

Carers Strategy 2023 - 2027 Action Plan

Review : Annually

Priority 1: Tailored and universal services that work for carers

To deliver on this priority over the next four years, we will:

- Co-design the core offer to carers and improve the way organisations work together to provide more joined-up support for carers.
- Support carers to have a plan in place in the event of an emergency where they are unable to provide care.
- Ensure that carers in employment can access the support services they need.

Action	What will this mean for carers?	Success measure	Lead
Recommission the Carers Support Service, reflecting carers' views and needs (including those in employment).	Carers recognise their input has been heard and receive support that meets their needs.	Service recommissioned in 2024.	Commissioning Manager
Explore introducing a carers emergency card and associated emergency plan.	Carers have a mechanism to know that should something happen to them, their cared for will be looked after.	Identify options by January 2024. Implementation by April 2024. Carers are taking up the offer and find it valuable.	Strategy and Performance Team Adult Social Care
Explore a discount card for carers in the City of London.	Carers get discounts on things that may help support them in their caring role.	Identify options by April 2024. Implementation by September 2024.	Commissioning Manager



		Carers are taking up the offer and find it valuable.	Strategy and Performance Team
Celebrate and recognise the contributions of carers through a range of events including carers rights day and carers week.	Carers feel valued and respected for their contributions.	Events agreed and delivered on an annual basis.	Carers support service

Priority 2: The health and emotional wellbeing of carers

To deliver on this priority over the next four years, we will:

- Ensure that carers residing in the City of London can access and benefit from health and emotional wellbeing services offered in the City of London and that may be linked to neighbouring boroughs.
- Explore how the gaps in service provision around carers' health and emotional wellbeing either can be met through targeted or universal support, particularly around key transition points.
- Improve carers' social connectivity so they feel part of their local community.

Action	What will this mean for carers?	Success measure	Lead
Collaborate with partners to secure access to services which are commissioned on a City and Hackney basis (or wider) but are available to City of London carers.	Access to a wider range of services that carers are entitled to.	More City carers accessing wider range of services by end of June 2024. Carers reporting increased emotional wellbeing.	Strategy and Performance Team
Discuss with partners and help facilitate provision of services within the Square Mile.	Services are more accessible to City of London carers.	City carers report services are more accessible.	Strategy and Performance Team

		Carers reporting increased emotional wellbeing.	
Identify what will be provided within the recommissioned carers support service as primary and preferred requirements.	The carers support service meets a range of identified needs and considers other needs it could meet.	The specification for the carers support service includes a wide range of primary requirements. Carers report satisfaction with the service after recommissioning and as part of contract monitoring.	Commissioning Manager
Explore how other identified gaps in services to carers could be met outside of the carers support service where appropriate.	Wider range of carer needs met.	Innovative approach to meeting needs identified. Range of funding opportunities utilised to resource these gaps. Uptake of any services or initiatives.	Strategy and Performance Team Commissioning Manager
Work in partnership to identify options to reduce social isolation amongst carers.	Carers feel connected to their communities and less socially isolated.	Options identified by June 2024. Implementation as appropriate by October 2024. Carers reporting less social isolation and more community connectedness.	Strategy and Performance Team
Work with health partners in the local place based partnership and the wider health and care	Health services are supporting carers in their role.	Health services are more proactive and responsive to the needs of carers.	Strategy and Performance Team

system to identify and implement actions that would improve carers' health and wellbeing.			
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Priority 3 : Early identification of carers

To deliver on this priority over the next four years, we will:

- Ensure a range of professionals are trained and supported to proactively identify and recognise carers.
- Ensure carers are supported by professionals to access the full range of information and services available.
- Support people to recognise when they are in a caring role and where to seek help.
- Identify where systems could work together more effectively so that carers do not have to keep telling their story to different services and only have to 'say it once'.

Action	What will this mean for carers?	Success measure	Lead
Develop and deliver training for a range of professionals that embeds recognition of carers.	More professionals can recognise and have appropriate conversations with carers.	Develop training model (based on Making Every Contact Count) by April 2024. Roll out training May-December 2024.	Strategy and Performance Team
Carer awareness added to induction sessions across the Department for Community and Children's Services and partner organisations.	More professionals can recognise and have appropriate conversations with carers and understand some of their experiences.	Carer awareness added to inductions session during 2024.	Strategy and Performance Team
Develop and deliver a programme of awareness raising activities so that people can	People will be supported to identify carers or self-identify as a carer.	Awareness raising activities delivered during 2024.	Strategy and Performance Team

Action	What will this mean for carers?	Success measure	Lead
<p>identify themselves and others as carers.</p> <p>Speak to carers about how they'd like to be involved.</p>		<p>More carers identified.</p>	<p>Adult Social Care</p> <p>Carers support service</p>
<p>Explore and establish mechanisms for better information sharing between GP Practices, community services and social care.</p>	<p>Carers should only have to tell their story once.</p> <p>Carers should be sign-posted to appropriate support and activities.</p>	<p>Mechanisms to improve information sharing identified by April 2024.</p> <p>Action taken to improve mechanisms by December 2024.</p>	<p>Strategy and Performance Team</p> <p>Adult Social Care</p>

Priority 4: Information and advice for carers

To deliver on this priority over the next four years, we will:

- Ensure that City Corporation information around carers is consistent, relevant, accurate, accessible and regularly updated.
- Support carers to acquire, develop and maintain digital skills to be able to access information and support.
- Provide information about what to do in a crisis so that carers feel confident that, should something happen to them, the person that they care for will be safe and looked after.

Action	What will this mean for carers?	Success measure	Lead
<p>Provide crisis information to anyone who is known as a carer.</p>	<p>Carers have information about what to do in a crisis (linked to carers emergency card).</p>	<p>Crisis information developed with input from carers and disseminated to network of carers.</p> <p>Carers tell us that they find the information useful.</p>	<p>Adult Social Care</p> <p>Carers support service</p>

Action	What will this mean for carers?	Success measure	Lead
Explore what digital and internet training is available in the City of London for carers.	The City Corporation will have a better understanding of current provision and gaps to inform what is available for carers.	Digital and internet training mapped, as well as any gaps in provision by April 2024.	Commissioning Manager
Make a range of digital and internet training accessible to carers based on need.	Carers can access training to improve their digital and internal skills. This should help carers search for and access information.	Carers attend training. Carers report feeling more digitally confident.	Commissioning Manager
Edit information and advice on the City Corporation website which is specific for carers including information for carers signposting them to relevant health resources e.g. charities for specific conditions.	Carers can access accurate information and be sign-posted to other sources of information.	Online platforms are updated by April 2024. Carers find the information useful.	Strategy and Performance Team

Priority 5: Engaging with carers

To deliver on this priority over the next four years, we will:

- Strengthen engagement and co-design with carers (as part of a wider programme around co-production across the Department for Community and Children’s Services).
- Extend our reach to engage with more carers in our community.
- Respect and value the expertise of carers.

Action	What will this mean for carers?	Success measure	Lead
Work with carers to agree their level of involvement in activities such as reviewing the carers strategy, the design and delivery of carer information and training for professionals.	Carers are aware of, and can chose to take part in, a range of engagement opportunities.	Carers feel their voice is heard in developing engagement activities.	Strategy and Performance Team
Build and expand the network of carers who want to be involved in engagement activities.	More carers have their voices heard.	More carers are involved in engagement activities.	Strategy and Performance Team Carers support service
Develop reward and recognition policy for different engagement levels and activities (wider piece of work).	Carers feel valued as experts by experience in their individual caring role.	Agreement for a reward and recognition policy by end of 2023. Development and implementation of reward and recognition policy by April 2024.	Strategy and Performance Team
Develop feedback mechanism for engagement activities, such as ‘you said, we did’ documents’, so	Carers see more transparency around decision-making and	Feedback mechanisms are included in project planning.	Strategy and Performance Team

Action	What will this mean for carers?	Success measure	Lead
that carers know their voices were heard and acted on, or where not acted on a reason is given.	where their input has had an impact.	Feedback mechanisms are delivered as part of each engagement project.	Commissioning Manager
Carers co-design the recommissioned carers support service.	<p>Carers see their input and needs reflected in the specification for the carers support service.</p> <p>Carers experience a service that meets their needs.</p>	<p>Carers co-design the specification for the carers support service by December 2023.</p> <p>Carers report feeling valued and heard.</p> <p>Carers support service commissioned early 2024.</p>	Commissioning Manager
Carers are involved in contract monitoring for the recommissioned carers support service.	Carers feel their voice is heard and influences the monitoring and delivery of the contract.	<p>Carers support service commissioned early 2024.</p> <p>Carers involved in and influence contract monitoring arrangements set up early 2024.</p>	Commissioning Manager