

London Borough of

Redbridge



Redbridge Carers Charter 2024-2027

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Foreword

Every day in Redbridge, adults, children and young people support ill, frail or disabled family member, friend, or partners. Carers make a tremendous contribution to society, and it is important that we continue to recognise and value this contribution, and that we work together to support them.

The last few years has been extremely hard on everyone but more so for carers who have had to go above and beyond in their caring duties. Carers UK estimated that carers in the UK delivered on average 25 additional hours a week of unpaid care whilst Covid-19 restrictions were in place. For most carers the experience of looking after someone is rewarding, and many carers manage with the help of their family, friends and communities however, some carers might need some extra help from the Council or the NHS for advice and support.

This report presents the development of a **Carers Charter for 2024-27** and its associated Action Plan, which acts as a framework for the delivery and development of services, working practices, identification and support of unpaid or informal carers in the borough, through a partnership approach. The Carers Charter comprises a series of “I” statements that have been co-produced with carers in the borough alongside key stakeholders from health, social care and the community and voluntary sector, bringing carers to the forefront of service delivery.

The Council has signed up to this Charter and is committed to work together to deliver our local vision for carers. Our aspiration is to develop a society that is carer friendly, which values and supports carers to fulfil their caring role and maintain their health and wellbeing.



Cllr Mark Santos
Cabinet Member for Adult Social Care & Health

Introduction

People are living longer, less people are able to self-fund and the complexity of long-term health needs, the demand and pressure on the health and care system will increase. Therefore, supporting all carers where identified is essential to help manage demand, support those being cared for and provide essential support for carers to minimise carer breakdown.

Carers find that they cannot access the support they need to make their caring role more manageable, they navigate through complex systems and pathways that are not always equitable, clear, flexible, and responsive, nor reflect the fact that carers can be at different stages in the caring journey. This can result in stress and isolation which can affect carers emotional and physical health. If left unchecked, this can be a pre-cursor to carer breakdown, in some circumstances requiring emergency mobilisation of statutory services.

The support which carers give is a vital part of the health and social care system, particularly as local authorities, NHS, and the wider public sector face significant financial challenges. Therefore, it is essential in supporting local communities to be strong and inclusive, be sustainable and support carers to help themselves, enabling us to target our resources for those who are most in need of support.

This Charter will support the ongoing development of communities to ensure a joint local offer and further explore the opportunities presented by technology to support carers, enabling them to keep well and manage their caring role safely. Through our vision:

‘Carers will feel supported in their caring role, feel valued in their communities, and have their important role recognised and respected by professionals. Support will be tailored to meet the individual’s needs enabling carers to maintain a balance between their caring responsibilities and a life outside of caring’.

Working in partnership with our key partners to respond to the immense commitment shown by carers, by committing ourselves to taking forward the priorities and actions in this Charter and come together with support organisations to make a real impact on the lives of local carers. We shall all come together for the benefit of our carers, so that we can honestly say that we are ‘All Together for Carers’.

As a working document it will be important that carers are fully involved in the implementation of this strategy. Progress will be monitored and reported, and the strategy will be reviewed regularly during its lifetime.

Definition of a Carer

Who is classified as a Carer?

Children & Families Act 2014

**'A person under 18 who provides, or intends to provide, care for another person. The concept of 'care' includes practical or emotional support, and 'another person' means anyone within the same family, be they adult or child'.
"Parent carer" means a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.**

Care Act 2014

"Carer" means an adult who provides or intends to provide care for another adult (an "adult needing care").

For the purpose of this strategy, we are generally referring those carers who are 'unpaid'.



National Context



9% nationally are providing unpaid care. Carers UK estimates the number of unpaid carers could be as high as 10.6 million (Carers UK, 2022)



The estimate of young carers in the UK is 1 in 12, that equates to an average of 2 children or young people in every classroom



24% had a carer's assessment in 22/23 and felt that their need to have regular breaks was thoroughly considered within the assessment



Unpaid carers contribute a staggering £445 million to the economy every day – that's £162 billion per year, equivalent to a second NHS (Centre for Care, 2023)



60% of carers report a long-term health condition or disability. Over a quarter of carers (29%) feel lonely often or always (Carers UK, 2022)



59% of unpaid carers are women (Census 2021). More women than men provide high intensity care at ages when they would expect to be in paid work



58% of unpaid carers from BAME groups said they were worried about their finances, compared to 37% of White carers (Carers UK, 2022)



Since Covid-19, 58% of young carers are spending on average ten hours a week more on caring responsibilities (Carers UK, 2022)



Carers are facing pressure on their finances: 25% are cutting back on essentials like food. 63% are extremely worried about managing monthly costs (Carers UK, 2022)



1 in 7 employees are carers, 1 in 6 give up work or reduce hours to care, and 1 in 8 had to reduce hours during the pandemic (EfC, 2022)

Local Context



More than one in 20 people in Redbridge (21,395 residents) were providing unpaid care as of 2021, Census data shows



Research from Carers UK and the University of Sheffield indicates unpaid carers contribute £626m to the Redbridge economy, £29,259 per head



There are approximately 3,000 young adult Carers in Redbridge, with 191 registered. 50% provide care for over 50 hours weekly



2,900 of our Carers are registered with our Carers Support Service. This is significantly fewer than the overall amount



In Redbridge, 10,956 people were providing more than 20 hours of unpaid care a week in 2021 - including 5,853 people doing so for more than 50 hours a week



Data from our Carers Support Service demonstrates 7-8% of unpaid carers on the register display symptoms of breakdown



43.7% of our unpaid carers known to the local authority find it easy to find information about services, lower than London and UK averages (ASCOF)



Carers known to the local authority reported lower QoL, social contact & satisfaction with services compared to regional & national averages (ASCOF)



Redbridge rank highest nationally for the proportion of Carers known to the local authority who receive self-directed support (ASCOF)



Census 2021 data shows the three wards with the highest proportion of unpaid Carers are Clayhall, Monkams and Cranbrook

Support for Carers

There are a number of statutory and community services that help to support carers, offering both practical and health and wellbeing advice.



Development of Priorities

In developing our new priorities over we worked with over 60 adult Carers, 54 young Carers and 31 parent Carers. It was important to recognise that Carers of all ages needed to have a voice in the development of the Charter and empower them create "I" statements for areas they believed were critical in supporting them in their caring role.

Working in together with Carers and partners, a set of priorities and "I" statements, were co-produced in our Strategy and Charter. We did this through a number of activities:

- Programme of engagement with local carers including focus groups, engagement surveys and consultations events (e.g. Carers Week).
- Consultations with a diverse group of Carers: young carers, young adult carers, parent carers, adult carers and carers from BAME backgrounds.
- Consultations with young and adult carers during Covid-19 lockdown.
- Mapping out action points with carers to focus on the priorities that were most meaningful to them.
- Working in partnership with the North East London Integrated Care Board (NEL ICB).
- Working across a number of internal Council Services contributing to the action plan.
- Working with our commissioned providers: Redbridge Carers Support Service, Redbridge Respite Carers Association and TuVida.

The Charter will ensure that is inclusive of all and embed equality and diversity within its Priorities and Actions and will sit alongside other key strategic documents that impact upon Carers and their families

including Health & Wellbeing Strategy, People Commissioning Strategy, and the Child Friendly Redbridge Action Plan.

Feedback

What young carers said

Q. What is working well?

- The young carers support group - I am able to access weekly where we share reflections from our week and do lots of activities.
- During lockdown, the support group regularly contacted my parents to assure that they had provision for safe distancing.

Q. What can improve?

- We need to have access to services that give us a sense of realisation that we matter in society, and we can achieve educational and personal goals.

Q. What challenges did you face during Covid-19?

- Not being able to access my education missing out on school and not socialising with the outside world were huge challenges.
- I felt helpless to care properly for my mother. Time almost stood still.

Q. What should the local authority prioritise in its support for young carers?

- There needs to be a voice within the council especially for young carers.

Q. What message would you like to share with the charter developers?

- That sometimes we need extra support if we feel overwhelmed as it would help us emotionally.

Q. What do you think needs to happen to support young carers?

- More opportunities to get together and improve our physical and mental health.

Q. How can schools support you?

- The level of care young carers provide needs to be made clear to schools and regularly checked at frequent points throughout the school year.

What adult carers said

Q. What is working well?

- Peer support groups, emotional support, health and wellbeing activities and social opportunities offered by RCSS and other voluntary groups.
- More integrated adult social services compared with previous models operated by the local authority.

Q. What could be improved?

- Better communication and more joined up working between different statutory services.
- Statutory assessments should include more information about available support services.
- GPs seem unaware of carer concerns and issues and unable to help or signpost.

Q. What are the barriers?

- Financial assessment process unclear, complex and no support offered to complete it. Finding info and advice is overwhelming.
- Cared for not wanting to engage with services or accept support in the home.

Q. Are their groups of carers we are not reaching?

- Older carers with poor health / frailty, who cannot access online or community services.
- Isolated and home bound carers, due to challenging condition/behaviour of cared for.

Q. What could be done to improve support?

- Training for social workers to increase carers awareness.
- Training for carers to increase.
- More day centres, outreach and sitting services to suit different needs and ages, abilities and interests.
- Waiting times for care management reviews are too long and there is no follow up afterwards.

Strategic Priorities

Our new priorities are:

Strategic Priority 1	Involve, listen and respect the choice carers have in planning the care and support which the carer and cared for person receives.
Strategic Priority 2	Recognise and raise the profile of carers (of all ages) in the borough: and support residents to identify themselves as a carer early in their caring journey.
Strategic Priority 3	Supporting young carers, so that children and young people have the support they need to learn, develop and experience positive childhoods.
Strategic Priority 4	Support carers to have a break, access respite services and pursue their personal goals (e.g., educational, employment, recreational).
Strategic Priority 5	Support carers to find information and advice regarding their caring role.

Implementation of Charter & Action Plan

A Carers Working Group consisting of people from across the Council, partner organisations and voluntary groups has been set-up to oversee progress of the Charter and its Action Plan which will meet quarterly to review progress alongside the regular close working of partners and team members on a day-to-day basis.

Carers will also receive regular updates on the work of the and will be involved in the design and delivery of various Actions. Existing support groups used to consult for this Charter will be used, alongside new emerging engagement channels. These will primarily inform whether the outcomes of the Charter, as evidenced in the "I" statements that were developed, have been addressed.

The Action Plan will be monitored, embedded and reviewed to continue with its co-production approach and ensure we work with carers who are new to their Caring role. Carers will continue to have a voice in developing the right support in the right place when they need it.

Our Carers Charter

Carers Charter 2024-27

Our Carers Charter has been developed with unpaid carers who provide valuable support and care to friends and family. It outlines our commitment to both carers and partners in the borough and how we will help and develop them in their caring role.



Enabling personalised care

I am recognised as an expert and equal partner of care, with my views and opinions valued and respected

I want friendly professionals who understand my role as a carer, listen to me and refer me to relevant services

I can access an effective response from social services to support me in my caring role



Raising the profile of carers

I am identified as a carer by health professionals

I am able to identify myself as a carer and self-refer through inclusive language on marketing materials

My role as a carer is highlighted in local health and care partnerships, as well as in the community



Supporting young carers

I can attend young carers support groups and activities with other young carers that understand what I am going through

I am able to pursue opportunities without these impacting on my caring role

My school understands my caring role and I feel supported in my caring role



A life alongside caring

I want to access support groups with fellow carers who can empathise and support me with my caring role

I want me and my cared for person to have access to recreational breaks

I am supported to maximise my income, including accessing benefits



Information and advice

I am informed about community based services which reduce isolation and promote healthy lifestyles

I have access to information and advice to help me look after my own physical and mental health

I am able to access to a single directory of services with updated information to support me in my caring role



Further Support

<p>Support for adults</p> <p>Carers Assessment, Young Carers, Financial Support</p> <p>Visit: https://adultcare.redbridge.gov.uk</p>	<p>Redbridge Youth Hub</p> <p>Education, Jobs, Health</p> <p>Visit: https://www.redbridge.gov.uk/young-people/redbridge-youth-hub/</p>	<p>Carers Allowance</p> <p>How it works, Eligibility, Make a Claim</p> <p>Visit: https://www.gov.uk/carers-allowance</p>
<p>Redbridge Information, Advice and Support Service</p> <p>Impartial Advice, SEN and Disability Support, EHCP</p> <p>Visit: https://redbridgeiass.org.uk/</p>	<p>Redbridge Respite Care Association</p> <p>Dementia Support, Mental Health Support</p> <p>Visit: https://redbridgerespitcare.org/</p>	<p>Vision Redbridge Culture and Leisure</p> <p>Sport, Health, Physical Activity, Libraries, Culture</p> <p>Visit: https://visionrcl.org.uk/</p>
<p>Redbridge Carers Support Service</p> <p>Person Centred Planning, Peer Support Groups</p> <p>Visit: www.rcss.org.uk</p>	<p>TuVida Redbridge</p> <p>Carer Respite, Dementia Homeshare, Transport</p> <p>Visit: https://www.tuvida.org/london-and-essex</p>	<p>Cost of Living Service Support</p> <p>Service Directory, Foodbanks</p> <p>Visit: https://costofliving.redbridge.gov.uk/</p>