



CARERS STRATEGY 2019-23



Carers Strategy 2019-23

FOREWORD

<TO BE ADDED>

Chairman, CCS Grand Committee

Town Clerk

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Carers Strategy 2019-23 Executive Summary

Vision: The City of London Corporation fosters a community that supports and values carers, recognising their economic and societal contributions.

Aim: To ensure there is real integration of health, social, community and voluntary services that understand and support our carers to thrive, both in their individual ambitions and in their caring role.

Carer Strategy 2019-23 outcomes		
<u>Outcome 1:</u> The Square Mile is a carer friendly community.	<u>Outcome 2:</u> Carers enjoy good physical, mental and economic wellbeing.	<u>Outcome 3:</u> Children and young people are protected from inappropriate caring and have the support they need.
Corporate Plan 2018-23 links		
<u>Outcome 4:</u> Communities are cohesive and have the facilities they need	<u>Outcome 2:</u> People enjoy good health and wellbeing.	<u>Outcome 3:</u> People have equal opportunities to enrich their lives and reach their full potential.
<p>The Carer Strategy outcomes will indirectly support:</p> <p><u>Outcome 1:</u> People are safe and feel safe.</p> <p><u>Outcome 5:</u> Businesses are trusted and socially and environmentally responsible.</p>		
Key outcomes of success		
<ul style="list-style-type: none"> Carer identification is embedded across all services that have regular contact with people and families. The community and voluntary sector are able to identify carer needs, and support them. City of London Corporation carers are supported. City of London businesses engage with the City of London Corporation's Business Healthy initiatives promoting Carer awareness. 	<ul style="list-style-type: none"> Services are accessible and personalised. Carers are involved in the planning and design of local services. Carers can access support to enable them to fulfil educational and employment potential. Carers are provided with the information and support needed to stay healthy and make positive life choices. Carers have support when their caring role ends. 	<ul style="list-style-type: none"> There is multi-agency working and information sharing to help identify young carers. Young carers and parent carers are prepared for the transition into adult carers' support services and supported through the process. Carers can access support to enable them to fulfil educational and employment potential.
Delivering this strategy		
<p>Communication</p> <ul style="list-style-type: none"> The action plan that sits beneath this strategy will ensure that communication is incorporated into each of the relevant actions with steps taken to develop the form of communication that is most appropriate for each stakeholder group. <p>Digital</p> <ul style="list-style-type: none"> Making use of the draft Digital Strategic Framework. The framework is intended to help service providers use digital capabilities, be they tools or skills, to deliver the best possible outcomes for stakeholders, as set out in the Corporate Plan. By focusing on outcomes, it also helps the City Corporation's decision-makers make sure our efforts are joined-up. Making the most of new developments in data sharing and connection through the wider City and Hackney Neighbourhood Programme work. Piloting new ways to share data and connect people will be central to improving the services for carers and helping our workers achieve more. <p>Working together</p> <ul style="list-style-type: none"> Improving the lives of carers does not stop at health and social care. It is a 'golden thread' that should run beyond the health and social care system, to other organisations and employers in the public, private and voluntary sector who all potentially have a role to play. Commissioning and reviewing services will include the service users, officers, agents across City of London Corporation departments and partner organisations. 		

1. BACKGROUND & CONTEXT

1.1 The purpose of this strategy

The Care Act 2014 and Children and Families Act 2014¹ gave local authorities in England a legal responsibility to assess the needs of carers, support their eligible needs and promote their wellbeing. In addition to this, the 2014 Acts require councils to provide personalised support and to prevent, reduce and delay future need for support.

Carers can help prevent people from needing to move into residential care and they can provide a more personalised approach to care because they know the cared for person better than health and social care professionals. Supporting carers to continue to undertake this valuable role is therefore paramount to our health and social care environment.

This strategy shows the City Corporation's commitment to carers over the next four years and prepares the organisation for the up-coming 2019 government green paper on social care. We have a role to play in ensuring that caring is everybody's business. At the root of this is the need to raise the profile of carers and caring – so that all of us recognise and value the contribution carers make within our families, communities, workplaces and society.

The Carers Strategy will provide the framework for the design and development of services, support and activities for those caring for someone within the Square Mile, and for carers working for the City Corporation.

This strategy should not be considered in isolation, as achieving the stated outcomes will be dependent on support from national, regional and City Corporation strategies. This includes the Government *National Carers Strategy*, the *Carers Action Plan 2018-2020*, *A Connected Society: a strategy to tackle loneliness* and the upcoming *Social Care Green Paper*. The delivery of the Carers Strategy will also be supported by the following City Corporation strategies: the *Skills Strategy*, the *Education Strategy*, the *Housing Strategy*, the *Social Wellbeing Strategy*, the *Responsible Business Strategy* and the *Social Mobility Strategy*. It will also refer to the City Corporation's *Digital Framework* in developing the action plan.

In developing the Carers Strategy, the City Corporation has considered how it can support the priorities, listed below, published by Department of Health and Social Care through the *Carers Action Plan 2018-2020*:

1. Services and systems that work for carers.
2. Employment and financial wellbeing.
3. Supporting young carers.
4. Recognising and supporting carers in the wider community and society.
5. Building research and evidence to improve outcomes for carers.

¹ Future reference to the Care Act 2014 and the Children and Families Act 2014 will be as 'the 2014 Acts'.

1.2 Our Carers

The majority of care provided does not come from the NHS or care homes, but unpaid family members, neighbours and friends. Nationally, about 1 in 10 of the population are carers². The value and importance of carers to health and social care and broader society is ever increasing with our ageing population. The unpaid carer population is estimated to be worth £132 billion per year³.

Life as a carer can be hard work and whilst those in this role certainly need support it can also be an extremely rewarding role. People are able to give back to their loved ones and spend quality time with them. Being a young carer can provide a range of positive benefits. Young carers can be highly self-motivated multi-taskers, coping with and achieving at school while undertaking a caring role⁴. Many transfer caring experiences into career choices, having developed the key skills and competencies needed for their families to function. Young carers are often noted for their communication and management capabilities⁵.

It is important not to oversimplify when referring to a 'carer'. Carers often go through a journey, starting with small acts of help through to complete dependency from their loved ones. For the purposes of this strategy, a carer is **anyone who spends time looking after or helping a friend, family member or neighbour who, because of their health and care needs, would find it difficult to cope without this help regardless of age or whether they identify as a carer**. This definition includes City Corporation employees with carer responsibilities, young carers and parent carers of children with disabilities or additional needs (parents or carers of a child with a disability or additional needs are often called parent carers).

In drafting the 2019-23 Carers Strategy, City of London carers were engaged and consulted with through the Carers Forum, City of London Carer and Support Network and City Healthwatch⁶.

The Square Mile

There were 576 self-identified carers in the Square Mile at the time of the 2011 Census, out of a resident population of 7,400 at that time. At the start of 2018 there were 55 carers on the register⁷. Those carers registered have been assessed by the City Corporation's Adult Social Care team⁸ and have been found eligible for assistance. The Care Act 2014 introduced important new rights for carers, giving them similar entitlements to the people for whom they care. Carers now have legal rights to an assessment of their needs, and support where eligible. The criteria used for determining who is eligible to access care and support is set out in the Care Act 2014⁹.

All carers' assessments in the City of London are carried out by social workers in the team and they work with the carer to develop a support plan, with a personal budget to give the carer more control. The amount of the budget depends on the individual, and not all will be entitled to a

² Census, 2011

³ Carers UK, University of Sheffield, University of Leeds (2015) Valuing Carers 2015 – the rising value of carers support

⁴ <http://www.glosyoungcarers.org.uk/wp-content/uploads/2013/06/Action-for-children-new.pdf>

⁵ Ibid

⁶ For more information please refer to the Carers Strategy Supplement, section 1, 'Listening to City Carers'.

⁷ The list of individuals that have been assessed by the ASC team as a carer.

⁸ The Adult Social Care Team is part of People's Services under the Community and Children's Services department.

⁹ Please refer to glossary.

budget. Some people will need signposting and advice. During 2017-2018 45 carers received an assessment with 40 receiving a carers payment.

Of the 576 self-identified carers identified through the 2011 census, some may not be eligible for support and some may not know they could receive support. Those known to the City Corporation will be caring for people who live within the Square Mile but they, as carers, may live outside.

Young Carers

The current exact number of young carers (aged 18 years or under who help to look after a relative) in England and Wales is not known. Although, the 2011 Census identified 177,918 young unpaid carers (5-17 year olds) in England and Wales. In 2011 the census had 33 people in the Square Mile, aged 0-24 self-identify as a carer, but the exact total of young carers now in the Square Mile is not known. It is known that the number is small and not likely to grow due to the Square Mile's small resident population of approximately 8,000. However, it is still important to ensure we are identifying and supporting these young carers.

The Children and Families Act 2014 extended the right to a needs assessment to all young carers, regardless of who they care for or the type of care they provide. When a child is identified as a young carer, the needs of everyone in the family will be assessed, triggering the involvement of both children's and adult's support services.

Anyone who has concerns about a child's welfare can make a referral to a local authority children's social care service. Referrals can come from the child themselves, professionals such as teachers, the police, GPs and health visitors as well as family members and members of the public.

Parent Carers

A parent carer is someone over 18 who provides care to a disabled child for whom they have parental responsibility. The Children and Families Act 2014 amends the Children Act 1989 requiring local councils to assess parent carers on the appearance of need or where an assessment is requested by the parent. This is called a parent carer needs assessment.

The local council must also be satisfied that the child and their family come within the scope of the Children's Act, i.e. that the child is a child in need¹⁰.

Transition to adulthood

When young carers and disabled children are approaching 18 there are different 'in transition' assessments undertaken¹¹. These assessments must be carried out by the local council where it considers that the young carer, disabled child or carer of a disabled child is:

- likely to have care and support needs after the child becomes 18, and
- there is 'significant benefit' to the young carer, disabled child or adult carer if an assessment is carried out.

¹⁰ Please refer to Glossary

¹¹ Please refer to Glossary

1.3 Addressing challenges and recognising opportunities

A challenge for the City Corporation is ensuring that the varied role of carers is understood and respected across all organisations and services in our community, not just within social care. This is an important challenge to overcome in order to ensure that each of the 576 self-identified carers (Census 2011), whether providing full time care or not, are receiving the support that is right for them.

Work at both a national and local level can be used to support the priority outcomes of the Carers Strategy. These include:

- The increased prominence of carers through national publications (the upcoming social care green paper and the loneliness strategy);
- The integration programme whereby City Corporation is reviewing its health, social and community service offering to ensure that pathways are person centred rather than organisation centred;
- The Early Intervention and Prevention Project aims via an outcomes-led approach, to address service gaps which were identified during consultation and engagement processes by improving coordination, communications, connections and community support activities within the City of London. The services will include identification and support for carers and young carers; and
- The commitment of the Department of Community and Children's Services to co-produce our offering with the people who are going to use it.

2. OUR CARERS STRATEGY

2.1 Vision & Aims

Our **vision** for the Carers Strategy is that:

The City of London Corporation fosters a community that supports and values carers, recognising their economic and societal contributions.

To deliver this vision our **aim** is:

To ensure that there is real integration of health, social, community and voluntary services that understand and support our carers to thrive, both in their individual ambitions and in their caring role.

The Carers Strategy sets out the three key outcomes that will inform the carers action plan:

1. The Square Mile is a carer friendly community.
2. Carers enjoy good physical, mental and economic wellbeing.
3. Children and young people will be protected from inappropriate caring and have the support they need.

2.2 Carers and our corporate plan

The Carers Strategy will directly support the achievement of the following outcomes set out in the *City Corporation's Corporate Plan 2018-23*:

2. People enjoy good health and wellbeing.
3. Communities are cohesive and have the facilities they need.
4. People have equal opportunities to enrich their lives and reach their full potential.

It will also indirectly support the following outcomes set out in the Corporate Plan:

1. People are safe and feel safe.
5. Businesses are trusted and socially and environmentally responsible.

It will also contribute to the five priorities set out in the Department of Community and Children's Services *Business Plan 2017-22*.

3. DELIVERING OUTCOMES

3.1 The Square Mile is a carer friendly community

Why this outcome

The 2011 census data indicates that there are many carers within the Square Mile that have little to no contact with services for carers and are not receiving formal support in their caring role. Many of the people who self-identified as a carer could be referring to the standard caring role within a family, such as a mother or father caring for their children. However, the City Corporation needs to consider that of the 576 self-identified carers there are those that need and may be unaware of:

- Support from the Adult Social Care Team,
- Support from the Children and Families Team,
- Financial support, and
- Community and volunteer services.

Identification of carers should be happening within primary and secondary care. However, carers at the Carers Network also described a wider need for community and volunteer services to better understand the role of a carer. Carers pointed to the need for services to value and involve carers, because feeling respected and listened to is important to them.

Through their role carers often acquire expert knowledge. Carers highlighted the importance of having this knowledge understood and respected by health and social care professionals when providing care for the cared for.

Involving carers extends to those working within the City Corporation, which offers the Carers and Support Network. However, the City Corporation's employees struggle with the same challenges as other carers, notably a lack of time to get everything done. This is having an impact on the network's ability to support carers, as a lot of time is needed to organise the sessions.

Our City Corporation carers also stressed the importance of line manager support, and that when this was done well it helped them balance work and caring responsibilities.

Meeting this outcome

Awareness raising and training for health and social care professionals is of particular importance, as they can help identify carers and be proactive in providing information and support. However, national and local engagement has emphasised the importance of working with the voluntary and community sector. It is therefore vital that work is done with partners beyond formal health and care pathways to build a carer friendly community. This will include ensuring that the needs of carers are considered when commissioning new services.

Awareness raising must also extend to the business community within the Square Mile. The City Corporation already provides a workplace health initiative, Business Healthy, that has over 800 business members. Through this vehicle the City Corporation can share best practice with businesses and raise awareness of their working carers.

Theme	Actions to be developed through the Carers Strategy Action Plan
Identification	Develop opportunities to contact carers that are not registered.

	Seek to raise awareness, identification and engagement with carers so that carers feel they are properly listened to and that their lives are appropriately considered.
Social Value	Develop social action and volunteering that can support the work of carers.
Service integration & commissioning	Through the Neighbourhood Programme develop communication across primary and secondary care services that ensures health care professionals are aware of and acknowledge carers acquired knowledge.
National	Make use of national funding such as the Carer Innovations Fund to identify and promote creative and cost-effective models that look beyond statutory services to develop carer friendly communities.
	Make best use of national campaigns and research with the City of London carer population.
	Use the work and learning of national regulators, such as NHS England, to understand how to develop a carer friendly GP practice and to best identify older carers.
Digital	Undertake trials of technological solutions with small cohorts of carers.
City Corporation & businesses	Align the Carers Strategy action plan with the actions that are being developed through the Responsible Business Strategy.
	Review the current Carers and Support Network format and create ways to support the group, and ensure it provides value to City Corporation carers.
	Help those new to caring identify themselves in their carer role through information, such as leaflets or posters, in communal areas of City Corporation workplaces.
	New guidance for carers, and for employers in relation to carers, to be shared on the Business Healthy website.
	Talks and events held through Business Healthy to help raise awareness on working carers and how carers can be supported with businesses in the square mile.

Monitoring progress

Specific targets will be developed and included as part of the Carers Strategy Action Plan.

High level measures of success	Key Corporate Plan Outcomes	Links to City Corporation workstreams
<ul style="list-style-type: none"> Carer identification is embedded across all services that have regular contact with people and families. The community and voluntary sector are able to identify carer needs and support them. City Corporation carers are supported. City of London businesses engage with the City of London Corporation's Business Healthy initiatives promoting carer awareness. 	<p>Directly Outcome 4: Communities are cohesive and have the facilities they need</p> <p>In addition Outcome 5: Businesses are trusted and socially and environmentally responsible.</p>	<p>Early intervention and prevention project</p> <p>Integration, new model of care</p> <p>SEND Joint strategy 2017-20</p> <p>Responsible Business Strategy</p> <p>Business Healthy</p> <p>Equality and Inclusion Action Plan</p>

3.2 Carers enjoy good physical, mental and economic wellbeing.

Why this outcome

Feedback from the Carers Network shows that access to health and social care services for both themselves and the ones they are caring for can frequently be a problem.

2011 Census data reports that 21.0% of City of London carers provide unpaid care for 20 or more hours a week and 12.2% of carers provide care for 50 or more hours a week. A lot of time is spent making sense of pathways that span several organisations and physical locations. Further, feedback from the Carers Forum stressed the need for health and social care services to “speak” with one another and share data. Carers said they spent a lot of time retelling their story.

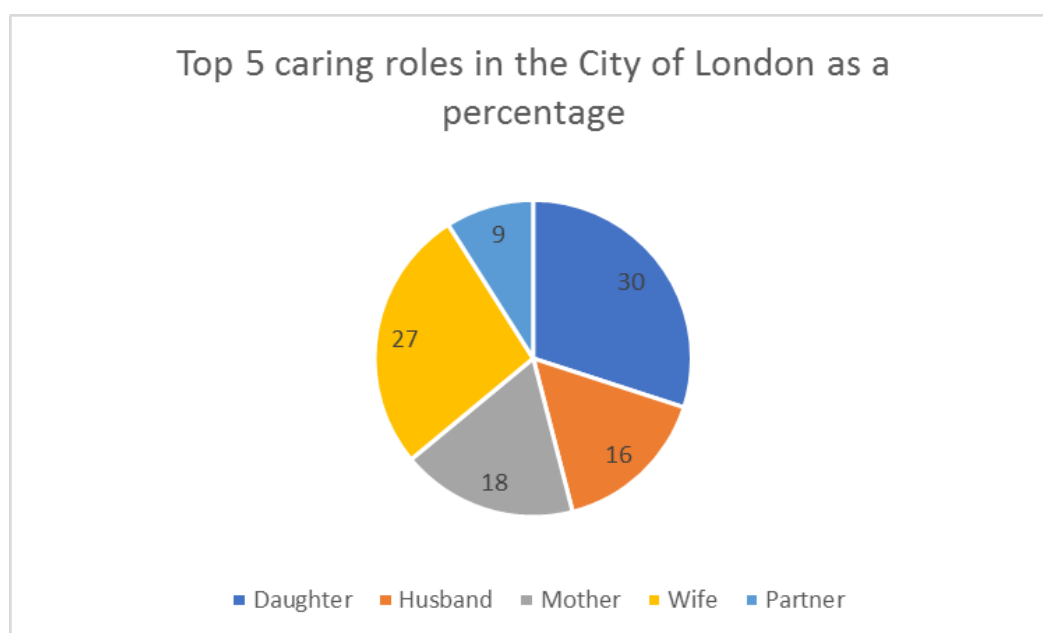
Through the *Call for Evidence* carers reported difficulties in balancing work, looking after their health and wellbeing and performing a carer role. In some cases, people had to give up their work altogether. In the 2017 SACE Survey, 46% of carers in the City of London reported not being able to look after themselves as much as they should. Carers also reported stress, depression and problems with sleep as the most common issues affecting their health.

Parent carers of a disabled child provide substantial and regular care beyond what is usually expected for a child of a similar age. This can have a considerable impact on the parent carer, siblings and the wider family, including emotional, financial, relationship pressures and risk of isolation. Some families will have more than one child with a disability or a learning difficulty.

Meeting this outcome

The City Corporation, as part of the wider City and Hackney Neighbourhood Programme, is reviewing its current model of services for City residents. The intention is to ensure that pathways are developed around the user. Whilst the improvement of pathways for those that are cared for may not fall directly within the Carers Strategy, they do have an impact on carers. Further, it is important that when a carer accesses services for their own needs that their role as a carer is known and considered.

Proper segmentation of carers will also help to target interventions, as their motivations for caring may differ, including how they perceive their role. E.g. a person looking after their parent may not



consider themselves as a carer. Of those carers registered with social care there is a wide typology. The top 5 relationships are shown in the chart above, but there are also friends, neighbours, fathers, nephews, sisters, granddaughters and sons undertaking caring roles.

Theme	Actions to be developed through the Carers Strategy Action Plan
Carer education, training and support	Explore healthcare education and training needs for unpaid carers to ensure they have the skills they need through Health Education England and Carers UK.
	Seek to raise awareness, identification and engagement with carers so that carers feel they are properly listened to and that their lives are appropriately considered.
	Provide support and training to carers to help them return to work, and to do so at a level that is commensurate with their skills and experience.
	Share online resources to help carers recognise the skills they have developed through caring and how they can use these skills.
	Promote services such as the Timewise Carers Hub, which provides support, advice and flexible job opportunities to help carers balance their responsibilities with fulfilling careers.
Service integration & commissioning	Seek to ensure that individuals can access health and social care services in a way that is personal to them through support planning and use of community services.
	Ensure that commissioned services are fulfilling the needs of carers through their offering, e.g. support during bereavement.
	Encourage innovation among partners in the voluntary and community sector to find creative ways to support carers through the Early Intervention and Prevention project.
	Raise discussion on individual carers in multi-disciplinary team meetings to ensure that health professionals are aware of carer involvement and need.
	Utilise current roles and systems to target support for carers at the right time, e.g. hospital discharge of their cared for.
Working together	Develop a database of carers through Mosaic by asking carers to note their consent to be consulted in commissioning of new services and reviews of current services.
	Develop a method for carers, City Corporation officers, providers and health professionals to work together.
	Ensure involvement of ex-carers who may have more time to support work and have valuable knowledge of the system.
National	Make use of the Department of Health and Social Care funded project to support parent carers to navigate the transition from child to adult services as their child approaches the age of 18.
	Make use of government challenges and funding to support society to age better, including looking at innovations which can support people to have happier, healthier and independent lives.
	Make use of the Department of Health and Social Care funded project on actions to promote best practice for local authorities, clinical commissioning groups, and other service providers and commissioners on carer breaks and care replacement.
	Make use of national campaigns to help people be better informed about mental health.
	Use national research by the Department of Work and Pensions to improve signposting and advice on benefits for carers.

Digital	Learn and make use of National pilots ¹² and campaigns ¹³ to raise awareness of the technology that can support carers.
Staff training	Ensure that Adult Social Care explain bereavement support available for carers at the start of the caring journey to help them prepare for the worst.
	Ensure that carers are clear on what support can be provided by the City Corporation and how this is linked to both their ability to pay for services and what support is needed for their loved one.
	Consider further training and education on how social care workers can fulfil their duties under The Care Act 2014.

Monitoring progress

Specific targets will be developed and included as part of the Carers Strategy Action Plan.

High level measures of success	Key Corporate Plan Outcomes	Links to City Corporation workstreams
<ul style="list-style-type: none"> Services are accessible and personalised. Parent carers are prepared for the transition of their child into adult support services and supported through the process. Carers are involved in the planning and design of local services. Carers can access support to enable them to fulfil educational and employment potential. Carers are provided with the information and support needed to stay healthy and make positive life choices. Carers have support when their caring role ends. 	<p>Directly Outcome 2: People enjoy good health and wellbeing.</p> <p>In addition Outcome 3: People have equal opportunities to enrich their lives and reach their full potential.</p>	<p>Early intervention and prevention project</p> <p>Integration, new model of care</p> <p>SEND Joint Strategy 2017-20</p> <p>Social Wellbeing Strategy</p> <p>Social Mobility Strategy</p>

¹² From 2018-2020, every person accessing Adult Social Care in these three areas will be given a joint health and social care assessment – including a needs assessment, and subsequently a single, joint plan that will meet the bespoke needs of the individual. All assessment and plans will consider the role, health and wellbeing of their carers as a fundamental part of the process.

¹³ The Department of Health and Social Care have funded work in partnership with Carers UK and Digital Health and Care Alliance on a project to support greater awareness (of the availability of technology, products to support carers) among carers, support groups, commissioners, health professionals, local authorities, service providers and potential developers of technologies.

3.3 Children and young people are protected from inappropriate caring and enjoy positive childhoods.

Why this outcome

While some caring can be rewarding for young carers this should not inadvertently encourage the continuation of inappropriate care. Equally, young carers' abilities to cope and achieve should not be allowed to mask their need for support¹⁴. Most young carers look after a family member and, as they can start caring at a very young age, do not realise they are 'carers' who are entitled to support. The exact number of young carers in the UK is not known. Many caring roles are hidden and not known until a young person or their family identify as being in need or identify themselves to services.

Delivering the strategy

Whilst the City of London is unlikely to have many young carers, due to the low number of residents, the need for accessible and comprehensive support does not diminish. There are likely to be children and young people providing care that we are not yet aware of. This includes the siblings of children who are currently receiving care and those who attend the City of London family of schools.

Theme	Actions to be developed through the Carers Strategy Action Plan
Identification	Seek to improve identification of young carers to enable them to get early access to support services and enable safeguarding arrangements to be put in place quickly where necessary.
	Implement learning from reviews of best practice in identification of young carers and access to support.
Service integration & commissioning	Ensure commissioning considers how services need to be tailored to young carers.
	Provide a holistic approach through a standard referral into children's social care, that considers the whole family, local support and environment.
National	Make use of national projects, such as 'train the trainer', a young carers identification project being developed by the Department for Health and Social Care and the Carers Trust.
	Make use of the Department for Education review of Children in Need, which includes young carers, to understand the challenges pupils face and the support that best improves their educational outcomes, both in and out of school.
Digital	Enable stronger multi-agency working between practitioners and enable better assessments and decision making within children's social care through improved information sharing.
Support for young carers	Seek to improve young carers' access to support services to make sure they are properly supported at an early stage and interventions are put in place promptly where necessary.
	Seek to improve the support young adult carers receive to enable them to make positive transitions between the ages of 16-24.

¹⁴

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/498115/DFE-RR499_The_lives_of_young_carers_in_England.pdf

Monitoring progress

Specific targets will be developed and included as part of the Carers Strategy Action Plan.

High level measures of success	Key Corporate Plan Outcomes	Links to City Corporation workstreams
<ul style="list-style-type: none"> Young carers are prepared for the transition into adult carers' support services and supported through the process. There is multi-agency working and information sharing to help identify young carers. Carers can access support to enable them to fulfil educational and employment potential. 	<p>Directly Outcome 3: People have equal opportunities to enrich their lives and reach their full potential.</p> <p>In addition Outcome 1: People are safe and feel safe.</p>	<p>SEND local offer Early Help local offer Social Mobility Strategy Early intervention and prevention project Integration, new model of care</p>

4. EQUALITY IMPACT ASSESSMENT

In order to avoid or mitigate any negative impact, and to better advance equality and foster good relations the Carers Strategy will ensure:

Protected groups	Action to avoid/mitigate:
Race	All training on the Care Act and carer identification for staff will also include information on how different ethnic groups in the City of London may approach their role as a carer and choose to engage with services.
	Better understanding of any barriers to access for carers from minority ethnic communities.
	The City Corporation includes all ethnic groups in any coproduction work undertaken.
	Social Workers receive further training on cultural differences in providing care and ensure that when they are in contact with one family member as a carer questions are asked to seek out any other carers in the family.
	When carers are discussed in multi-disciplinary teams questions are asked about wider family members to ascertain the health needs of others who may also be providing care but are unknown.
	There is tailored communication for different ethnic groups that takes into consideration how they may access information (through religious institutions) and what services they may want to engage with (voluntary sector).
	All communication addresses any language barriers.
Religion	There is tailored communication for different ethnic groups that takes into consideration how to best use religion to convey information and understand the different religious support networks available.
Sex	Professionals are aware of the multiple pressures that research has shown can fall predominately on female carers. In ensuring outcome 1 professionals and workers from other commonly used services will be aware of what is on offer in the City of London to support female carers in their multiple duties.

Sexual orientation and gender reassignment	Professionals involved across any stage of care signpost support for carers at the earliest possible stage in order to support the City of London LGBT population who can feel under increased pressure to care for longer without support. This is because LGBT people are more likely to access services later due to a fear of discrimination or lack of acceptance and understanding of their relationships and personal circumstances.
	Staff will be trained to provide a person-centred service, but without putting pressure on individuals who may choose not to disclose their sexuality or gender identity.

5. ENABLERS

Underlying the strategy and informing the action plan will be three enablers:

1. *Communication*

- a. The action plan that sits beneath this strategy will ensure that communication is incorporated into each of the relevant actions with steps taken to develop the form of communication that is most appropriate for each stakeholder group.

2. *Digital*

- a. Making use of the draft Digital Strategic Framework. The framework is intended to help service providers use digital capabilities, be they tools or skills, to deliver the best possible outcomes for stakeholders, as set out in the Corporate Plan. By focusing on outcomes, it also helps the City Corporation's decision-makers make sure our efforts are joined-up.
- b. Making the most of new developments in data sharing and connection through the wider City and Hackney Neighbourhood Programme work.
- c. Piloting new ways to share data and connect people will be central to improving the services for carers and helping our workers achieve more.

3. *Working together*

- a. Improving the lives of carers does not stop at health and social care. It is a 'golden thread' that should run beyond the health and social care system, to other organisations and employers in the public, private and voluntary sector who all potentially have a role to play.
- b. Commissioning and reviewing services will include the service users, officers, agents across City Corporation departments and partner organisations.

6. OVERSIGHT AND ACCOUNTABILITY

We will monitor and regularly report on our progress in delivering the City Corporation's Carers Strategy. This will be done through annual surveys of carers and through performance data of our services.

Further, the action plan that will be developed to deliver the strategy will outline the accountable officers for each area of work. Progress in delivering the strategy will be overseen by the City Corporation's Community and Children's Services Grand Committee, to which the accountable officers will report and provide updates. There will also be regular reports to the Health and Wellbeing Board, recognising the impact caring has on health and wellbeing priorities.

7. GLOSSARY

Care Act 2014, eligibility criteria

There are three conditions that must be considered:

1. The carer's needs for support arise because they are providing necessary care to an adult.
2. Because of their caring responsibilities, the carer's physical or mental health is either deteriorating or is at risk of doing so or the carer is unable to achieve any of the outcomes as specified in the regulations and as summarised in the section 'Eligibility outcomes for carers with support needs'.
3. As a consequence of being unable to achieve these outcomes, there is, or there is likely to be, a significant impact on the carer's wellbeing.

Child in need

- This is defined as:
 - A child who is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision of services by a local council.
 - A child whose health or development is likely to be significantly impaired, or further impaired, without the provision of services.
 - A child who is disabled.

Transition assessment

- The term 'transition assessment' describes 3 different types of assessments. The type of transition assessment that must be completed depends on who needs the assessment.
 - Child's Need Assessment - A person aged under the age of 18 who is preparing for adulthood and has a likely need for care and support (not just Care Act eligible needs) regardless of whether-or-not they currently receive care under Children's legislation.
 - Young Carer Assessment - A young person preparing for adulthood who is also a carer and has a likely need for support (not just Care Act eligible needs), regardless of whether-or-not they currently receive care under Children's legislation.
 - Child Carer' Assessment - The adult carer of a young person preparing for adulthood, who has a likely need for support (not just Care Act eligible needs).