

## Newham Carers service re-procurement engagement tracker 2018

Date	Who we engaged	Format	Numbers engaged	What Carers told us	What we did
23/04/18	Carers and Professionals	Workshop	12	The current Strategy is too long, has too many vague / open actions and there was no mention of respite.	Strategy to be reduced to demographic data and priorities.  Strategy Action Plan to be SMART.  Strategy Action Plan to include the development and implementation of a Carers Respite Policy.
12/06/18	Carers	Workshop	32	Improve number of business who offer discounts to Carers via the Carers Discount Card.  Delegate the responsibility of distributing the Card to the commissioned Support Service to make it more accessible.	The lead-Commissioner working with the Neighbourhoods (Tree of Growth programme) to increase the number of business supporting the scheme.  The Support Service is now responsible for managing the Carers Discount Card.
13/06/18	Carers and Professionals	Workshop	14	To have a Parent Carers Respite Policy.  Improve the review process for Parent Carer Carers Assessments.	Strategy Action Plan to include the development and implementation of a Carers Respite Policy.  The Review process to be specified within the Assessment Service Specification.
18/06/18	MH Carers	MH Carers Peer Support Group	8	Raise profile of peer support group so they have a voice.  Raise awareness of Carers who care for those with Mental Health needs; and the peer support group.  Carers of those with mental health are entitled to a Carers Assessment, but are not eligible for statutory support. Need to consider how to support them in the community.  Improving the links between the Group and the commissioned Support Service.	Working with colleagues in East London Foundation Trust to strengthen the support given to the group. Facilitating the group involvement in coproduction activity.  Work has started to established on a community mental health Carers group.  Support Service Specification amended to specify the partnership working between the various Carers Support Groups and the Service.
27/06/18	LD Carers	LD Carers Group Meeting	41	To have a dedicated LD Team.  To improve day opportunities for LD Customers.  Carers should be provided information about the Assessments process much earlier and Carers to be advised of the outcome of the Assessment.  Carers should be involved in the monitoring of day opportunities.	A dedicated LD Team has already been considered and is expected to be operational by end of the year.  Carers been invited to the consultation on transforming day opportunities.
10/07/18	Carers	Workshop	14	To have an all age Carers Respite Policy. This should include a clear definition of what respite is and clarity on the difference between replacement care and respite.	Strategy Action Plan to include the development and implementation of a Carers Respite Policy.
23/07/18	Adult and Parent Carers	Workshop	9	Carers should be paid to care for the cared for person, as they are saving the Government a lot of money.	Lead-Commissioner fed back the views of the session to the London Regional Carers Group who are reviewing the Carers Allowance.  Lead-Commissioner to advise Carers when this discussion is open for wider consultation.
25/07/18	LD Carers	LD Carers Group Meeting	15	To improve future planning and day opportunities for Customers with LD; and improve support planning so it is goal oriented especially for younger Customers.	Care and Assessment Service Manager attending the meeting in September 2018.