



## Carers - you said, we did November 2024 updates

### Context

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.

A you said, we did document was produced in November 2023 alongside the Carers Strategy when it went to the Community and Children's Committee for approval. This update only includes things that we (City Corporation) said we'd do that aren't covered in the strategy and action plan or that have been previously addressed and resolved.

The final section summarises issues and ideas captured at the one-year review session with carers in December 2024. Again, this only covers issues raised that aren't covered in the strategy and action plan.

### Updates on November 2023 you said, we did

**You said:** There is a need for a residential nursing/care home in the City of London.

**We did:** 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. A paper setting out the situation and complexities of providing residential care in the City of London will be developed by the Head of Commissioning for the Department for Community and Children's Services (DCCS) department leadership team by February 2025.

**You said:** What about support for workers in the City who are carers?

**We did:** 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. 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. The Public Health Team will consider carers within Business Healthy during 2025. City Corporation workers can join the City Corporation's Carer and Parents Network which provides a forum to share experience and knowledge around caring, celebrate successes and provide support, improve awareness of issues which carers face within the City Corporation, and help improve working life and wellbeing at the City Corporation.

**You said:** The health system is complex. It needs to be more accessible and easier to navigate. Especially if English isn't your first language.

**We did:** This is an ongoing issue raised in relation to health services. We will continue to raise this as part of the health and social care integration work across North East London.

**You said:** How can carers in the City of London benefit from the NHS Carers and Hospital Discharge Toolkit?

**We did:** The Carers and Hospital Discharge Toolkit was created by the NHS London, Carers UK and other partners (not the City Corporation) for London hospitals and community providers. It aims to improve the experiences of carers and the people they care for during the hospital discharge journey. We will engage with health colleagues to gather available insight into the impact of the Toolkit. Separate to this, the City Corporation funds a Care Navigator service which supports people through discharge across several hospitals. If a Care Navigator comes across a carer, they would signpost them to ASC or other relevant support services.

**You said:** There should be a listening service (including a mental health practitioner service, CRUSE Level 4 service).

**We did:** We are still exploring what is currently available to City of London-resident carers, as part of this [the City and Hackney Carers Centre](#) has advised that City of London carers can access the information and advice service, counselling and listening ear services and wellbeing activities.

**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 Corporation continues to look to carers to use existing schemes however it will consider this with Imago, the new commissioned provider of the City of London carers support service, and flag new opportunities for support with carers if they become available.

## **Additions from one-year review session with carers in November 2024**

### **Services and information sharing**

**You said:** There is no coordination of support services on offer, meaning it is difficult for carers to be aware of them all, and how to access them.

**We did:** The carers support service helps carers be aware of what support is on offer and how to access it. The DCCS is supporting Imago to make connections within the City of London and be aware of what else is on offer.

**You said:** We would like more continuity in the providers that deliver important support services.

**We did:** We recognise that recommissioning of services can lead to changes of providers and potential disruption or concerns for those accessing the services. The recommissioning of the carers support service will provide stability and continuity of service for carers.

**You said:** There isn't any non-statutory/community advocacy support for carers.

**We did:** The Head of Adult Social Care will produce written clarification of the advocacy offer for carers by the end of March 2025.

**You said:** What is the City Corporation doing to support employment and volunteering opportunities for carers?

**We did:** The carers support service covers employment and volunteering in their 'carers conversations' with carers. Carers can be eligible for funded support under the Care Act if they meet some set criteria. If eligible, the outcomes of this funding can include accessing and engaging in work, training, education or volunteering. Opportunities through the City Corporation's adult education service will be shared with carers via the carer support service. There is information on the City Corporation website on [finding volunteer opportunities](#).

**You said:** Volunteer Centre Hackney already delivers a carer-specific befriending service.

**We did:** Volunteer Centre Hackney confirmed that it does run a befriending service that is available to City residents, including carers, but it has a long waiting list so unfortunately can't be promoted at the time of writing. However, as mentioned in the action plan, a grant bid to deliver a befriending service in the City of London is being developed, again this is not carer specific, but carers have been identified as a priority group if successful.

**You said:** We need to avoid duplication of support across services.

**We did:** This is considered by the Commissioning team when commissioning or re-commissioning services. Also, Hackney CVS has been awarded grant funding to support the infrastructure of the voluntary and community sector in the City of London which we hope will strengthen networks within the City of London and prevent duplication of activities.

**You said:** There still needs to be clarity around support for carers who no longer perform a caring role.

**We did:** Imago is considering this in line with their existing policy. A clear position will be shared with carers when agreed.

### **Other points or issues raised**

**You said:** How are teams within DCCS which are listed as leads within the action plan working together?

**We did:** The Carers Strategy and action plan provide a shared focus for the work to support carers. This facilitates communication between teams within DCCS - including Strategy and Performance, Commissioning and Adult Social Care – and brings colleagues together to deliver against agreed actions. A representative from the Strategy and Performance and Commissioning teams attend the Adult Social Care Management Team meetings.

**You said:** What grassroots funding can carers access?

**We did:** The vast majority of grant funding organisations across London and nationally require organisations to be constituted, for example be a charity or community interest company, to be eligible to apply for funding,. The Hackney CVS newsletter includes information on grants, this can be access via - <https://hcv.org.uk/newsletter/>

**You said:** What training is available to carers, such as CPR and manual lifting?

**We did:** DCCS officers will consider this with Imago later in 2025 when Imago is through its mobilisation and intelligence gathering phase.

## **Outside of the remit of the Carers Strategy**

**You said:** More needs to be done for young carers; there is no dedicated young carer support service in the City of London.

**We did:** Young carers are currently offered activities by City Connections. The DCCS Commissioning team is considering the future commissioning of services for young carers.

**You said:** What is being done to support disabled children and their families during the child's transition to adult social care support?

**We did:** The Community and Children's Services Committee approved a new Special Educational Needs and Disabilities (SEND) and Alternative Provision Strategy 2025-29 in January 2025. This includes a priority on supporting disabled children and their families through transitions.

**You said:** What are you doing to support disabled people to have a voice?

**We did:** Within DCCS, our Children's Social Care and Early Help and Education and Early Years teams ensure the children and young people are involved with their assessments and reviews. Children and young people with disabilities were engaged as part of the SEND and Alternative Provision Strategy development and the City Parent Carer Forum has been involved in various projects. Adult Social Care is creating an engagement group for service users in 2025.