



**City  
Connections**

Linking people to health  
and wellbeing services in  
the Square Mile

# CITY CONNECTIONS:

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## CITY CARERS SUPPORT AND IMPACT



Delivered by Age UK  
East London on behalf  
of the City of London  
Corporation

# CITY CARERS AND CITY CONNECTIONS



## WHAT WE DO

City Connections is commissioned by the City of London Corporation to support **City residents and workers** to access support for their **health and wellbeing**.

This could be for activities and support sessions, a Carers Forum, hospital discharge help or general signposting to other local agencies for support.

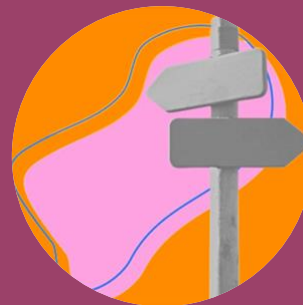


## CITY CARERS

We support both adult and young **City Carers** and host and deliver regular Carers Forums, in person and virtual activity sessions, Carer specific trips and outings and annual Carers Week and Carers Rights events.

Since October 2022, we were commissioned to provide a pilot Carers support service that is subcontracted to Carers Centre Tower Hamlets.

# HOW DO WE SUPPORT CITY CARERS?:



## INDIVIDUAL SUPPORT

- Person Centred, tailored **1-2-1 support** to identify and assist with getting the support the Carer requires
- Referrals to **in-house** Carers Forum, local activity sessions and events, alongside **signposting or referring** to other City support agencies.

## GROUP SUPPORT

- Our groups Carer specific sessions include a quarterly **Carers Forum**, fortnightly **Carers sessions** (*in-person and virtual*), a **Young Carers group**, trips and outings.
- Many also access our other social activity **groups & events** whether Carers or not.

## COMMUNICATIONS

- We ensure Carers are kept informed with the latest relative **information, news and events**.
- We do so via monthly **newsletters, weekly e-bulletins, welfare calls** and the service **website**.

## SPECIAL EVENTS

- Special events and sessions for Carers include the following:
- A dedicated annual **activity schedule** for **Carers Week**
- Events for **Carers Awareness Day**
- Special **Trips, Lunches** and **Carer specific training**.

# WHERE WE DELIVER OUR SERVICES

We provide our services to our clients via both **physical in-person** in the community and **virtual online** venues.

We conduct **home visits** to people's homes if required so that the **less mobile or housebound** can receive support.

Some examples of community venues we deliver from are:

- **Golden Lane Community Centre**
- **Portsoken Community Centre**
- **City Libraries**
- **The Barbican**



# CARERS: CO-PRODUCTION AND COMMUNITY

## CO-PRODUCTION



- We have worked and supported a City Carer with co-producing a **peer led Carers group** which has helped them to run as an additional independent support group for City Carers.
- We **publicise** their events and activities through City Connections comms and **co-produce** the week's activity timetable during Carers Week with the peer Carer group.
- We aim to **complete all actions** that are set out and **decided by Carers** following the forums and meetings.

- We work with local organisations in the community for trips and events. Such agencies include, **Renaissance RE** for Lunches, **Historic Royal Palaces, The British Museum & The Wallace Collection** for free Trips/Outings, **JP Morgan** for winter clothing and **The Chartered Institute for IT** for a warm space venue.
- We have **organized and distributed** numerous **support vouchers** as funded by the Corporation to City Carers. These have included vouchers to support Carers with **PPE equipment** during Covid and **Cost of Living** vouchers.



## COMMUNITY

# CITY CARERS: CUSTOMER SATISFACTION RESULTS

(SCORES OUT OF 5)



**4.98** AVERAGE SCORE:  
FEEL THEY ARE TREATED  
WITH RESPECT BY CITY  
CONNECTIONS STAFF



**4.6** AVERAGE SCORE:  
INFORMATION IS CLEAR,  
USEFUL AND EASY TO  
UNDERSTAND.



**4.98** AVERAGE SCORE:  
VIEWS ARE LISTENED TO  
AND ACTED ON WHERE  
POSSIBLE



**4.83** AVERAGE SCORE:  
WERE CONTACTED VERY  
QUICKLY FOLLOWING THEIR  
REFERRAL

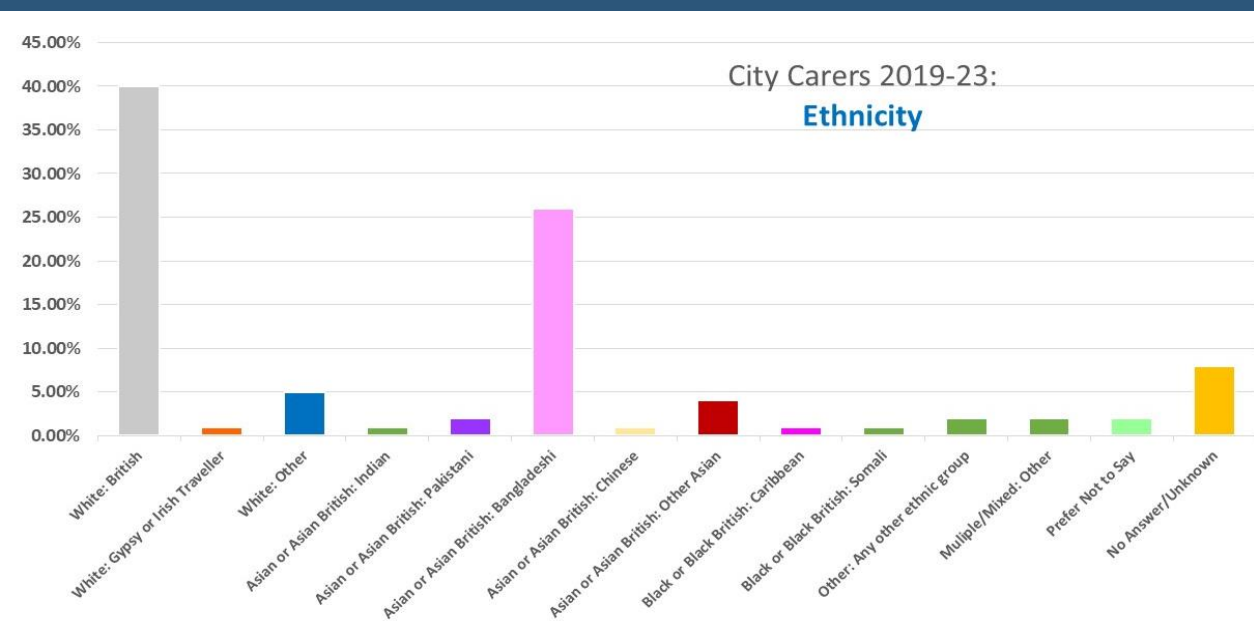
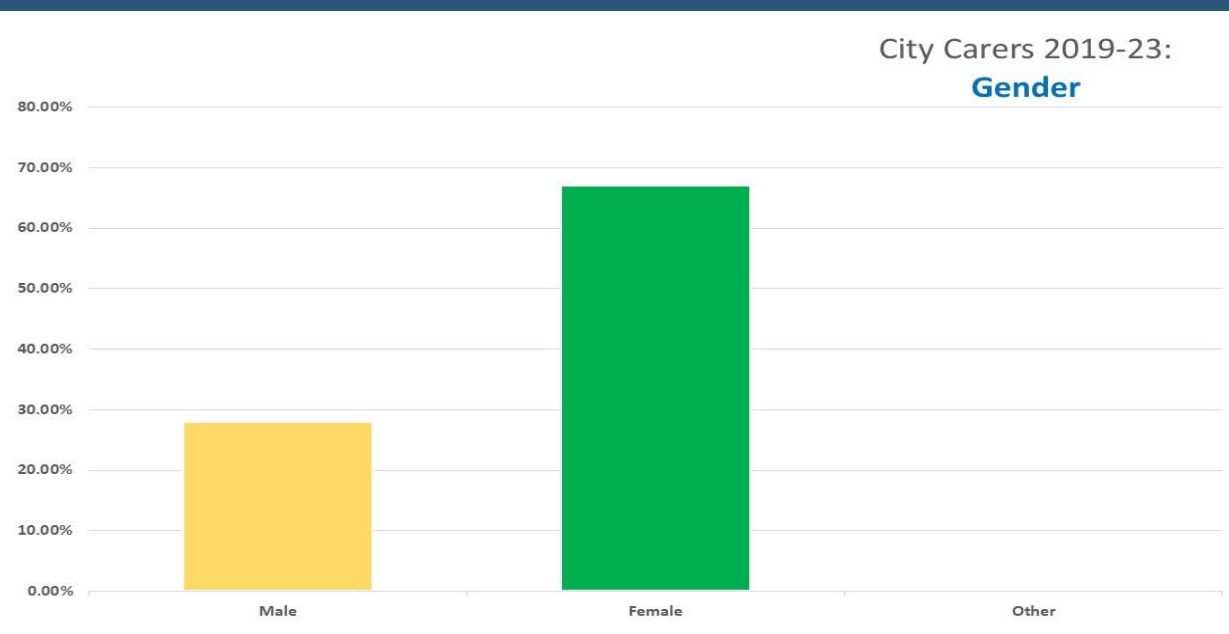
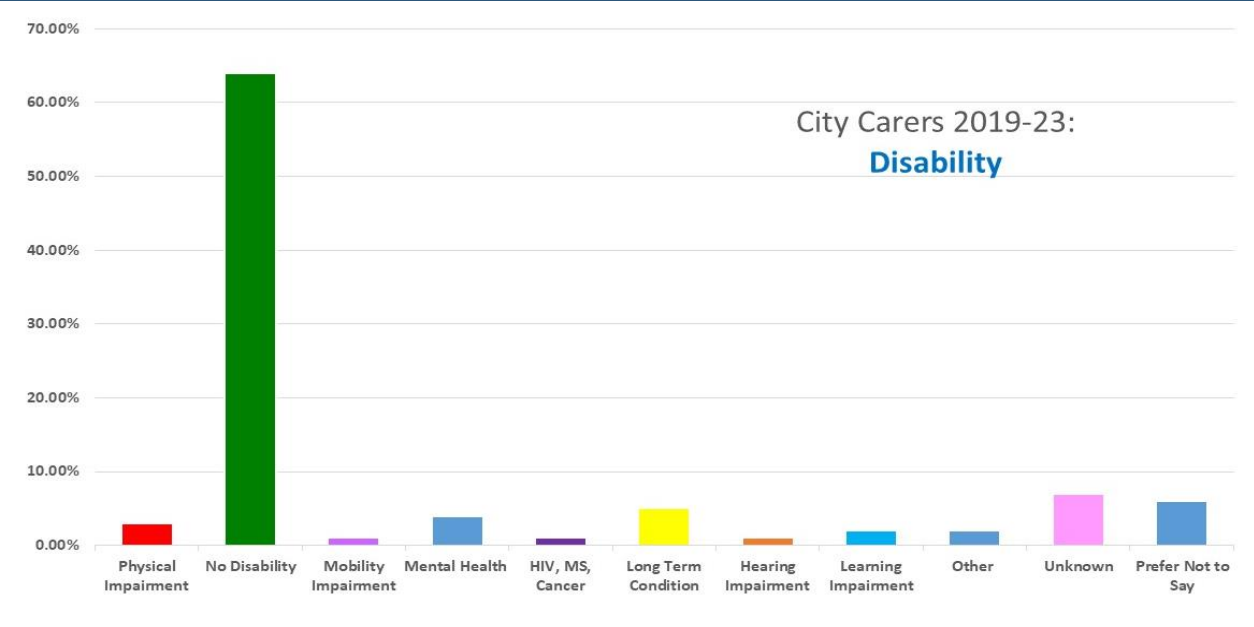


**4.2** - AVERAGE SCORE  
BEFORE ACCESSING THE  
SERVICE



**4.53** - AVERAGE SCORE  
AFTER ACCESSING THE  
SERVICE

# CITY CARERS: DEMOGRAPHICS



# THANK YOU

## Any Questions?



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