



All-Age **Carers** Action Plan

(Stakeholder Commitments)

April 2023 – March 2026

Contents

Page

| | |
|---|----|
| Universal Offer (Commissioning and Carers First) | 3 |
| Young Carers (Early Help 0-19 and Children's Social Care) | 8 |
| Parent Carers (Special Educational Needs and Disability Service) | 13 |
| Adult Social Care (Adult Social Care) | 17 |

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. | | | |
| U03.2 | 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 |
| U03.3 | 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 |
| U03.4 | 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 |
| U03.5 | 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) |
|-------|--|---|--|---------------------------------|----------------|
| U04.1 | 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 |
|-------|---|---|--|-------------------------|---------------|

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 |