



CARERS STRATEGY 2019-23 SUPPLEMENT



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1. LISTENING TO CITY CARERS

1.1 Background

In 2015 Carers UK were commissioned by the City of London to develop the 2015-18 Carers Strategy. The organisation undertook extensive and in-depth engagement, ultimately writing a comprehensive and well-targeted strategy. Due to the thorough evidence base developed by Carers UK, the engagement for the 2019-23 strategy built on this to 'refresh' the strategy. To ensure that the outcomes for the 2019-23 strategy are fulfilled, the focus will be on working with carers throughout the lifespan of the action plan and ensuring City of London Corporation accountability. The action plan is the vehicle for the strategy.

1.2 Work undertaken by Carers UK in 2015

- A survey of key professional stakeholders followed by a stakeholder focus group
- Telephone interviews with professionals
- A survey of carers in the City of London followed by a focus group

1.3 Work undertaken by DCCS in 2018

The main themes from the stakeholder survey of 2015 were used in 1-2-1 interviews with officers/staff of:

- Adult Social Care Team
- The Children and Families Team
- Commissioned providers

Through this engagement with professionals it confirmed that the evidence from Carers UK work is still relevant and necessary for the 2019-23 strategy. The themes include: carer identification, barriers and challenges around this, the gaps in services, how carers can be better supported, the strengths of certain services in place and potential solutions.

The key themes of the survey and focus group were pulled out of the Carers UK research and compared against recent engagement with carers through:

- Healthwatch engagement notes from the Carers Forum, May 2018
- Officer engagement with the Carers Forum and Carers Support Group held by the Carers Network 2018.

The above engagement reaffirmed that the work by Carers UK is still valid, with the headline issues still including: understanding the caring role, the impact of caring on health and wellbeing, contingency and emergency planning, identification and support from GPs, support for carers from local services and organisations, the extent to which support meets carers needs, what could be done differently to better support carers, the different types of caring role, those not identifying as carers and respite need.

1.4 National evidence informing and confirming local engagement

Survey of Adult Carers in England

In 2016/17, the City of London Corporation participated in the biennial Survey of Adult Carers in England. This mandatory survey captures carers' thoughts and opinions on a variety of topics that are considered to be indicative of a balanced life alongside their caring role. Results are used to inform national policy.

Questionnaires were sent to all carers aged 18 or over who were helping or looking after someone aged 18 or over and had been assessed or reviewed in the previous 12 months.

Data from the survey feeds into the Adult Social Care Outcomes Framework and populates the following outcome measures:

- 1D: Carer reported quality of life
- 1I: Proportion of people who use services and carers, who reported that they had as much social contact as they would like
- 3B: Overall satisfaction of carers with social services
- 3C: The proportion of carers who report they have been included or consulted in discussions about the person they care for
- 3D: The proportion of people who use services and carers who find it easy to find information about services

In the City of London, 20 questionnaires were completed out of an eligible population of 51 (39.2%). As the eligible population and number of respondents was below the recommended level needed to produce statistically robust results (at least 150 carers), results of the survey are viewed with caution.

2018 Carers Action Plan

Central Government has made a commitment to work across government and with partners outside of government to support carers, which has been set out in the 2018 Carer Action Plan. Ministers from the Government Equalities Office, the Department for Digital, Culture, Media and Sport, the Department for Business, Energy and Industrial Strategy, the Department for Work and Pensions and the Department for Education have all contributed to and are investing in the action plan. The plan has been signed alongside the Department for Health and Social Care. The action plan will deliver improvements for carers alongside the social care green paper, due later 2018.

In 2016 the government launched a carers' Call for Evidence consultation which received 6,802 responses. In developing the action plan the responses were drawn on to outline five primary themes. The City of London Corporation Carers Strategy 2019-23 also takes into consideration this large piece of research in forming the outcomes for the strategy.

Caring for carers, Social Market Foundation 2018

The paper was researched using the British Household Panel Survey and the more recent Understanding Society and is based on data collected between 2015-2017. The report highlights the important role that family carers fulfil and the negative impact it can have on individuals. The report seeks to influence policy makers, and specifically around the role of care navigators.

State of Caring 2018, Carers UK

This report references the Carers UK (2016) State of Caring survey, papers from outside organisations researched with and without Carers UK. The paper sets out 5 aims for national and local government, the NHS and employers. This report emphasises that it is the actions that count.

1.5 Consultation with carers and key stakeholders in the City of London

Consultation for this strategy includes the following stakeholders:

- Adult Social Care Team
- The Children and Families Team
- Corporation Strategy & Performance Team
- Carers Network
- Carers of the City of London through Carers Network
- Residents of the City of London through Healthwatch
- Residents of the City of London through the Barbican Bulletin
- City and Hackney Older Peoples Reference Group
- Parent Carer Forum
- Members

Healthwatch consultation break down:

A. Healthwatch City of London social media

Facebook

- 1,200 people reached, 22 'shares', 58 post engagements (likes and clicks), 2 comments, 22 shares.
- 1 posted comment
- 3 Facebook Messenger exchanges with comments

Twitter

- Tweet 1: 784 impressions/ reach /1.3% engagement rate – no comments
- Tweet 2: 4,520 impressions/ 0.2% engagement rate – no comments

B. Golden Lane Residents Association website

- 1 detailed 'case study' response

C. Healthwatch City of London e-newsletter Story inviting feedback on draft strategy sent out in our Newsletter to 512 recipients (members and supporters).

- 10 recipients clicked through to the carers' strategy news item
- 3 email comments received

2. How we will work with our carers



The City of London Corporation will develop the action plan associated with this strategy in conjunction with carers. The dialogue will be structured around an oversight group (following the delivery model of the Leeds *Commitment to Carers*) and adopt joint decision-making amongst its collaborators. Additional focus groups may be set up, to ensure that all types of carers are represented during the process. The development of the action plan is the first step towards establishing a long-term collaborative model between carers, project officers and healthcare professionals.

3. Demographics

There were 576 carers in the City of London at the time of the 2011 Census, making up 7.8% of the total population, compared to 8.4% of the population in London and 10.2% across England.

3.1 Resident Zones

The table below shows the carer population by Census Resident Zone. The percentage of carers in the population varies from 2.2% in Queenhithe to 11.7% in the Mansell Street Estate area. In terms of actual numbers, the most significant carer populations are in Barbican (281) and Golden Lane (101). The overall number of carers in some areas is small so this analysis should be viewed with caution. The table also shows that 21.0% of carers provide unpaid care for 20 or more hours a week. This is lower than London (36.9%) and England (36.4%). 12.2% of carers provide care for 50 or more hours a week. This is also lower than London (21.6%) and England (23.1%).

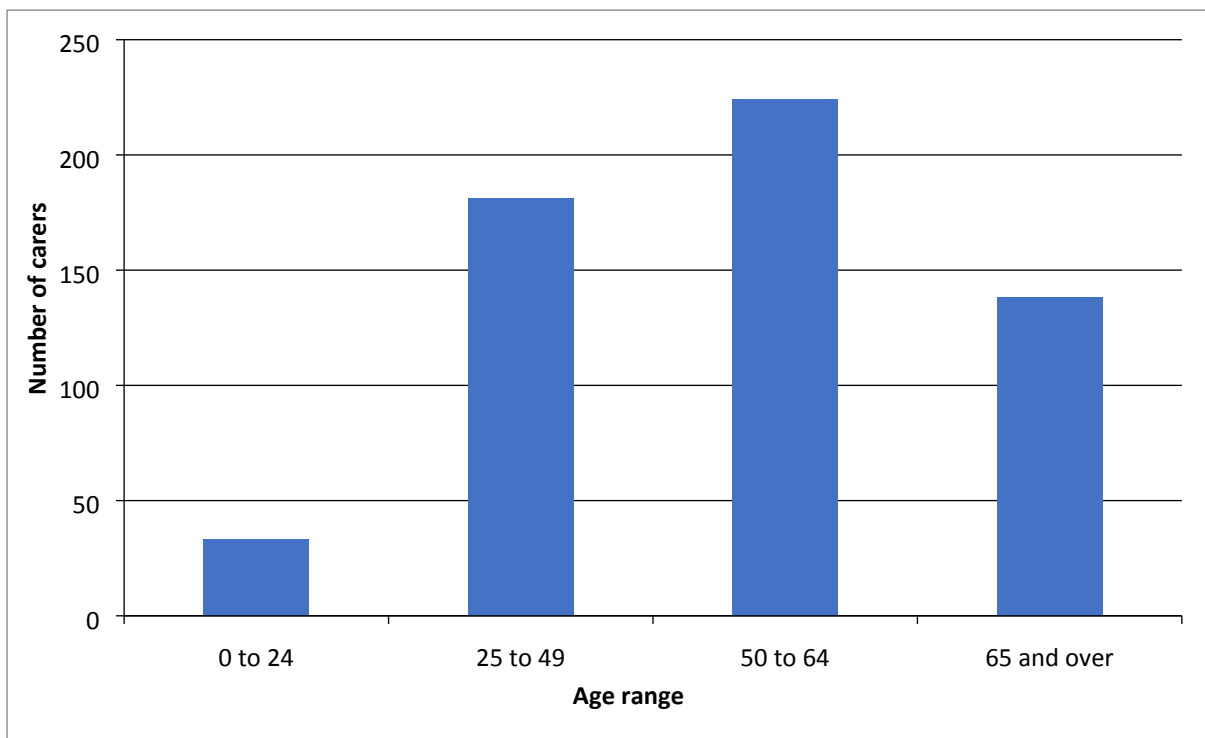
Area	1-19 hours	20-49 hours	50+ hours	Total carers	Total pop.	% carers
Barbican	244	14	23	281	2,994	9.4%
Bishopsgate	9	2	0	11	222	5.0%
Botolph	11	1	0	12	227	5.3%
Carter Lane	8	0	1	9	276	3.3%
City West	6	1	2	9	151	6.0%
Golden Lane	68	12	21	101	1,130	8.9%
Little Britain	4	0	0	4	123	3.3%
Mansell Street Estate	25	9	9	43	369	11.7%
Middlesex Street Estate	20	4	8	32	391	8.2%
Minories	7	2	1	10	225	4.4%
Queenhithe	7	0	0	7	319	2.2%
Smithfield	20	4	2	26	628	4.1%
Temples	26	2	3	31	320	9.7%
City of London	455	51	70	576	7,375	7.8%

London	435,278	105,399	149,296	689,973	8,173,941	8.4%
England	3,452,636	721,143	1,256,237	5,430,016	53,012,456	10.2%

Provision of unpaid care in the City of London by hours of care provided a week: Census (2011)

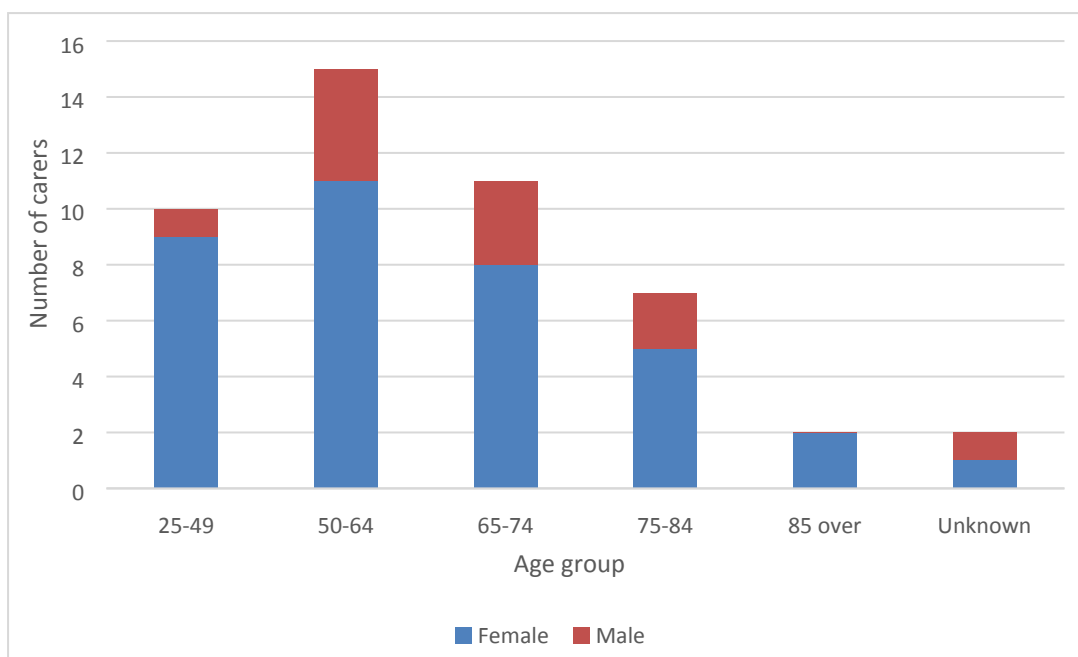
3.2 Age and gender of carers

The Census shows that 5 in 10 carers in the City of London are male (49.9%), compared to 4 in 10 carers in London (42.5%) and England (42.2%); however, 6 in 10 carers (61.4%) in the City providing care for 50 or more hours a week are female. The figure below shows that the age profile of carers in the City of London peaks between 50 and 64; 38.9% of carers are in that age group and 15.9% of people aged 50 to 64 are carers. 17.1% of carers aged under 65 are providing 20 or more hours of care a week; for carers aged 65 and over, this jumps to a third (33.3%).



Distribution of City of London carer population by age; Source: Census (2011)

The figure below shows the age and gender breakdown of 48 carers known to the City of London Corporation in 2017/18. Known carers are predominantly female (75%), whereas males are underrepresented if the data is compared to the 2011 Census.



Age and gender of carers known to social care; Source: City of London Corporation

3.3 Carer ethnicity

In the City of London, 29.2% of the carer population are from BME groups (all communities that are non-white British) compared to 42% of the general population in the Square Mile. 5.4% of the BME population in the City of London provide unpaid care, compared to 9.6% of the White British population. The table below shows that this ranges from 3.1% of the Black/African/Caribbean/ Black British population, to 7.6% of the Asian/Asian British population.

Ethnic Group	Population	Provides care	% provides care
White: English/Welsh/ Scottish/Northern Irish/British	4243	408	9.6%
White Irish/Gypsy or Irish Traveller/Other White	1556	71	4.6%
Black/African/Caribbean/Black British	193	6	3.1%
Asian/Asian British	940	71	7.6%
Mixed/multiple ethnic group	289	11	3.8%
Other ethnic group	154	9	5.8%

Percentage of the population who provide unpaid care in the City of London, ethnic group: Census (2011)

3.4 The impacts of caring

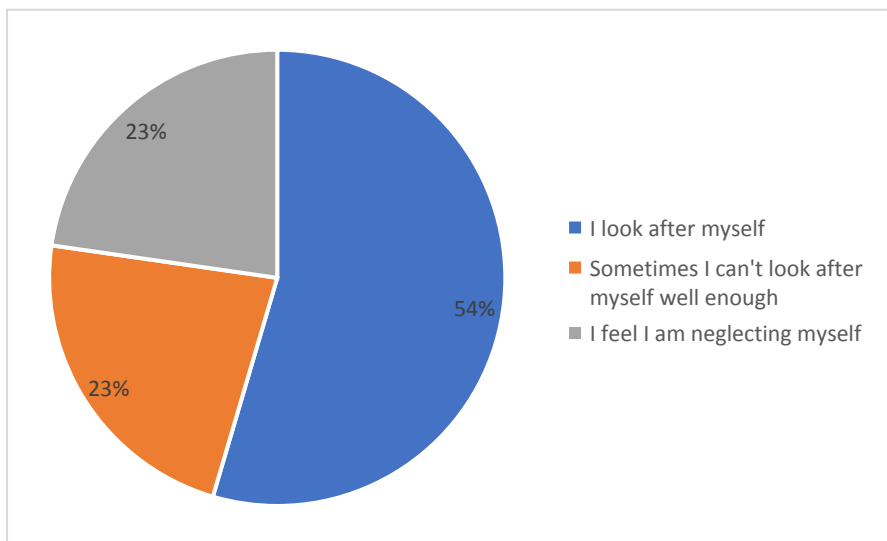
Caring for others can adversely affect your health and wellbeing and research has consistently shown this.¹ Census data shows that carers are significantly more likely to be in poor physical and emotional health than those without caring responsibilities.

¹ In Sickness and in Health (Carers Week, 2013); State of Caring report (Carers UK, 2015)

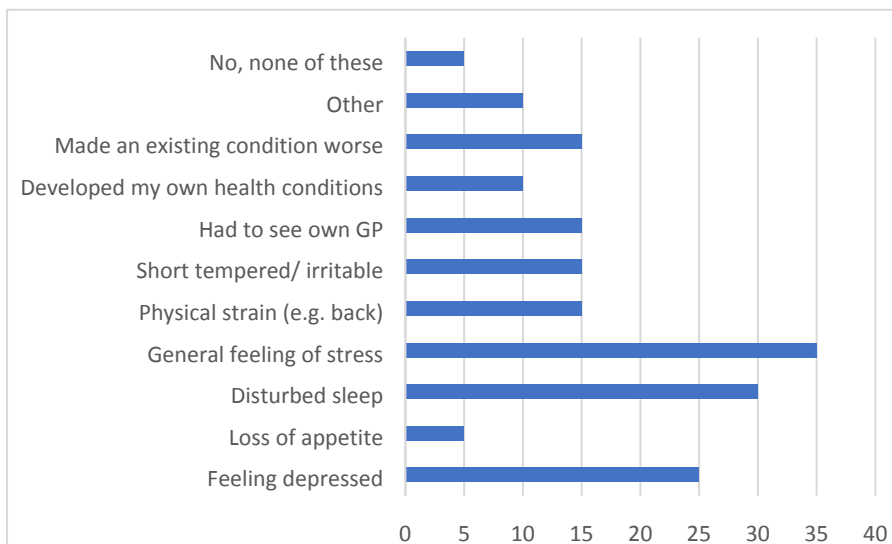
Carer health

In the 2017 SACE Survey 2 in 10 carers (19.9%) in the City of London report being in 'not good' health, compared to 1 in 10 non-carers (11.5%). 4 in 10 people (38.8%) providing 20 or more hours of unpaid care a week report being in 'not good' health; this increases to 6 in 10 carers (58.7%) aged 65 and over.² More than 110 carers in the City (including more than 50 aged 65 and over) declare their health to be 'not good'. This includes around 30 who declare their health to be 'bad or very bad'.

In the 2017 SACE Survey, 46% carers in the City of London reported not being able to look after themselves as much as they should (20 respondents from City of London). Carers also reported feelings for stress, depression and problems with sleep as the most common issues affecting their health (55 respondents from City of London).



'Thinking about how much time you have to look after yourself - in terms of getting enough sleep or eating well - which statement best describes your current situation?' (SACE Report, 2017)



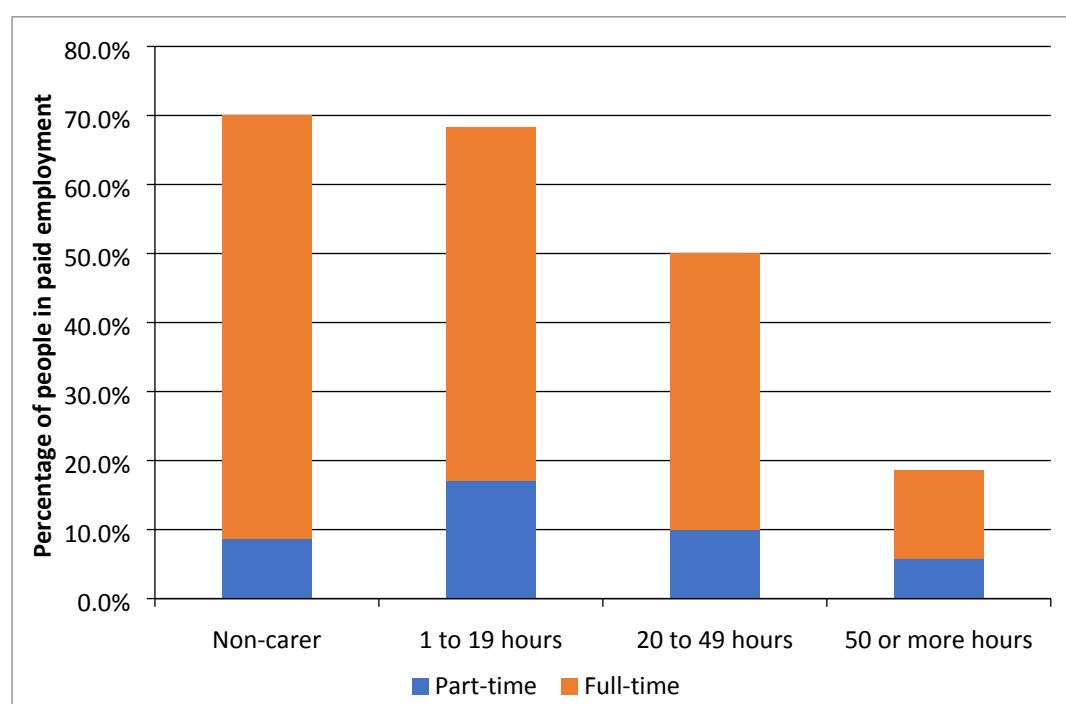
² Responses of 'fair', 'bad' and 'very bad' represent 'not good' health

'In the last 12 months, has your health been affected by your caring role in any of the ways listed below?' (SACE Report, 2017)

Economic activity

In the City of London, the proportion of carers aged 16 and over in full-time employment is 45.5%, lower than the 61.4% of non-carers aged 16 and over. Carers are more likely to be in part-time employment; 15.0% of carers are in part-time work against 8.7% of non-carers.

The figure below shows that the proportion of carers in employment differs significantly depending on the intensity of their caring role. 7 in 10 people (68.2%) providing unpaid care for 1 to 19 hours a week are in some type of employment, against less than 2 in 10 (18.6%) who provide care for 50 or more hours a week.



People aged 16 and over in paid employment in the City of London by hours of care provided a week; Source: Census (2011)