

City of London Corporation Committee Report

Committee: Health and Social Care Scrutiny Committee	Dated: 29/01/2025
Subject: Carers Strategy One Year Review	Public report: For Information
This proposal: <ul style="list-style-type: none"> • delivers Corporate Plan 2024-29 outcomes 	Diverse Engaged Communities, Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	£ n/a
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain's Department?	n/a
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Summary

This report updates Members on progress of the Carers Strategy 2023-2027. Following the strategy's creation, officers committed to review the corresponding action plan at six and twelve month points. In November 2024, officers across strategy and performance, commissioning and adult social care completed a one-year progress review against the action plan. As part of this, officers met a group of City of London carers to discuss the progress and gather insight and reflections on priorities for action in 2025. An updated action plan (appendix 1) and 'you said, we did' document (appendix 2) have been produced. The 'you said, we did' document sets out what has been done in response to ideas and feedback from carers.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The City of London's Carers Strategy Action Plan is the document against which officers hold themselves to account. It sits beneath the Carers Strategy, which was agreed by members in December 2023. The action plan provides further detail on the actions set out in the strategy, demonstrates progress of actions, and assesses the impact of completed actions.
2. The review points allow for updates to the action plan if needed and make sure that carers continue to be engaged.

Current Position

3. The Carers Strategy Action Plan has been updated to capture key progress made, and to ensure that it continues to reflect the needs of carers.
4. The most significant progress made over the last year was the recommissioning of the carers support service which is now delivered by Imago. Carers were involved throughout this commissioning process providing valuable insight and experience to inform the process. Involvement included designing the specification, evaluating bids, and being part of a panel interviewing potential providers. Carers will also be involved in monitoring the success of the service.
5. The introduction of an emergency card scheme for carers is underway with a pilot due to be run throughout 2025. The impact of the pilot will be reviewed at the end of the year.
6. Progress has also been made on many other actions including working with partners to help facilitate provision of services within the Square Mile and building and expanding the network of carers who want to be involved in engagement activities. These actions are in different stages of delivery, with some actions marked as 'in progress' being more advanced than others.
7. The City of London Corporation (City Corporation) has identified some key actions for 2025, developed in partnership with carers at the one-year review. These include implementing and reviewing the emergency card pilot, assessing the demand, and viability, of an emotional support service aiming to tackle social isolation, providing crisis and emergency information, and developing a reward and recognition policy for carers.

Corporate & Strategic Implications

Strategic implications – The Carers Strategy Action Plan remains aligned with the Corporate Plan (Diverse Engaged Communities, Providing Excellent Services) and DCCS Business Plan. It also has links across to the emerging Adult Social Care Strategy and the Joint Local Health and Wellbeing Strategy.

Financial implications – no identified impact

Resource implications – no identified impact

Legal implications – no identified impact

Risk implications – no identified impact

Equalities implications – An Equality Impact Assessment was completed when the Carers Strategy was developed.

Climate implications – no identified impact

Security implications – no identified impact

Conclusion

8. The Carers Strategy Action Plan has been reviewed after one year following in part with carers. This engagement provided an update to carers on progress of the actions and allowed carers to voice their priorities for action in the upcoming year.
9. The City Corporation remains committed to delivering the Carers Strategy, recognising that there is ongoing progress to be made. Carers will be involved in the next progress review after six months, in June 2025.

Appendices

- Appendix 1 – Carers Strategy Action Plan
- Appendix 2 – Carers Action Plan ‘You Said, We Did’

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