Appendix 1

# Carers conversation and lunch
# You said, we did
# December 2025



# Our carers conversation and lunch

On 2 December 2025, Hannah and Ellie, who work at the City of London Corporation (City Corporation), met 10 carers for a conversation and lunch.

The carers came from the Golden Lane, Barbican and Portsoken areas of the City of London.

The Imago Carer Support Coordinator for the City of London also joined the session.

Carers were asked to share their experiences and insight on:

- What has gone well this year? What support have you valued in terms of carers support?
- What would you like to see more of? What areas of support would you like to see?
- Anything else you'd like to share?

**What do we mean by a 'carer'?**

In this document, by carers, we mean any adult who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, mental health problem or an addiction and cannot cope without their support. The care they give us unpaid.

# You said, we did

**What is a you said, we did?**

A ‘you said, we did’ is a document that shares feedback from residents on a particular issue and, importantly, what the City Corporation has done in response to that feedback.

In this case, the ‘you’ is carers and the ‘we’ is the City Corporation.

The next pages summarise what carers told us at the conversation and lunch, and our response to that.

Insight from this you said, we did, will inform a review of our activity around supporting carers in the City of London to ensure we are meeting carers’ need where possible.



# What has gone well this year? What support have you valued in terms of carers support?

**You said:**

- good relationships with, and support from, Imago (the commissioned carers support service in the City of London) and the City Carers Community (peer-led carers support group)
- good activities with Imago, such as jewellery making, 'give and take' day and V&A tickets
- attending events and meeting other carers helped one person identify as a carer
- getting the Household Support Vouchers
- getting help with applications from City Advice
- kindness from staff



**We did:**

- shared the positive feedback with our commissioned services and Adult Social Care team

# What would you like to see more of?
# Services, support and activities

**You said:** you'd like more consistency in your contact with social workers, sharing that you've had different experiences with different social workers around assessments and the decisions made.

**We did:** our Adult Social Care team does not allocate specific social workers to each carer. All social workers follow the same guidance and are skilled in undertaking carers assessments. The provision of carers assessments is regularly audited.

**You said:** you'd like clarity around money given to carers following a carers assessment, including what it can be used for.

**We did:** the outcome of a carers assessment does not depend on the social worker but on the level of needs the carer has; hence the payments will vary. The carers assessment and needs identified will inform the support plan that is developed. This support plan will identify how those needs could be met, and this could include an individual budget (payments) or referral to other services for support.

**You said:** you'd like free legal support.

**We did:** Imago and City Advice can help you look up who can provide free legal advice.

**You said:** you'd like more multi-lingual support.

**We did:** one of the Imago Carer Support Coordinators is bi-lingual to support engagement, particularly in the Portsoken area. We will review our leaflets around carers and what languages they are available in. Carers can request a translator when they engage with Adult Social Care.

# What would you like to see more of? Services, support and activities

**You said:** you'd like a 24-hour carers helpline and more support at evenings and weekends

**We did:** Imago is commissioned to provide services 9-5pm, Monday to Friday, and run some activities out of hours. In an emergency, if you need to speak to the Adult Social Care team outside of office hours (5pm to 9am, Monday to Friday, on weekends and bank holidays) call City and Hackney Emergency Duty Team on 020 8356 8855 or 020 8356 2300. Please listen to the message when calling and select option 1.

**You said:** you'd like clarity around support for carers that care for people in care homes outside of the City of London.

**We did:** we know this is an ongoing concern for some carers. Earlier this year, we updated information about residential homes carer assessments on our website and promoted this through Imago's newsletter. Our Head of Adult Social Care ran a session around this and is happy to do another one. We will speak to Imago about organising another session in early 2026 if there is enough interest, otherwise further clarification can be provided individually to carers.

**You said:** you'd like more activities for carers including cinema tickets in Whitechapel for Portsoken residents, trips, women-only swimming and gym sessions (Portsoken side), massage sessions.

**We did:** Imago and the City Parent Carer Forum provide a range of opportunities and activities for carers. We will consider what more can be offered along with our colleagues, however we may be limited by resources. Several organisations provide services and activities such as women-only swimming. We will give Imago details of these organisations to promote with carers.

# What would you like to see more of?
# Emotional wellbeing and connecting with others

**You said:** you'd like more support to help carers identify themselves as carers and help to connect carers with carers.

**We did:** helping carers identify themselves is important to us and is a key theme within our work. We use awareness days, such as Carers Rights Day, to share information with staff and residents around being a carer, and we have leaflets to help people recognise themselves as being a carer. We will think about how we can better share those leaflets in the New Year. We are also planning more awareness raising activity for Carers Week 2026. Imago, as our commissioned carers support service, is also working in the community to help build awareness of being a carer and runs various sessions to help connect carers with carers.

**You said:** we want more support with emotional wellbeing and mental health, and increase awareness of 'burnout'.

**We did:** this is a priority area for us. We are working on a proposal for a grant-funded project to explore need around emotional wellbeing and options of how to meet that need. A befriending service has launched in the City run by Volunteer Centre Hackney which will be promoted to carers when a pool of befrienders are in place. Imago can provide support and signposting around this and has introduced new activities to help tackle social isolation and support emotional wellbeing. We also got confirmation from City and Hackney Carers Centre that City carers are eligible for their information and advice services, including counselling and listening ear services. A City carer has agreed to go on a secret shopper mission and will share their experience with us!

# Is there anything else you'd like to share?

**Other things you shared included:**

- help with form filling – Imago can support with this or signpost to other services, such as City Advice
- help with sorting urgent housing issues – carers should contact the housing officer where they live in the first instance. At other times, if a carer has a carers assessment, they can also raise non-urgent housing issues with a social workers then. The social worker can make a referral to housing colleagues. City Advice can also support with advice regarding housing issues.
- getting Household Support Fund Winter vouchers and general winter vouchers for electricity and food - our colleague who leads on the Household Support Fund is in touch with Imago so there should be an update on this soon.
- getting paid for travel expenses - our reward and recognition policy doesn't cover travel expenses. We will share this feedback as part of the annual review of the policy in June 2026.
- help with getting jobs for young mums, jobs outside of 9-3 hours, and NHS jobs – we'll provide Imago with a list of employment-related support services
- gaps in funded respite care – respite care needed is related to the cared for person's needs if they have a care and support plan. Respite care is considered within this
- gaps in emergency planning support – Imago can support carers to complete their emergency plans. Emergency plans completed with Imago are discussed with a social worker during a Carers Assessment.

# Is there anything else you'd like to share?

**Other things you shared included:**

- signposting doesn't necessarily help, carers may need additional support to access the services – carers can speak to Imago about any support needed to help access services
- concerns around carer support coordinator retention within Imago – people leave roles for different reasons however we recognise this can cause disruption to continuity and relationships. We are assured that Imago is dealing with staffing issues effectively
- the Healthwatch Public Rep programme has ended so there are now no City voices at meetings – we appreciate that programme has ended but we work hard to ensure that different resident voices are heard in different areas, and therefore in different meetings.

We also noted that it would be helpful to share questions being asked in sessions in advance and feedback on food provided.

Thank you to all the carers who shared their experiences with us. We enjoyed the session and appreciate you taking the time to join us.

