the current All-Age Carers Strategy, which was ratified by the Cabinet in March 2019.



Step 1: Achievements

Each lead named service under the current Carers Strategy to report overall progress against the commitments that were made at the inception of the previous strategy (2019 to 2022).

Step 2: Voice of Carers

We consulted with carers and carer groups from all three core groups of the strategy: Young Carers, Adult Carers and Parent Carers. The consultation has been used to capture the views and experiences of carers. The process was also used as an opportunity for carers to prioritise what is important to them. These priority areas have been used as themes to set our new commitments for the next three years of the revised strategy (2023 to 2026).

Step 3: Commitments

Lead services have made commitments for the next three years of the strategy clearly outlining how they aim to enhance and provide better support and interventions for carers. The priority areas have been selected and ranked by carers who participated in the consultation process.

Step 4: Strategies

Develop the new All-Age Carers Strategy (2023 to 2026) using the reported service progress, carers voice, future commitments, staff and management consultation, borough priorities and national policies, standards, and statutory guidance.

Step 5: Plan and Deliver (Strategic Programme)

Devise and refresh a carers strategic programme to reflect the priorities and commitments. Report progress to Cabinet, Scrutiny Committee and Senior Management. Track and monitor progress through Carers Development Group and annual service progress reporting.

Our Core Offer to Carers

Here in Waltham Forest, we want to ensure that our offer to all carers is a robust and consistent offer that meets the needs of carers, and provides effective support, interventions, and opportunities that carers benefit from.



Whole Family Support

When we carry out an assessment of needs and outcomes, we will also assess the needs of those around you to ensure their needs and outcomes are supported too. We want to ensure that everyone at home, including the person you care for (who may live elsewhere), has the right support in place. This can also reduce the demand and pressures faced by yourself as a carer.

Carers Assessments

Whether you are a young carer, young adult carer or an adult carer, we will offer you an assessment which will be supported by a plan and reviewed periodically. The assessment will consider your own needs and outcomes, your role as a carer and how this impacts you as an individual and your wellbeing. The assessment will be accompanied by a plan to support you navigate any challenges that may exist and support you to achieve personal goals.

Financial Support

If you are an adult carer, we can explore financial assistance via direct payment, subject to eligibility, and review this annually or according to changing needs. The direct payment may be utilised to meet or achieve outcomes agreed in a care and support plan following a carers assessment and/or assessment of the person cared for.

Personalised Information, Advice and Guidance

All carers can access personalised information, advice and guidance via our dedicated carers support service and digital services. Carers can refer themselves to Carers First, our voluntary and community sector partner for support, or can contact other organisations. Information on support and services is available online via the Council's and Carers First webpages.

Groups, Clubs & Peer Support

We also offer a variety of opportunities for carers. These include opportunities for carers to meet with other carers and share experiences, have time away from caring responsibilities, learn new skills and hobbies.

Our Commitments to Carers

Following the consultation, and learning from the previous All-Age Carers Strategy, carers have told us the following five areas are important to them, which will now form one of the key foundations of this strategy, and shape service delivery and our strategic programme.

5 Priority Areas (Commitments)

Prioritised by Carers (Young, Adult and Parent Carers)



Lead Services

Key departments within the Council and Carers First have developed actions plans which will support the delivery of our commitments to carers.

Commitment area:	Lead stakeholder(s):
Universal Offer	Commissioning Services and Carers First
Young Carers (0 to 18)	Early Help 0 to 19 and Children's Services
Adult Carers (18 and older)	Adult Social Care
Parent Carers	SEND (Special Educational Needs and Disabilities)

Partnership Approach

In addition to our lead stakeholders, we will work with a range of stakeholders across the borough to raise awareness of carers and to improve access to meaningful support and interventions. Our partners include, but are not limited to:



NICE Quality Standards – Supporting Carers

NICE (National Institute for Health and Care and Excellence) social care quality standards are practical tools to help deliver good health and wellbeing for users of adult and children's social services.³

They help people understand the quality of services and care they should expect. Providers and commissioners use them to assess performance and make improvements.

NICE social care guidelines make evidence-based recommendations on the effectiveness and cost-effectiveness of interventions and services. They are co-produced with social care experts.

As part of this strategy and our commitment to improve our services and offer, and sustain those improvements, we will aim to achieve the NICE Quality Standards for Carers across all services who are stakeholders and have duties towards carers.



NICE Baseline Assessment Tool

We will use the NICE Baseline Assessment Tool to evaluate whether practice and delivery is in line with the recommendations in supporting carers (NICE Clinical Guidelines NG150). The baseline tool can also be used to assess and identify areas of development so that services can identify gaps, scope, and develop areas of their services to ensure they are meeting or working towards achieving these quality standards. The baseline tool will be completed annually over the lifetime of this strategy, and overall progress will be tracked.

³ [Overview](#) | [Supporting adult carers](#) | [Quality standards](#) | NICE

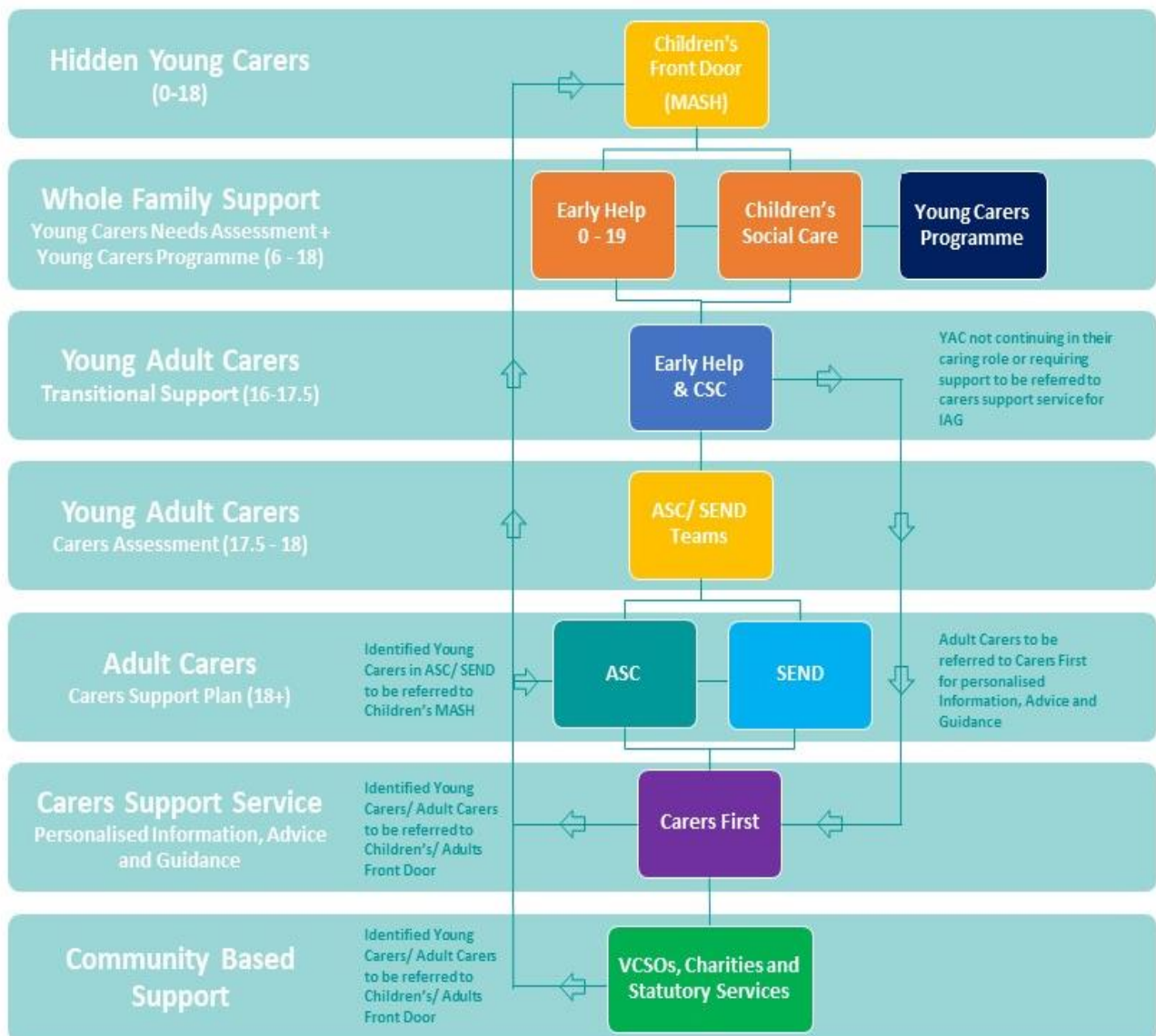
All-Age Carers Support Pathway

Whether you are a young carer, young adult carer making the transition to adulthood, or an adult carer who needs care and support, you will benefit from the following support pathway which connects Council services and providers ensuring the support and services provided are consistent, smooth, and well connected.

Information, Advice or Guidance: If you are a carer, unsure or would like to find out more about support and services that are available in Waltham Forest, then please contact our dedicated carers support service, *Carers First*.

Young Carers: If you are aged 18 and under and caring for another and need support then please contact the *Young Carers Programme*, or our dedicated *Multi Agency Safeguarding Hub (MASH)* service.

Adult Carers and Parent Carers: In the first instance, please contact our dedicated carers support service, *Carers First*. If you would like to have a Carers or Parent Carers Assessment completed and need support from the Council for yourself and/or the person you care for, then please contact our dedicated services: *Adult Social Care* or *SEND (Special Educational Needs and Disabilities)*.



Contact Us

Carers First (Personalised Information, Advice, Guidance, Groups and Activities)

1 Russell Rd
Walthamstow
London E10 7ES

Tel: **0300 303 1555**

Email: hello@Carersfirst.org.uk

Webpage: [Online, Phone & In Person Support for Unpaid Carers - Waltham Forest | Carers First](#)

Young Carers Programme (Young Carers and Families)

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

Tel: **0208 496 2442**

Email: young.Carers@walthamforest.gov.uk

Webpage: [Young carers | London Borough of Waltham Forest](#)

Adult Social Care (Adult Carers)

Willow House
869 Forest Road
London E17 4UH

Tel: **020 8496 3000**

Email: WFDLiaison@walthamforest.gov.uk

Webpage: [Adult carers | London Borough of Waltham Forest](#)

SEND Service (Parent Carers)

Wood Street Health Centre
6 Linford Road
Walthamstow
London E17 3LA

Tel: **0208 496 6503**

Email: SENteam@walthamforest.gov.uk

Webpage: [Local Offer: Special Educational Needs and Disability \(SEND\) | London Borough of Waltham Forest](#)

MASH (Multi Agency Safeguarding Hub)

Willow House
869 Forest Road
Walthamstow
London E17 4UH

Tel: **020 8496 2310**

Email: MASHrequests@walthamforest.gov.uk

Webpage: [Multi Agency Safeguarding Hub \(MASH\) | London Borough of Waltham Forest](#)

where \mathcal{L} is the Laplace operator in the space \mathbb{R}^n , \mathcal{L}_0 is the Laplace operator in the space \mathbb{R}^n with respect to the coordinates x_1, \dots, x_n .

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.3)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.4)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.5)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.6)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.7)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.8)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.9)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.10)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.11)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.12)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.13)$$

Let us assume that the function $\varphi(x)$ satisfies the conditions

$$\varphi(x) \in C^2(\mathbb{R}^n), \quad \varphi(x) \in L^2(\mathbb{R}^n), \quad \Delta \varphi(x) \in L^2(\mathbb{R}^n). \quad (1.14)$$