

Draft Key Objectives for Specification

The support services need to be of good quality to support Carers in Thurrock. The key principles have been translated into the following key service objectives:

- Ensure that Carer's in Thurrock are well informed and signposted to information and advice and universal services
- Identify unknown Carers and provide with appropriate support, information and advice
- Specifically target and engage with under-represented Carer groups
- Develop support that is personalised for both the Carer and cared-for person.
- Work with council Teams to promote and encourage direct payments for Carers and those they support
- Provide low level emotional and practical support for Carers via telephone and drop-in services
- Develop and facilitate Carer support groups in accordance with Carer requirements
- Provide support to Carers which helps to sustain a caring role and avoid a crisis that might adversely affect or end it (for example information and/or training)
- Raise awareness of, and be the local champion for Carers issues
- Raise the overall profile of Thurrock Carers and their contribution with professionals (including Council staff and local employers) and the wider public
- Form close working relationships with GP practices, hospitals, IAPT local statutory and voluntary organizations and council departments to raise the profile of Carers, to enable identification of hidden Carers and improve support for known Carers and creating opportunities for earlier intervention
- To utilize the closer working relationships with other organisations in Thurrock, including primary care and the voluntary sector, to identify Carers (including those funding their own care) and to ensure they receive access to local information advice and guidance
- Work closely with the Young Carers Service in Thurrock to identify areas for joint working and smooth the transition for young Carers moving into adult services
- To ensure 'the wellbeing principle approach' is applied and that Carers are supported to achieve positive physical, mental and emotional wellbeing principles as well as outcomes relating to participation in work, education, training and social and economic wellbeing
- Involve Carers fully in the design, planning and running of services and encourage and support Carers to become peer supporters and volunteers. Develop and facilitate a local Carers forum which is representative of the demographics of Thurrock Carers