

Carer Strategy Delivery Plan

June 2024 – July 2025

Action	Description	Owner	Milestones	RAG RATING
1	Procurement of new service models for adult and young carer services to include objectives from the carer strategy	Strategic Commissioning Manager (Older People and Carers), LBC Senior Children & Young People Programme Manager - (Croydon Place), LBC/IBC	<ul style="list-style-type: none"> New service specifications (young carers, adult) agreed and socialised with carers. Competitive tender process to appoint providers for carer services (young carers, adult). Mobilisation of new service models to commence from 1/4/25 Contract monitoring to ensure achievements of objectives. 	
2	New Carer website to include culturally tailored information for carers and use of emerging AI technologies, where possible	Service Manager, Carer Information Service	<ul style="list-style-type: none"> Website specification agreed to include strategy requirements. Website design company appointed. Website testing with carers and stakeholders. Launch of new website and updating of any links to website from other sources. Communication to stakeholders. 	
3	Participation in the South-West London (SWL) Accelerating Reform Fund (ARF) programmes including: <ul style="list-style-type: none"> New Carer Identification Increasing access to Carer Assessments 	Strategic Commissioning Manager (Older People and Carers), LBC	<ul style="list-style-type: none"> Project Group set up. Mapping of current services and work across SWL. Shared work from previous Borough initiatives to pilot in different areas. Proposal to pilot online carer assessments to ascertain acceptability to carers 	
4	Increase awareness of the importance of carer identification within primary care	Head of Primary and Community Care Development and Delivery, IBC	<ul style="list-style-type: none"> Raising awareness of the role of carers and how to identify them within GP Practices Consider how to work with general practice to show how they support carers using the Supporting carers in general practice: a framework of quality markers¹ Pharmacies 	
5	Implement the recommendations in the CQC Assurance document for supporting carers	Strategic Commissioning Manager (Older People and Carers), LBC	<ul style="list-style-type: none"> Gap analysis of the systems preparedness against the identified areas of assessment Collection of evidence into one central location in preparation for CQC assessment 	

¹ [GP mythbuster 44: Caring for carers - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/gp-mythbuster-44-caring-for-carers)

6	Pilot different opportunities for carer respite to understand the most effective way to offer respite in future service models	Service Manager, Carer Information Service Young Carers Service and Community Team lead, OTR CEO, Mencap Service Manager – Dementia Services Provider Services, LBC	<ul style="list-style-type: none"> • Use of short term BCF funding to pilot respite ideas in discussion with carers during 24/25. • Dementia Centres to consider options with clients to pilot ideas around increasing centre usage with short term BCF funding 	
7	Promote the carer strategy in all interactions with professionals and through alignment of strategic plans with carer objectives	Board members	<ul style="list-style-type: none"> • Recognise opportunities to operationalise the strategy within working practice and promote to other staff 	
8	Explore how the “No Wrong Doors” Memorandum of understanding could be implemented across the Croydon System, in line with the whole family approach	Senior Children & Young People Programme Manager - (Croydon Place), LBC/IBC	<ul style="list-style-type: none"> • Establish a steering group to test the • Research and fact finding from other areas • Develop a proposal to take forward. 	
9	Work with schools and education settings to raise awareness of young carers needs and explore a system approach to supporting these	Education Advisers, Health & Wellbeing, LBC	<ul style="list-style-type: none"> • Develop and implement an information and training programme to support settings 	
10	Explore with ICB system leads the wider offer needed for young carers, who have caring responsibilities for those identified with end-of-life provision	Head of Primary and Community Care Development & Delivery, IBC	<ul style="list-style-type: none"> • Identify areas of support and wrap around for young carers • Liaise with CYP 	
11	Develop the schools survey to include the identification of young carers	Public Health Consultant, LBC	<ul style="list-style-type: none"> • Work with CYP to broaden specification to include young carers 	