

Carers Charter 2024-27

Our Carers Charter has been developed with unpaid carers who provide valuable support and care to friends and family. It outlines our commitment to both carers and partners in the borough and how we will help and develop them in their caring role.



Enabling personalised care

I am recognised as an expert and equal partner of care, with my views and opinions valued and respected

I want friendly professionals who understand my role as a carer, listen to me and refer me to relevant services

I can access an effective response from social services to support me in my caring role



Raising the profile of carers

I am identified as a carer by health professionals

I am able to identify myself as a carer and self-refer through inclusive language on marketing materials

My role as a carer is highlighted in local health and care partnerships, as well as in the community



Supporting young carers

I can attend young carers support groups and activities with other young carers that understand what I am going through

I am able to pursue opportunities without these impacting on my caring role

My school understands my caring role and I feel supported in my caring role



A life alongside caring

I want to access support groups with fellow carers who can empathise and support me with my caring role

I want me and my cared for person to have access to recreational breaks

I am supported to maximise my income, including accessing benefits



Information and advice

I am informed about community based services which reduce isolation and promote healthy lifestyles

I have access to information and advice to help me look after my own physical and mental health

I am able to access to a single directory of services with updated information to support me in my caring role