

Carers Strategy Development Health and Wellbeing Board 26th June 2025



Jo Baty, Director of Adult Social Services
Rebecca Cribb, Head of Commissioning
Sujesh Sundarraj, Commissioning Manager

Haringey's Carers - Context



According to the 2021 Census, approximately 16,891 residents in Haringey—about 7.2% of the population aged five and over—reported providing unpaid care

This marks a decrease from 9.3% in 2011, a trend observed across England and Wales, potentially influenced by the COVID-19 pandemic and a change to terminology and phrasing of the Census questions about caring

As of the 2021 Census, the ethnic composition of Haringey was approximately 57% White, 17.6% Black, 8.7% Asian, 7% Mixed, and 9.7% identifying as Other ethnic groups. This diversity is reflected in the unpaid Carers population, necessitating culturally sensitive support services. 59.5% of Carers in Haringey are women

There's been a 24% increase in residents aged 65 and over between 2011 and 2021. By 2025, there will be approximately 3,800 unpaid Carers aged 65 and above in Haringey

The Adult Social Care Quality Commission (CQC) Report (February 2025) highlighted that many Carers were dissatisfied with the level of support they received. This development of the Carers Strategy and our co-production undertaken in the past 18 months gives us good foundations to further develop this critical area of our work and to build trust.

Carers Strategy Development Timeline



The Journey so far:



We have contacted almost 4,000 Carers as part of our co-production and engagement on the Strategy and the work has involved:

- Using feedback from consultations carried out with East, West and Central Localities in September and October 2023
- Agreeing the course of engagement at the Commissioning Co-production Board
- Codesigning the Carers Strategy Survey with the Carers Co-production Group
 - Carrying out surveys (website and paper based)
- Conducting a series of in-person events as part of the information gathering for the Strategy:
 - Walk-in sessions in libraries
 - Attending Carers Rights Day
 - Attending Reference Groups
 - Obtaining feedback from members in Carers Coffee Mornings, the Learning Disability Carers Forum and Dementia Carers Café
 - Meeting with community groups, such as the African and Caribbean Network, Turkish and Kurdish Community Network and Somali Community Network
- Testing our assumptions from this co-production work through a series of workshops. The workshops were conducted in-person within each Locality, and online, across different days and times. Attendees included local Carers and stakeholders from Health, Social Care, providers of Carer services and Voluntary Community Sector organisations.

Carers Strategy Survey



Open from 1st of
November to 29th
November 2024

Postal survey sent
to 2,542 Carers

274 surveys
received

81 surveys
completed online

193 paper-based
surveys completed

49% of Carers who
responded had
been Carers for 10
years or more

53% cared for
someone for 50
hours per week or
more

Carers Strategy Survey – Results



Most Carers reported very poor, poor or fair wellbeing (68%), and often didn't feel they had enough support to maintain their wellbeing. 26% of respondents indicated good or excellent wellbeing

Carers told us we needed to improve in both communication and provision of information

Carers prefer communications in a variety of formats, with e-mails and printed information being the highest preferences (66% and 48% respectively)

53% of respondents to the Survey told us they never had access to respite from their caring responsibilities. Carers told us respite, support groups and counselling would help them in their caring role

68% of Carers said they weren't aware of concessions that might be available to them, so supporting Carers to find out about concessions and other available discounts and financial support would help

48% of Carers told us they didn't have access to training to help them in their caring role

Carers are dissatisfied with basic services, like healthcare and financial support, that are provided to them. The accessibility to services and financial assistance were the biggest areas for improvement

Carers Strategy Workshops

- In May 2025, a series of workshops were held in each Locality across Haringey, including one at the weekend, and one online.
- We worked with Carers to review and co-produce the areas of improvement and to prioritise those which would make a difference to their lives and that of the person/people they care for.
- The updated Carers Strategy captures the lived experiences our Carers shared with us and is a good foundation for us to build trust and collaboration going forward.



“All Carers, of all ages, are recognised, respected, and supported.”

Our mission
is to ensure
that Carers
in Haringey:

- Feel valued and respected as an integral part of our community.
- Have access to high-quality information, advice, and resources tailored to their needs.
- Receive timely, effective, and compassionate support.
- Can maintain their physical, mental, and emotional wellbeing.
- Are empowered to balance their caring responsibilities with their personal goals.

Carers Strategy 2025 - Key Priorities



After our engagement and co-production sessions with Carers across Haringey, we have identified 3 key priorities 6 topics and areas of improvement within each theme. These areas for improvement will direct our work over the next 3 years.

Key Priorities

Improving access to timely, clear, and accessible information and support.

Strengthening Carers' rights, wellbeing, and resilience.

Creating inclusive, culturally responsive services that reflect the diversity of Haringey's communities.

Action plan themes:

- Getting the basics right
- Information and communication
- Health and Wellbeing
- Respite and breaks
- Financial resilience and employment
- Training

Getting the Basics Right

Getting the Basics Right

Identification of Carers, including those with Disabilities	<p>Raise awareness of what a Carer is and their rights, especially among professionals (GPs, hospitals, schools and Council)</p> <ul style="list-style-type: none">• Implement the Carer identification project in hospitals
Improved Accessibility, Assessments and Reviews	<p>Ensure evidence of Carers involvement in assessments and reviews is documented</p> <ul style="list-style-type: none">• Share realistic timescales for reviews, assessments, and communication, with an appeals process• Ensure timely assessments, as they unlock access to other forms of support
Carer Resilience and Emergency Planning	<p>Ensure Carers are aware of Connected Communities and other local initiatives</p> <ul style="list-style-type: none">• Create clear, accessible information to explain processes, rights, and services• Improve signposting to all local organisations offering support, including housing, benefits and respite
Housing, Repairs and Adaptations	<p>Treat housing as a core issue in Carers' assessments and support planning</p> <ul style="list-style-type: none">• Signpost Carers to Occupational Therapy and / or Housing to receive Housing Support as applicable, based on assessment

Information and Communication

Information and Communication

Improve Communication	<p>Provide Carers with multiple channels of communication: in-person, WhatsApp, telephone, and virtual</p> <ul style="list-style-type: none"> • Improve response times to Carers, especially for person-to-person contacts, like in-person visits or phone calls. Ensure support is culturally sensitive. • Develop a centralised, user-friendly website with up-to-date contact details and service information
One Stop Shops & Carers Drop-Ins	<p>Develop a One Stop Shop for Carers to access council services, benefits and support in one place</p> <ul style="list-style-type: none"> • Use the Localities model as a way to begin development of a place where more advice and support can be found in one place
Minimum Standards for Carer Support	<p>Establish a feedback loop to ensure Carers' voices shape service delivery and improvement</p> <ul style="list-style-type: none"> • Use current co-production groups to leverage participation and improvement
Digital Inclusion	<p>Provide digital training to improve Carers' confidence, while maintaining non-digital alternatives</p> <ul style="list-style-type: none"> • Provide tech support initiatives like "Coffee & Computers" to help Carers become digitally confident • Support peer-led IT sessions to improve digital literacy and reduce isolation

Health and Wellbeing

Carer Empowerment	<p>Establish peer support networks including locality-based WhatsApp groups and regular in-person/virtual meetups.</p> <ul style="list-style-type: none"> This may include an Experts by Experience Group to engage with professionals and influence practice
Social, Emotional, Health, and Wellbeing Services	<p>Organise joint sessions with Carers and health professionals to improve mutual understanding</p> <ul style="list-style-type: none"> Engage Carers in the offer of things like the Recovery College model, to ensure things like group counselling sessions for Carers, distinct from Talking Therapy services, can be accessed
Carers Health Checks	<p>Ensure GPs and frontline professionals are equipped to signpost Carers effectively to other agencies and help</p> <ul style="list-style-type: none"> Work with GP Federation and Primary Care
Stress Management and Mindfulness	<p>Recognise and respond to the mental health impact of caring, offering counselling, Cognitive Behavioural Therapy, and peer support</p> <ul style="list-style-type: none"> Ensure that other actions in the Carers Strategy help minimise stress management for Carers
Tackle Health Inequalities	<p>Ensure professionals do not assume understanding based on capacity—information must be explained clearly and respectfully</p> <ul style="list-style-type: none"> Through partnership working, ensure that other partners are supported to share information in a variety of formats, through the Localities model and other interventions

Respite and Breaks

Respite and Breaks

Simplifying process	Use digital forms for respite requests for digitally confident Carers to reduce phone traffic
Planning and Payments	Provide Carers cards , clear information on respite rights and emergency planning tools .
Range of Respite Options	<p>Create opportunities for Carers to take time out, including access to events, peer support, and social spaces</p> <ul style="list-style-type: none">• Offer alternative, personalised respite options that reflect Carers' preferences and cultural needs
Innovation	<p>Work with Carers to develop further innovative ways to meet respite needs</p> <ul style="list-style-type: none">• Evaluate the impact of other initiatives to see if they are meeting needs of Carers in as innovative a way as possible.

Financial Resilience and Employment

Practical Support	Make the process of accessing direct payments and personalised care more transparent
Improve information and access to: Concessions, Benefits Maximisation and Debt Management	<p>Work with other Council departments to improve benefits advice and financial guidance, including about Carers' rights and entitlements, grants, concessions, and debt avoidance support</p> <ul style="list-style-type: none">• Carers will have access to better information via the Council's website, user-guides, and locality drop-ins
Flexible Working and Support in Accessing Paid Work	<p>Support Carers to advocate for workplace policies that support Carers, such as flexible working and paid leave.</p> <ul style="list-style-type: none">• Signpost Carers to voluntary sector organisations that can help them understand and advocate for their needs for flexible working

Training

Training for Safe Care

Offer **training in safe care practices**, such as the **Significant 7** (early signs of deterioration).

- Include training in safe care as a feature of lunch-and-learns, one-stop-shop and other initiatives with Carers

Partnering with Voluntary Sector and local Businesses

Signpost Carers to the local voluntary sector and other community resources for help and support, making sure to signpost and use other initiatives of the Carers Strategy to achieve this aim.

Training for staff

Cultural competency training for staff to ensure services are culturally sensitive.

Carers Strategy – Next Steps & Implementation



- Working towards approval at Cabinet in Autumn 2025.
- A Carers Strategy Working Group will be convened following the publication of this Strategy. The Group will engage a diverse range of Carers, all of whom will receive training and support to be meaningfully engaged.
- The Working Group will develop detailed Action Plan and will oversee the implementation of the Carers Strategy, reporting into the Health and Wellbeing Board, the Borough Based Partnership, the ASC Improvement Board and the Adults and Health Scrutiny Panel.
- Continued engagement of Carers, including updates about the Strategy itself and actions that came out of the Workshop in May will be arranged and held. Co-production of outcomes will remain central to implementation of the Strategy's aims.
- A workshop with Health colleagues and Carers will be arranged, to discuss the experience of Carers in GP surgeries, in Hospitals and with the NHS colleagues who provide the services, and ways to improve that experience.
- A core focus will be on strengthening multi-agency collaboration and embedding a whole-system approach to Carer support in Haringey.

Questions and Comments