

<b>Committee:</b> Community and Children's Services	<b>Dated:</b> 23/01/2023
<b>Subject:</b> Survey of Adult Carers In England (SACE)	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1,2,3,4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Clare Chamberlain, Interim Executive Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Ellie Ward, Head of Strategy and Performance, Department of Community and Children's Services	

### Summary

The Survey of Adult Carers in England (SACE) is a national Government survey that takes place every year. It is conducted by local authorities with Adult Social Services responsibilities. It seeks the opinions of carers aged 18 or over, who are caring for a person aged 18 or over, on several topics that are indicative of a balanced life alongside their unpaid caring role. Due to the small size of our carer cohort, the City of London Corporation participates in the survey every two years.

This report sets out the findings from the survey undertaken with City of London carers in spring 2022. It should be noted that this came at the end of the two-year period of restrictions related to the pandemic, which had an impact on carers' experiences.

### Recommendation

Members are asked to:

- Note the report.

### Main Report

#### Background

1. SACE is a national Government survey that takes place every year and is conducted by local authorities with Adult Social Services responsibilities. It seeks the opinions of carers aged 18 or over, who are caring for a person aged 18 or over, on several topics that are indicative of a balanced life alongside their unpaid caring role.

2. During the pandemic, the survey was postponed for two years. Due to the small number of carers, the City of London Corporation only conducts the survey every two years. The survey was reinstated for 2021–22 and undertaken in spring 2022. Prior to that, the last survey in the City of London was undertaken in spring 2019. It should be borne in mind that the SACE was undertaken at a point in time when we were only just coming out of formal pandemic restrictions and moving to a 'living with COVID-19' approach. The pandemic had a significant impact on carers' experiences in a number of ways.
3. In the City of London, the survey was sent to 44 carers who are known to Adult Social Care (ASC). These carers receive a mix of direct support (27 carers – 61.4%) or direction to universal services such as information and advice (17 carers – 38.6%).
4. A total of 38 questionnaires (86%) were sent by post, and six (14%) were conducted via a telephone call to the carer. Reminder letters were sent to all those who had not responded to the first questionnaire. Of the 44 questionnaires, ASC received 23 (52%) responses.

### **Current Position**

5. A summary dashboard relating to the survey results for the City of London can be found in Appendix 1.

### *Key findings*

6. These key findings focus on areas that are considered as part of the national Adult Social Care Outcomes Framework (ASCOF) and any areas where there is a marked difference (positive or negative) against Inner London or national figures, or in comparison to previous surveys.
7. It should be noted that the cohort is small and therefore percentage changes should be taken with caution.

Survey finding	Measures	Comment and actions
<p>Compared to the national and inner London average, there was a higher percentage of City of London carers (of those who had received a service) who were very or extremely satisfied with ASC services.</p> <p>Conversely, the number of those who feel very or extremely dissatisfied with ASC services is lower than the national average at 5.6% (note that this is 1 person)</p>	<p><i>Carers (those who had received support) who were very or extremely satisfied with ASC services</i></p> <p>City of London: 44.4%</p> <p>Inner London average: 32.9%</p> <p>National average: 36.3%</p>	<p>This is positive and supported by some findings of an internal audit undertaken on supporting carers in ASC. Of the five carers who took part in the audit, four said that they did feel valued and listed to while the fifth reported being satisfied.</p>
<p>Carer-reported quality of life is the same as the national average and above the inner London average, but has decreased in the City of London over a number of years.</p>	<p><i>Carer-reported quality of life</i></p> <p>City of London: 7.3</p> <p>Inner London average: 7.0</p> <p>National average: 7.0</p>	<p>This measure uses six questions from the survey to calculate overall quality of life and the score is out of 12. In each survey, different factors can impact on the overall score. It is likely that, for the period of this survey, the pandemic will have had an impact on the experience of many carers.</p> <p>ASC assessments for carers allow the opportunity to consider what support a carer may need to protect their wellbeing. It will consider different factors which relate to overall quality of life and what is important to the individual concerned.</p> <p>Dependent on need, carers may receive an individual budget to support identified actions that promote their wellbeing or be directed to a range of universal services such as City Connections,</p>

		<p>Carers Connections or other commissioned services.</p> <p>As part of the City Wellbeing Centre offer, a specific service for carers was piloted, but there was low take-up of this offer, despite extensive marketing.</p> <p>Further work will be undertaken to assess any changes over time in the predominant elements affecting the overall quality of life score.</p>
<p>Figures suggest that carers in the City of London find it easier to find information about services compared to in Inner London and nationally.</p>	<p><i>Carers' ease of access to information about services</i></p> <p>City of London: 80%</p> <p>Inner London: 53.2%</p> <p>National average: 57.7%</p>	<p>This is positive and reflects work we have done with a Communications Sub-Group of the Carers Strategy Implementation Group to improve relevance and accessibility of information for carers.</p> <p>Working directly with carers, the carers' section of the City of London website was reviewed and changed to make it more relevant and accessible for carers.</p> <p>ASC and City Connections can be contacted directly for information about services, and the new pilot service, Carers Connect, has conducted a specific awareness campaign to highlight to residents the services they offer.</p> <p>An internal audit of carers assessments found that relevant information and advice was provided to carers in the majority of cases with some</p>

		examples of good practice with a carer confirming that the information was relevant and very helpful.
<p>Compared to the previous survey in 2018–19, a larger proportion of carers appear to be experiencing financial difficulties as a result of their caring responsibilities.</p>	<p>Carers who reported that their caring role <b>had not</b> caused any financial difficulties over the last 12 months</p> <p>2018–19: 72% 2021–22: 56.5%</p>	<p>The financial impact of caring is well documented. Data from Carers UK shows the following:</p> <ul style="list-style-type: none"> <li>• With the current cost of living crisis, a quarter of carers (25%) are cutting back on essentials like food or heating, and 63% are extremely worried about managing their monthly costs (Carers UK, State of Caring 2022).</li> <li>• 44% of working-age adults who are caring for 35 hours or more a week are in poverty. (Joseph Rowntree Foundation, UK Poverty 2022).</li> </ul> <p>Locally, there are a number of ways carers can get financial support for caring, if living in the City of London:</p> <ul style="list-style-type: none"> <li>• City Advice</li> <li>• Carer Connections</li> <li>• The Green Doctor Scheme</li> </ul>

<p>The proportion of carers who report that they have been included or consulted in discussions about the person they care for had decreased from the previous survey and is lower than the national and Inner London average.</p>	<p><i>Carers who report that they have been included or consulted in discussions about the person they care for</i></p> <p>City of London: 52.9% (in 2018–19, this figure was 87.5%)</p> <p>Inner London average: 59.9%</p> <p>National average: 64.7%</p>	<p>The Care Act 2014 states that carers should be consulted about the person they care for.</p> <p>Although this is always offered by ASC as part of the assessment and review process, care assessments are person centred and based on consent and, in some scenarios, people may not wish a carer to be consulted.</p> <p>However, these findings are of concern and action will be taken to improve carers' experience as part of the Carers' Strategy.</p>
<p>Year on year, since 2016, the percentage of carers who feel they have encouragement and support has fallen, and for 2021–22 was at its lowest level.</p>	<p><i>Carers who feel they have encouragement and support</i></p> <p>2016–17: 50%</p> <p>2018–19: 38.5%</p> <p>2021–22: 26.1%</p>	<p>This relates to wider networks of encouragement and support rather than from ASC.</p> <p>Universal services such as City Connections offer the opportunity for connection and wellbeing support with a range of activities. The new pilot, Carers Connect, offers specific opportunities relevant to carers.</p> <p>However, these findings are of concern and action will be taken to improve carers' experience and wellbeing as part of the Carers' Strategy.</p>
<p>Figures indicate that the proportion of City of London carers who have as much social contact as they would like has decreased since the last survey, and is also below the Inner London and national average.</p>	<p><i>Proportion of carers who reported that they had as much social contact as they would like</i></p> <p>City of London: 21.7% (compared to 31% in 2018–19)</p>	<p>Social isolation is a significant risk for carers and impacts on mental health. Over a quarter of carers (29%) feel lonely often or always (Carers UK, State of Caring 2022).</p>

	<p>Inner London average: 27.8% National London average: 28.0%</p>	<p>The SACE was carried out in the spring of 2022 when we were formally moving to fewer pandemic restrictions and a 'living with COVID-19' approach. Many carers may have been isolating to an even greater extent than the rest of the population to protect those they care for.</p> <p>As noted above, there are opportunities for carers to make connections with other carers and with other residents through City Connections (who can also signpost to other relevant opportunities) and now, Carer Connections. The City of London also funded some zoom licences to enable carers to maintain social contact with other carers informally.</p> <p>Respite care, where needed, is related to the cared-for person's package and is considered as part of that – it is not expected that carers have to fund respite care themselves.</p>
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## **Corporate & Strategic Implications**

*Strategic implications* – Work with unpaid carers and the development of a new strategy meets Corporate Outcomes 2, 3 and 4. It also aligns with the national Carers Strategy, published by Government and has links with a range of other departmental strategies such as the Joint Health and Wellbeing Strategy.

*Financial implications* – none

*Resource implications* – none

*Legal implications* – none

*Risk implications* – none

*Equalities implications* – none specifically related to this report, but an Equalities Impact Assessment (EIA) has been carried out and, where any specific initiatives are developed, an EIA will be carried out

*Climate implications* – none

*Security implications* – none

## **Conclusion**

8. This report sets out some of the key City of London findings from the Survey of Adult Carers in England 2021–22.
9. While there are a number of positive areas in the report, the impact of the pandemic on carers is evident.
10. There are further areas to be explored from this survey, and these will be considered and addressed as part of the development of the Carers Strategy 2023–2027 and Action Plan.

## **Appendices**

- Appendix 1 – Summary Dashboard of SACE for the City of London 2021–22

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