CARERS PARTNERSHIP BOARD WORKPLAN 25/26

END OF YEAR REVIEW

Our Joint Strategic Vision

"Empowering Carers of all ages to live the life they would like to lead"

In delivering this vision we shall work together to amplify the voice of carers, support good health and wellbeing and tackle health inequalities.

Our Joint Strategic Priorities & Workplan 2025/2026

	Outcome	Joint Strategic Priority to Support Outcome	Carers Partnership Board Action & Lead(s)	Measuring Success	End of Year 25/26 (Progress Update)
1	"I am supported to provide care as I wish and do so in a way that takes into account my own access to education,	Improve the physical and mental health and wellbeing of Carers and reduce health inequalities	Increase awareness of carer services across health services, including GP Surgeries/ Hospitals Support:	Increase in referrals to Carers Register from health settings (Baseline	CPB received an update **NCL Carers Support Project** – promoting referrals to local Carer Centres from hospital settings. NCL Carers Support | Support for Unpaid Carers

	employment, health and wellbeing (PHC)		- Roll out of GP Pilot Project - Hospital Presence - Promotion with pharmacies - Promotion on NHS Intranet - GP Websites/ Surgery Screens Digital Promotion - Print outs of Carers information during appointments **(ECC/LBE, CA Primary Care, ICB)**	referrals from GP/hospital setting at end of **23/24 Q4 119 GP Referrals, 103 Hospital Referrals 24/25 152 GP and 206 Hospital Referrals**	Work continues to promote carer services through **GP Practice websites and surgery screens**. Two text message campaigns completed with selected surgeries. **ECC GP Liaison Worker continues work with GP Practices** offer weekly stalls in selected surgeries. Referrals to **Enfield Carers Register from health settings** continues with 122 referrals from GP setting over 25/26 and 246 from hospital setting over 25/26 – a year on year increase. <u>GP Referrals</u> (annum) Total 23/24 119, Total 24/25 152 **Total 25/26 122** <u>Hospital Referrals (annum)</u> Total 23/24 103. Total 24/25 206 – referrals doubled in year. **Total 25/26 246** **ICBs health inequalities programme is** accessible to Carers living in the Southeast Neighbourhood e.g. Heart Health, Diabetes outreach, Community Health and Wellbeing Workers etc. Primary care continues to support identification of unpaid carers **through GP carers registers** and

					carer coding in the clinical record, including for new patients and existing patients where a caring role is identified during routine contact. Practices can use **carer flags/codes** in EMIS to help make caring responsibilities more visible to the practice team and to support appropriate signposting, recall and communication.
			Promote annual Health Checks for Carers. Consider new policy for Health Checks and reasonable adjustment requirements. **(Public Health)**	Work underway to identify Carer specific data measure.	There was a significant improvement in the number of **Health Checks** completed 25/26 compared to 24/25. Q1 387 Q2 457 Q3 426 Q4 855 Total 2125 The ICB has funded the **Long Term Conditions Local Commissioned Service (LTC LCS)** from GPs. Carers should contact their GP to discuss if they qualify for this more specialist and proactive health check. All Enfield GP practices have implemented the **Reasonable Adjustment Digital Flag** and the Enfield Federation of GPs support continuous improvement of its operational application, particularly where carers or the person they care for have accessibility or communication needs. This supports better recording of reasonable

					adjustments and helps practices respond more consistently to individual needs.
		Equip unpaid Carers with the skills, equipment (including AT) and training to manage their caring role. Support Carers to access and maintain education and employment opportunities, and provide services accessible to working Carers.	Involve Carers in the shaping of future LBE commissioned VCS services that support Carers. Commissioning requirements to include skills development, education, employment opportunities. (**LBE)**	Co-production events with carers to inform specification of requirements for Prevention and Early Intervention contracts. Specifications complete to reflect skills development, education, employment support for Carers.	Co-production, specification development, tender and contract award complete. New contract awarded to Enfield Carers Centre, June 2025, to include skills training for carers and support to education, employment and volunteering. Under this contract in 25/26, 48 unpaid carers received support to access or maintain employment, volunteering or training opportunities, 80 carers were signposted to employment support services and 15 carers volunteered at ECC. CPB 'in focus' session on Employment complete. Board received presentation from Working Well Trust on employment services available to unpaid carers. LBE agreed to work with Enfield Council employed unpaid carers to understand need for employee forum. Following consultation, Unpaid Carers forum now established.
2	"I am identified, recognised and valued for the care that I provide and	Work to increase the proportion of carers who report that they have been	Adoption and roll out of Carers Hospital Discharge Toolkit - embed in local acute, community and MH	Roll out of Carers Hospital Discharge	Work continues to identify carers in hospital setting. increase in hospital referrals continues (as above) and ECC have supported the following:

	my contribution to the community." (Carers UK) Carers are supported to actively participate in decision making and care planning for the person they care for. (NICE QS 2) "I am respected for the skills, experience and knowledge I have and to be treated as an equal partner in care." (Carers UK) As a Carer I have been included or consulted in discussion about the person that I care for (ASCOF Carers Survey)	included or consulted in discussion about the person they care for. Increase opportunities for Carers to be included and ensure that their voice is central in designing, delivering and evaluating support services.	hospitals locally. **(ECC, ICB, MHT)**	Toolkit and embed locally. Continue to increase 'The proportion of carers who report that they have been included or consulted in discussion about the person they care for' in Carers Survey.**Baseline Enfield Carers Survey 23/24 66.5%**	ECC worker now has regular space in the Social work office at NMUH to support work in identifying and including carers. Over 25/26 ECC have worked in partnership with Lead Clinical Psychologies to establish Carers Support Group at Chase Farm
			Include Carers in the co-production of service development and delivery and help ensure Carer's voice is represented across LBE, NCL ICB, **(LBE,ICB)** Support identification of additional Carers Ambassador (6 total) to	Increase in number of Carer Ambassadors recruited.**Baseline 23/24 Q4: 3** Increased representation of Carers	Specification of Prevention & Early Intervention Services (Carer Specfific) co-produced with carers – Complete. Over 25/26 welcomed 2 new CAs to post and to the CPB, fully trained by ECC. The West and North London ICB launched as a new ICB on 1st of April 2026. The ICB covers thirteen boroughs and a population of 4.5 million residents, while managing a 50% reduction in ICB

			represent Carer Voice across service areas.**(ECC)**	across strategic/partnership boards of LBE NCL ICB	workforce. The ICB is currently reviewing its communication, engagement and co-production with a view to developing a system strategy and framework over the coming months that sets out how we will approach Hearing the Patient / Resident/ Citizen/ Carers/ Community Leaders etc, Voice in everything we do. Each GP Practice has their own Patient Participation Group (PPG). PPG promotion and information links are available on each GP practice website if Carers wish to get involved. Minutes of PPG meetings are also available on individual GP practice websites. Each GP practice also has information about their Customer satisfaction levels in their latest CQC inspection reports and the ICBs Primary Care Commissioning Team is notified in any changes in ratings.
3	I have the right information and advice to be able to make informed decisions (PHC)	Identify, reach and offer information and advice to more Carers of all ages and backgrounds, including 'hidden carers' Work to increase the proportion of carers who find it easy to find	Work together to identify under represented /Seldom Heard Voices in Enfield Carers Population to inform targeting of services **(LBE/ECC)** Work to support early identification of Carers across the partnership (inc GPs, Hospitals, Schools and Social Work Teams).	Increase number of Carers on the Carers Register **Baseline: Q4 23/24 7466Q4 24/25 8,110** Increase in number of Young Carers	The number of carers on the register continues to increase. Over 25/26 – **944** new carers identified and registered. Total number of Carers on the Carers Register at year end was **8836** Over 25/26 **157** new young carers identified. Total number of Carers on Carers Register at year end was **616** (data cleansing took place to remove inactive records)

		information about support	<u>GPS</u> Support GP Carers Registers, Carers coding to new and existing patients that become carers and promotion of Carer Services through Practice Websites. **(ECC, Primary Care)** <u>Young People/Schools</u> Support joint approaches to young carers offer and increase identify young Carers and those transitioning to adulthood.**(ECC,LBE)** <u>Social Workers/Hospital</u> Support increased identification of Carers through these routes. **(ECC,ICB)** Recommission Prevention & Early Intervention Contracts to support information and advice for Carers. **(LBE)**	on Carers Register: **Baseline:** **23/24 Q4 557** **24/25 Q4 617** Identify populations under-represented on Enfield Carers Register. Continue to increase number of Carers of report finding it easy to find information about support **Baseline: (Carers Survey ASCOF Measure 57.5% (21/22) 66.5% (22/23))**	Continue to increase number of Carers of report finding it easy to find information about support **Baseline: (Carers Survey ASCOF Measure 57.5% (21/22) 66.5% (22/23) 66.7% (23/24)** CPB received a presentation from children services on assessing and meeting the needs of young carers to help improve joint work to identify young carers. Prevention & Early Intervention Contracts to support information and advice for Carers recommissioned – contracts commenced June 25. Under this contract in 25/26 **594** people received individualised info/advice guidance (June-March) **Social Prescribing** remains an important route for carers, particularly where the issue is not purely medical but relates to isolation, benefits, respite, community support, wellbeing or practical help. Enfield has social prescribers, Hestia / MH Social prescribers, Primary Care Network funded Health Champions, VCSE Champions (Under the ICB funded Health Inequalities Programme) and CHWWs for the Southeast Neighbourhood.

4	I know my needs are equally recognised and my goals and aspirations are respected and fulfilled (PHC) Carers are identified by health and social care organisations and encouraged to recognise their role and rights.(NICE QS1) I have a life outside of caring and I am able to remain connected to the people who matter to me (PHC) I have access to appropriate support that suits my needs,	Increase understanding of Carers Rights (including Carer Assessment) Work with the market to facilitate the development of and/or access to a range of Carer support services to meet local need.	Promote Carers Rights including right to Carer Assessment across the Partnership. Increase ECC access to social care, NHS and MHT teams on a regular basis to support understanding carers rights and carers assessments. **(LBE, ICB, ECC, Primary Care, BEHMHT)** Improve information/communication with carers on and increase understanding of rules and processes around accessing respite and what people's rights are in respect of this. **(LBE,ECC)**	Number of Carer Right Events and Promotions across the Partnership Targets met for providing Carers Assessments.	Carers Rights Promotion/Events including **Carers Rights Day**, November 2025. Each of the Trusts and GPs host community events where Carers Rights organisations are encouraged to get involved. The Trusts and GPs / PCNs have held a range of community hub events and these are well attended. The Trusts and GPs/ PCNs use the LBE MyLife website and will support patients and their carers to refer to the Carers Centre via this process. The MH Trust have access to the SPA via their Directory of Local Services, understand Carers access and referral processes for all boroughs. North Middlesex Hospital and community services utilise the Mylife website. LBE's contracted provider (ECC) met **or exceeded all targets for Carers Assessments**, including 100% assessed within 28 working days of referral Over 25/26 completed 528 assessments & 1104 reviews.

	including respite care and carers breaks (PHC) Carers are regularly given the opportunity to discuss with health and social care practitioners the value of having a break from caring and the options available to them. (NICE QS4) “I have a choice about caring.” (Carers UK) Carers having a carer's assessment are given the opportunity to discuss what matters most to them, including their own health, wellbeing and social care needs, and work, education, or				Further work undertaken by the Board to improve information/communication with carers on and increase understanding of rules and processes around accessing **respite** and what people’s rights are in respect of this. CPB ‘ In Focus’ session, Board members received overview of Respite Offer from ASC

	training. (NICE QS3)				
5	'As a Carer I feel supported to maximise income and manage finances' (CPB)	Reduce financial deprivation among unpaid carers through support to maximise benefits, manage finances	Increase in provision of practical support available to unpaid carers to manage benefits/finances through recommissioning of Prevention & Early Intervention Contracts **(LBE)**	Capacity increase within Prevention and Early Intervention Contracts.	Prevention & Early Intervention Contracts to support information and advice for Carers recommissioned – contracts commenced June 25. Over 25/26, **333** carers supported with benefits and form filling advice (Under Lot 1 Supporting Unpaid Carers)
	Local systems deliver joined up strategic approaches to identifying and supporting carers (CPB)	Continue to embed Joint Strategic approaches to identifying and supporting carers across health & Adult Social Care	Agree Joint Strategic Vision, Priorities & Action Plan across Partnership (24/25) **(ALL)** Support work to reflect the needs of unpaid Carers in emerging Strategy & Action Planning, specifically Health & Wellbeing Strategy **(Public Health, ICB)** Work towards identification of Carer Leads across health and social care organisations within partnership (inc **MHT Borough Partnership**	Strategic documents and action plans across the partnership that reflect the needs of unpaid Carers. Identification of organisational Carer leads across the partnership.	Joint Strategic Vision updated in collaboration with CPB and Ambassadors and 25/26 Priorities/Action Plan and Review Complete. Carers Priorities embedded in Health & Wellbeing Strategy Action Plan. Carer Strategy (North London Foundation Trust) Completed and presented to CPB. Carers are a focal point in all ICB policy, procedure, guidance, strategies and action planning as is the community voice. We will be consulting on our upcoming VCSE, Communication, engagement and co-production frameworks in the coming year. The Trusts and GP Practices are mandated to have specific NHS policies and procedures in

			Board level, IC Board level).		place and sites and operational teams are regularly inspected by the CQC. Please refer to NHSEs strategic drivers for change framework and the long term plan with regards to requirements for ICBs, Trusts and Primary Care NHS England » Strategic Drivers