

Newham Carers Strategy 2021-2024

**You Said, Together We Did
Progress Report 2025**

Introduction



In June 2021, the Council and its partners launched a Carers Strategy to raise the profile of Carers (of all ages) in the borough and to support them to recognise and meet their needs. To minimise the negative impact that caring can have, maintain and improve their wellbeing and relationship with the cared for person; and sustain, where they so choose, their caring role.

The Strategy set out five priorities, to:

1. Recognise and raise the profile of Carers in the borough; and support residents to identify themselves as a Carer early in their caring journey;
2. Involve, listen and respect Carers in planning the care and support which the cared for person receives - enabling safe, effective and personalised care;
3. Empower Carers to manage their caring role - in order that they are able to look after their own health and wellbeing and have a life of their own alongside and outside of their caring responsibilities;
4. Support Carers to maintain / fulfil their education and employment potential - in order that they are free from financial disadvantage related to their caring role;
5. Support Young Carers from inappropriate caring and provide the support they need to learn, develop and thrive and enjoy a positive childhood.

The Strategy included a three-year Action Plan. This document provides an overview of the status of each action.

Priority 1: Recognise and raise the profile of Carers in the borough; and support residents to identify themselves as a Carer early in their caring journey.

ACTION	STATUS	PROGRESS
1.1: Co-Produce a Newham Carers Branding.	COMPLETE	Logo coproduced and used by the Carers Support Service, Newham Carers Community. 
1.2: Launch a Carers Charter.	COMPLETE	Charter coproduced and launched. For more information visit: Carers Charter
1.3: Co-Produce a three-year Communications and Events Programme.	COMPLETE	Programme coproduced and implemented in partnership with Newham Carers Community. This comprised: <ul style="list-style-type: none"> • adding a Carer specific ‘zone’ on the Well Newham website, co-designed with Carers • an annual Carers Festival that took place during Carers Week • Carers Rights Day activities • Newham Carers Community-led activities • regular newsletter sent to Carers registered with Newham Carers Community.
1.4: Co-Produce a single, comprehensive and user-friendly Carer resource.	COMPLETE	As well as the Well Newham website, two videos were co-designed in response to commonly asked questions from Carers - in relation to the support available to Carers in Newham , and the Carer Assessment process .
1.5: Create a Leaflet.	REMOVED	Agreed with the Carers Resident Advisory Group to remove this action and instead developed the online resource set out in 1.3 and videos in 1.4
1.6: ‘Quality Markers’ for Carer friendly GP Practices	NOT STARTED	There has been no capacity within Primary Care to take this forward. This is being reviewed as part of the new annual action plan setting process.
1.7: Implement NHS England’s ‘top tips’ for identifying and supporting Young Carers across the borough’s GPs.	NOT STARTED	There has been no capacity within Primary Care to take this forward. This is being reviewed as part of the new annual action plan setting process.

ACTION	STATUS	PROGRESS
1.8: Observe Young Carers Awareness Day in Education	IN PROGRESS	Some Newham schools have started to observe Young Carers Awareness Day. Plans to expand this to all schools has commenced so that all will be participating from 2026 onwards.
1.9: Work with Youth Zones to identify Young Carers	IN PROGRESS	Newham Carers Community have started to deliver sessions in one of the Youth Zones. Work to expand this is taking place with the Council's Children and Young Peoples Service
1.10: Increase the Number of Carers Champions	COMPLETE	Instead of creating new 'Carer Champions,' a Carers Small Grants Programme has been established to enable existing and new resident-led Carers groups to apply for funding to support Carers within their communities. This has been recognised by ADASS as innovative practice.

Priority 2: Involve, listen and respect Carers in planning the care and support which the cared for person receives - enabling safe, effective and personalised care.

ACTION	STATUS	PROGRESS
2.1: Co-design a training programme for Social Care professionals	COMPLETE	Training programme co-designed and implemented. In 2024, a new guidance document was produced and is available for all Social care professionals.
2.2: Co-design a training programme for Social Prescribers.	IN PROGRESS	<p>A training needs assessment has been completed and analysed to better understand training Social Prescribers want as well as any barriers to accessing training. A list of recommended training modules, to form a programme, has been co-created. This is due to commence in 2025/26.</p> <p>All Social Prescribers have been trained on Well Newham, which include a Carers landing page. A north east London Social Prescribing drop-in has been set up.</p> <p>In addition, the community of practice teams' channel has now been transitioned over to the Future NHS Workspace and serves as an additional resource / training element for all Social Prescribers within Newham.</p>
2.3: Ensure, as a matter of course, that Health and Social Care professionals seek consent from the cared for person to share information about their care and support with their Carer; and when consent is given that the Carers' knowledge and expertise is taken into account when developing care and support.	IN PROGRESS	As of the 19.03.2025, 77% of Adult Social Care Assessments take place with the Carer, where a joint Assessment takes place. However, there is more to do to embed this.
2.4: Ensure timely communication to Carers during and post assessment of the cared for person.	COMPLETE	A new Carers Assessment outcome letter has been developed and is in use.
2.5: Develop support for young people aged 24+ with Autism and / or Learning Disabilities to provide purpose / quality of life; and support to the Carers who support them, as there feels like very little support is available and is affecting both the Carers and cared for persons mental health.	IN PROGRESS	<p>The Home Care Framework Agreement is being refresh and will have an all-age Long Term Care Lot that sets out how Providers should support autistic residents and those with learning disabilities. It has a Carers Support element.</p> <p>The in-house Day Service are being transformed to include an Autism and Learning Disabilities Enablement Service, Supported Employment Service; and the PMLD and Positive Behavior Services will be strengthened.</p>
2.6: Continue to fund the Parent Carer Forum .	COMPLETE	The Parent Carer Forum is funded, in the first instance, to the 31.03.2025.

ACTION	STATUS	PROGRESS
2.8: Increase Carers involvement in Multi-disciplinary Team meetings.	IN PROGRESS	Discussions have taken place with Health colleagues, but no firm plan / policy agreed.
2.9: Carers Empowerment Programme	COMPLETE	Newham Carers Community have been commissioned to deliver a Carers Empowerment Programme. Sessions are advertised in the Newsletter that is sent to Carers.
2.10: Extend the 'Carers Passport' across the Newham University Hospital site.	IN PROGRESS	Draft developed but paused due to concerns around delivery capacity, and the need to align with the Trust wide policy initiatives.
2.11: Strengthen Carers Forums	COMPLETE	Newham Carers Community have a rota and visit each resident-led Carers group two times a year to provide direct support, information and guidance.
2.12: Give Carers access to AzeusCare and allow self assessments	REMOVED	AzeusCare, the Council's Social care database, isn't currently set up to allow external access.

Priority 3: Support Young Carers from inappropriate caring and provide the support they need to learn, develop and thrive and enjoy a positive childhood.

ACTION	STATUS	PROGRESS
3.1 Co-design a training programme for Social Care professionals to better understand how to identify Carers and the impact of caring.	REMOVED	Duplicate of 2.1
3.2 Adults and Children's Services to agree who is responsible for the Carers Assessments	COMPLETE	Memorandum of Understanding agreed and implemented.
3.3 Improve communication with Carers about their Carers Assessment.	COMPLETE	Co-produced a video and updated training for staff. Please refer to 1.4.
3.4 Co-design and implemented an Adult Carers Respite Policy.	IN PROGRESS	Carers Respite Policy refreshed. To view the Policy, visit: Carers Respite Policy.pdf Work is ongoing to review the Resource Allocation Tool.
3.5 Refresh the Emergency Plan template.	COMPLETE	Carers Emergency Plan template has been updated. To use the template visit: Carers Emergency Plan .
3.6 Promote the Carers Emergency Plan Scheme to all Carers	COMPLETE	Newham Carers Community promote the Plan to all Carers who contact them.
3.7 Ensure long-term planning is completed for all Carers aged 50+	IN PROGRESS	Work has started to develop a report to identify Carers aged 50+, so that Social Work Teams can start discussions about the long term care needs of the cared for person as part of the regular Review process.
3.8 Review the Carers Direct Payment process	COMPLETE	The Direct Payments process has been reviewed and simplified. For more information, visit: Direct Payments
3.9 Audit the quality of Carers Assessments	IN PROGRESS	An audit of Carers Assessments was undertaken in 2023. Needs to be annual.

ACTION	STATUS	PROGRESS
3.10 Parent Carers and Young Carers Respite Policy	NOT STARTED	To be included in the 2025/26 Action Plan for Young Carers.
3.11 Re-procure the Carers Support Service	COMPLETE	Service refreshed with Carers and re-procured - Newham Carers Community, delivered via a consortium of three local organisations. For more information visit: Newham Carers Community or call 020 3954 3143
3.12 Empower Carers Peer Support Groups	COMPLETE	The Carers Small Grants Programme has empowered local groups to continue meeting. Please refer to 1.10.
3.13 Review Carers role in coproduction	COMPLETE	The Carers Resident Advisory Group (CRAG) established in 2023. To join the CRAG email: Commissioning.Assistant@newham.gov.uk
3.14 Improve uptake of preventative health checks and Mental Wellbeing service	COMPLETE	Newham Carers Community regularly promote preventative health checks and wellbeing services.
3.15 Develop a range of activities that Carers and the cared for person can engage in together	COMPLETE	Newham Carers Community promote a range of community support available via their monthly Newsletter and 1:1 work.
3.16 Explore socially linking Carers to established online Carers Forums	COMPLETE	The Council have promoted a range of national resources to Carers – including the Mobilise platform as part of the pilot.
3.17 Improve awareness of and access to Assistive Technology	IN PROGRESS	The ASK Sara and Enabled Living services have been promoted at various events. The Council is working to roll out Assistive Technology
3.18 Use complaints as an opportunity to identify quality improvements.	IN PROGRESS	The Issues and Actions forum attempted to address common issues and create a continuous feedback loop, but has not yet led to practice improvement.

Priority 4: Support Carers to maintain / fulfil their education and employment potential - in order that they are free from financial disadvantage related to their caring role.

ACTION	STATUS	PROGRESS
4.1 Review the Council's HR Policies in relation to employees who are Carers.	COMPLETE	In 2023, THE Council launched a Working Carers Support Policy to support its employees who are Carers.
4.2 Work with Our Newham Work to increase number of Carers in training / employment	IN PROGRESS	Newham Carers Community are working with Our Newham Work to agree the best way to take this forward. In the meantime, if you are looking for work, visit: Our Newham Work or ring 020 3373 1101
4.3 Improve awareness of travel and concessionary travel options.	COMPLETE	A dedicated session for Carers on concessionary travel options was delivered in September 2022. For more information visit: Concessionary Travel – Accessible Transport
4.4 Support Young Carer's educational and employment aspirations.	NOT STARTED	This is being reviewed as part of the new annual action plan setting process.
4.5 Develop form-filling offer for Carers via the Carers Support Service.	COMPLETE	The new Carers Support Service Contract, delivered by Newham Carers Community, includes a 'Carer Navigator' function that supports Carers with form-filling and practical support and informal advocacy.
4.6 Review Carers Permit application process and cost	COMPLETE	Completed as part of the Parking Policy review. For more information visit: Carer and Care Home Parking Permits .
4.7 Review Disabled Parking Bays application and cost.	COMPLETE	Completed as part of the Parking Policy review. For more information visit: Disabled Parking Permits .
4.8 Review the Newham Carers Discount card to ensure it is fit for purpose.	COMPLETE	The review concluded that the national schemes offered bigger / more attractive discounts. As such, the Newham Card was discontinued, and the national schemes are promoted by Newham Carers Community. For more information visit: National Carers Discount Card Comparison Chart

Priority 5: Support Young Carers from inappropriate caring and provide the support they need to learn, develop and thrive and enjoy a positive childhood.

ACTION	STATUS	PROGRESS
5.1 Review and co-design the Young Carers assessment pathway	IN PROGRESS	Identification through the Early Help front door and schools awareness developed as part of the wider review. Pathway has been co-designed with young people, including Young Carers. Audit work used to inform assessment pathway learning/walking the pathway. Awareness sessions held, with repeat sessions due to take place in 2025/26. Young Carers video developed.
5.2 Develop resource for all services available to Young Carers including respite.	COMPLETE	Renewal Programme and Youth Empowerment Service developed. Wider YES Offer available. Ongoing collaboration to maximise contacts across partnership. Dovetailed Offer from HAF Programme and short breaks for SEND to maximise support for children and young people, their siblings and families including Family Stay and Play Offers.
5.3 Implement the national Young Carers in School Programme.	COMPLETE	Young Carer Awareness Day has been listed on the Newham Schools PHSE calendar.
5.4 Develop a peer support group for Young Carers with a sibling/s with SEND.	IN PROGRESS	Working with DCYPS – Sibling Audit being finalised. Youth Justice - Sibling Audit currently being finalised.
5.5 Audit of Young Carers safeguarding cases	IN PROGRESS	Audits have been completed and work is taking place to triangulate and analyse the data.