



Carers - you said, we did November 2023

Various engagement activities with carers took place during the development of the City of London Corporation (City Corporation) carers strategy and action plan. The City Corporation's commissioning team also engaged carers to inform the recommissioning of the carers support service.

The City Corporation values and appreciates the time and expertise that carers gave to this and recognises that it is important to provide feedback not only where we have taken forward carers' ideas, but also where we haven't.

The tables and content in this document provide this feedback in a 'you said, we did' format; where 'you' relates to carers in the City of London and 'we' relates to the City Corporation. We share where we have acted on feedback and where we plan to act on feedback. We also set out how we have responded to feedback or ideas that came up during our engagement activities but sit outside of the strategy, action plan and recommissioning of the carer support service. The tables included are:

- Table 1: Carers strategy.
- Table 2: General comments.
- Table 3: Carers action plan.
- Table 4: Recommissioning of carers support service.

We hope that carers in the City of London recognise their feedback and insight in the below, however, if not please email Hannah Dobbin, Strategy and Projects Officer – hannah.dobbin@cityoflondon.gov.uk – who can have a look and provide a response for you.

Table 1: Carers strategy

You said (Carers)	We did (City Corporation)	Lead
<p>Supporting carers' health and emotional wellbeing is vital. We want more support in the City of London, including physically based in the City of London, such as the City and Hackney Recovery College and Crisis Café.</p>	<p>We added the health and emotional wellbeing of carers as a priority within the strategy.</p> <p>The action plan reflects ensuring accessibility to a range of services that are available to carers. Wider provision of services which should be available in the City of London such as the Recovery College and the Crisis café will be raised separately as part of our wider work.</p>	<p>Strategy and Performance team</p>
<p>Support for carers ends if the carer ceases to have caring responsibilities. For example, if the cared for moves to a nursing home or dies. Support should continue to be available to the carer to help them manage this period of transition, that shouldn't be seen as the end of the carers journey.</p>	<p>We recognise that this can be a difficult time for carers and support shouldn't just stop if caring responsibilities end. We amended the strategy to better reflect a focus on support during key transition points.</p> <p>We will also be clearer in the recommissioning of the carers support service about who the service is available to.</p>	<p>Strategy and Performance team</p>
<p>We want an emergency carer card to let emergency services know we have cared for at home or school and be linked to an emergency plan held by City of London/NHS. We would also like a card to access discounts with retailers.</p>	<p>We have included exploring an emergency carers card and plan as a key action within the strategy. We will also explore a discount card with retailers.</p>	<p>Strategy and Performance team</p>

You said (Carers)	We did (City Corporation)	Lead
Better reflect true extent of co-production in developing the strategy and work to improve engagement with carers going forward.	We have changed the language used around carer engagement within the strategy. We are also looking at co-production more broadly across the Department for Community and Children's Services and how we can strengthen this.	Strategy and Performance team
If you include the digital skills in the strategy, what about providing carers who need them with laptops and internet?	<p>We previously joined a scheme which provided laptops to residents who required them along with internet access options (dongles). There was low uptake of these schemes but we have ensured that there is free access to computers in the Community Centres (Golden Lane and Portsoken).</p> <p>We are currently reviewing all the different digital skills support that is available in the City of London and the strategy includes actions to support carers to be able to access this.</p>	Strategy and Performance team
The City Parent Carer Forum felt that the Carers Strategy excluded parent carers and that the City Corporation's Early Help and SEND Strategies do not address parent carers' needs.	Parent carers in the City of London are valued and therefore we have amended the wording in the Carers Strategy so that it is clear that parent carers are included in our understanding of carers within the context of this Strategy and its priorities. We have also amended the Strategy to better reflect our plans that the SEND strategy will be updated in 2024 and will include parent carers needs related to the SEND and alternative provision systems. In addition, we acknowledge that it is young carers who are mainly represented in the Early Help strategy.	Strategy and Performance Team

Table 2 – General comments

You said (Carers)	We did (City Corporation)	Lead
<p>There is a need for a residential nursing/care home in the City of London for our cared ones. This facility could be made available to both City of London residents and workers. It would also avoid everyone having to travel outside of the City of London and enable them to stay within their established support networks and allow the carers to still be part of their recognised community.</p>	<p>Residential care in the City of London is an issue that gets raised periodically. Provision of residential care is a complex issue but we keep demand and options for all accommodation-based provision under review.</p> <p>A paper setting out the situation and complexities of providing residential care in the City of London will be developed shortly.</p>	<p>Strategy and Performance Team</p> <p>Commissioning Team</p>
<p>What about carers who care for someone outside of the City of London? Sometimes your community of support can be where you live rather than where you care for someone.</p>	<p>The Care Act is clear that in terms of statutory carers assessments, responsibility lies with the local authority where the cared for person lives.</p> <p>However, as noted, it may be easier and preferable for carers to access more informal support where they themselves live. We will ensure that the re-commissioning of the Carers Support Service takes this into account and is clear about providing support to carers who live in the City of London.</p>	<p>Commissioning Team</p>

You said (Carers)	We did (City Corporation)	Lead
<p>What support is there for working carers in the City of London?</p>	<p>In terms of carers who live in the City of London who are working, the recommissioned carers service will consider trialling whether there is a need for any sessions out of working hours.</p> <p>The City and Hackney Public Health Team run Business Healthy which is an initiative to support businesses in the City of London to promote and support the health and wellbeing of their workers. We have had discussions with the Team to suggest that the issue of caring could be an area that the initiative looks to explore and support.</p>	<p>Commissioning Manager</p> <p>City and Hackney Public Health Team</p>
<p>Young carers must not be forgotten. What about support for young carers transitioning to becoming adult carers?</p>	<p>We agree. Young carers are currently supported by the Early Help Team and responsibility for support shifts to Adult Social Care where applicable when they became 18.</p> <p>There have been few instances of this in recent years but the transitions pathway was reviewed to ensure it was robust and planning for transition starts early at the age of 14 as part of a Transitions Group.</p>	<p>Early Help Team</p> <p>Adult Social Care Team</p>

You said (Carers)	We did (City Corporation)	Lead
Short breaks and respite are crucial for carers' health and emotional wellbeing	<p>As noted in the strategy, respite for the cared for would be considered as part of a care package or as part of support for a child or young person with SEND.</p> <p>However, it is noted that carers also need specific support and breaks for themselves. Care free breaks are addressed in the recommissioning of the carers support service in terms of accessing various funds for carer breaks.</p>	Commissioning Manager
The health system is complex and hard to navigate, especially if English isn't your first language.	<p>This is an ongoing issue raised in relation to health services.</p> <p>We will continue to raise this as part of the health and social care integration work across North East London.</p>	Strategy and Performance Team
GPs should have a carer toolkit and need to approach carers from the point of view of being a carer. GPs have a code to record emergency plans and they're not providing the information to store in an emergency plan.	We will raise primary care support for carers in discussions with health colleagues at the City and Hackney partnership level and at the North East London level.	Strategy and Performance Team
What about a system to ensure that a carer's GP and their cared for's GP is the same? Could the GP offer the opportunity to both the carer and cared for to be seen by the same GP if they so wished? This would help the GP to see them as one unit and the impact circumstances may have on each other.	GP choice is a personal matter, but we can explore with health colleagues in the conversations noted above whether there are any measures that could be taken to strengthen the overall picture for GPs when talking to carers.	Strategy and Performance Team

You said (Carers)	We did (City Corporation)	Lead
You mention the Hospital Discharge Toolkit in the strategy. How can carers in the City of London benefit from that?	The Toolkit is for hospitals to explore carers experiences of hospital admission and discharge. In our conversations with health colleagues we will explore if there are any specific outcomes from this work and what the impact has been for carers.	Strategy and Performance Team
It is very hard for carers to access counselling and therapy pathways which can be so beneficial for emotional wellbeing.	The issue of emotional wellbeing has now been added to the strategy as a specific priority and any gaps which have been identified will be considered as part of the action plan.	Strategy and Performance Team

Table 3: Carers action plan

You said (Carers)	We did (City Corporation)	Lead
Be specific about when the action plan will be reviewed.	<p>The action plan will be formally reviewed annually. The Strategy and action plan are due to be signed off in December 2023 so it is planned that the review will be between October and December each year.</p> <p>However, there will be opportunities for carers to review and monitor the action plan throughout the year.</p>	Strategy and Performance team
Make sure the actions align with all the points in the strategy.	This has been checked and alignment is in place. We will continue to monitor this if things change as part of the review process.	Strategy and Performance team

You said (Carers)	We did (City Corporation)	Lead
The success measures need to be SMART (specific, measurable, achievable, realistic and timebound).	We reviewed this again and we will continue to keep under review as work evolves.	Strategy and Performance team
We don't want the priority around engagement with carers to be a long list of things for carers to do, carers have limited time and capacity.	We will continue to engage with carers to get a better understanding of what they would like to be involved in and how. We recognise that there are different levels of engagement and co-design that carers want to be involved in and we will be open and transparent about this.	Strategy and Performance team Commissioning Lead Adult Social Care

Table 4: Recommissioning of the carers support service

You said (Carers)	We did (City Corporation)	Lead
We want a standalone carers support service to continue and not be reintegrated back into a general support service.	We are commissioning a standalone carers support service.	Commissioning Manager
A standalone, carers service is crucial both for the quality of advice and for young carers (current pilot service liaises with City and Hackney Carers Centre for young carers and they are very knowledgeable). Examples shared of where advice from other partners is inaccurate.	We will commission a standalone service for carers. Commissioning Manager liaising with partners identified regarding incorrect advice given.	Commissioning Manager

You said (Carers)	We did (City Corporation)	Lead
There needs to be consistency in provision and service as the carers support service is recommissioned.	Agreed and recognised. We will endeavour to ensure as much consistency as possible.	Commissioning Manager
Relationships take a long time to build. We have developed a good relationship with the current project manager.	This is acknowledged and recognised.	Commissioning Manager
What about support for young carers transitioning to becoming adult carers?	See point in table 2 above.	
How will the carers support service link with City Connections? How will social prescribers know about carers support in the City?	We will include requirements within the specification (as with all contracts) to work with identified partners and agree referral routes where applicable.	Commissioning Manager
There is a need for practical help and support for both the carer and the cared for when carers are poorly.	This relates to points above about emergency cards and plans which is a key action in the strategy.	
We're finding it hard to get European toilet access keys posted since Brexit.	The City Corporation does not have any role in this.	Strategy and Performance Team
There should be a physical carers centre in the City of London.	Space for carers to meet is reflected in the recommissioning of the carers support service in terms of having 'pop-up' centres which provide more flexibility and innovation across a range of spaces. This should also reach a more diverse group of carers.	Commissioning Manager

We have listened to carers and the specification of new carer support service will have two levels:

- **Primary requirement** - this is the base service which is expected in the contract.
- **Preferred requirement** - this is the service which carers would like to be provided as part of the contract.

The list below details what will be included as a **primary requirement** in the recommissioning of the carer support service in response to what carers have told us. The Commissioning Manager will lead on this.

- The current carers support service (which is a pilot) depends on one person (the project manager) which is a risk. The new service should ensure that there is back-up staff when the project manager is on leave.
- There needs to be advocacy for carers at various levels; including Care Act advocacy and challenging partners and agencies (including the City Corporation).
- It is important to be able to network with other mental health support groups for carers.
- It is important that the carers support service has links to the Carers Trust. (We will also include links to other national and local carers groups and charities).
- Short breaks and respite are vital for carers. The carers support service should enable and facilitate care free breaks. This will continue support provided as part of the current pilot.
- The carers support service should help carers with paperwork to apply for grants; e.g. Carers Trust offer grants up to £300.
- Whoever is commissioned to deliver the carer support service must have access to up-to-date technology. (We will ask for more feedback from carers to determine the detail of this requirement).
- The current carers support project lead is 'excellent'. The research turnaround and advice is speedy, personalised and accurate.

The list below details what will be included as a **preferred requirement** in the recommissioning of the carer support service in response to what carers have told us. The Commissioning Manager will lead on this.

- The carers support service should be available outside of typical 9-5 work hours Monday to Friday and at weekends. It was noted that the informal City Carers Community provides an informal service outside of current office hours.
- Carers whose cared for reside outside of the City of London or who self-fund should be able to access the carers support service. Carers felt that currently support from the City Corporation ceases for these cohorts.
- There needs to be support for carers whose caring responsibilities have now ceased. Carers forum feedback suggested that six years is an ideal time period.
- The project manager should help carers to navigate health pathways and advocate with consultants and health professionals.
- Carers support service should help carers transition when their caring roles ceases. Peer support should be provided.

- There should be a carers toolkit given to carers by whoever has the first contact with a carer, e.g. carers service or adult social care.

There was feedback and ideas raised in discussions about the recommissioning of the carer support service that are more related to the City Corporation's **Adult Social Care** service. This has been fed back to the Head of Adult Social Care and shared to inform the development of the adult social care strategy in 2024. **You said:**

- There should more consistency in approach and information from the adult social care social workers.
- There should be better access to the City Corporation adult social care team and responses to queries. The names of two officers would greatly facilitate this and carers would know who they should make their initial contact with.
- There is a sense of 'trepidation' when faced with contacting formal services within the City of London Corporation.

We also recognise the following idea from carers which sits outside of the recommissioning of the carer support service:

- **You said** – there should be a listening service (including a mental health practitioner service, CRUSE Level 4 service).
- **We did** – the Commissioning Lead will explore what is currently available and whether such services could be available in the City of London.
- **You said** - There should be support for carers to visit their cared for who are resident outside of the City of London (e.g. taxicard and dial-a-ride issues recently identified).
- **We did** - The City of London Corporation would look to carers to use existing schemes available, but we will explore what the eligibility is for existing schemes to identify any specific gaps.