

# Haringey Carers Strategy 2025-2028

## 1. Introduction

Every day, thousands of Haringey residents provide essential care and support to family members, friends, and neighbours—often without recognition or reward. These unpaid Carers are the unsung heroes of our communities, playing a vital role in sustaining the health and wellbeing of those they care for.

Haringey's Carers Strategy 2025–2028 reaffirms our commitment to identifying, supporting, and valuing unpaid Carers. Developed in close collaboration with Carers themselves, as well as partners across health, social care, and the voluntary sector, this Strategy is grounded in a shared vision:

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

Over the next three years, we will focus on:

- 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.

Since the launch of Haringey's previous Carers Strategy (2020–2023), we have made important strides in working collaboratively with Carers, service providers, and community stakeholders to identify and address key challenges. Through ongoing feedback and co-production, we have begun to enhance the quality and reach of support services.

However, we also recognise that more needs to be done. The refreshed Carers Strategy builds on this foundation—acknowledging past limitations while setting out a renewed and ambitious approach to better support Carers now and into the future.

## 2. Purpose of the Strategy

A comprehensive Carers Strategy is vital to ensuring that Carers receive the support, respect, and resources they need to sustain their wellbeing and continue their vital role in society. The Strategy sets out our clear, local approach to prevention, and sets out how we will fulfil this responsibility to Carers in Haringey. It also outlines our commitment to our CQC regulatory responsibilities, and our continuous improvement journey.

### Responding to Local Needs

The **2025–2028 Carers Strategy** reflects Haringey Council’s renewed commitment to improving the lives of unpaid Carers. It builds on the foundations of the previous Strategy while responding to the evolving needs of Carers across the borough. This Strategy is shaped by extensive engagement and co-production with Carers, ensuring it is grounded in their lived experiences and focused on delivering practical, meaningful change.

### Key Priorities

The Strategy sets out a clear and ambitious agenda, focused on:

- **Timely access to support and assessments**, so Carers receive help when they need it most.
- **Improved access to respite care**, giving Carers regular opportunities to rest and recharge.
- **Simplified access to financial support and services**, making systems easier to navigate and more responsive.
- **Amplifying Carers’ voices in decision-making**, recognising them as equal partners in shaping the services that affect them.

By adopting a holistic, inclusive, and proactive approach, the Strategy aims to reduce the pressures on Carers and improve their quality of life. It also seeks to embed Carers’ voices in service design and policy, ensuring support is not only available but meaningful and accessible.

### Learning from the Past

The Adult Social Care Quality Commission (CQC) Report (February 2025) highlighted that many Carers were dissatisfied with the level of support they received. This Strategy is a direct response to that feedback and forms a key part of our wider improvement journey.

We have listened carefully—not only to the CQC—but also to Carers across the borough through a range of engagement and co-production activities. Their insights have shaped this Strategy at every stage.

### Building a Better Future

Through targeted initiatives and strengthened collaboration with partners across health, social care, housing, education, and the voluntary sector, this Strategy aims to build a more resilient, responsive, and inclusive system of support for Carers. In doing so, we will also improve the quality of care for those they support—creating stronger, healthier communities for all.

## **3. Definition of Carers**

A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.



Unpaid Carers may:

- Provide personal care, emotional support, or help with daily tasks such as shopping, cooking, or managing medication.
- Support someone living in the same household or elsewhere.
- Balance their caring responsibilities alongside work, education, or other commitments.

In Haringey, we recognise Carers of all ages, backgrounds, and circumstances, including:

- Young Carers (under 18)
- Parent Carers of children with additional needs
- Working-age Carers
- Older Carers
- Seldom heard or underrepresented Carers, including those from diverse cultural communities, LGBTQ+ Carers, and Carers with disabilities themselves.

The Care Act 2014 places a number of statutory duties on local authorities. The Act fully recognises the role of Carers, their need for support in their own right and their need for a life beyond caring, including paying attention to employment.

#### **4. The Role of Carers**

Carers play a vital role in society, often providing unpaid care to loved ones at the expense of their own health, financial security, and personal aspirations. They

ensure that individuals with complex needs can live with dignity and independence while reducing pressure on public health and social care systems. Their responsibilities are diverse and can include assisting with daily activities such as bathing, dressing, and eating, managing medications, and providing emotional support.

Carers often act as advocates for the individuals they care for, ensuring they receive the necessary medical attention and social services. They also help maintain a sense of normalcy and dignity for those in their care, fostering a supportive and compassionate environment.

The role of Carers extends beyond physical assistance; they offer companionship and emotional stability, which can significantly improve the quality of life for those they support. Despite the demanding nature of their work, Carers often go unrecognised and underappreciated. Therefore, it is vital to develop comprehensive Carers strategies that provide them with the necessary resources, training, and support to carry out their duties effectively. This includes access to respite care, financial assistance, and mental health services to ensure Carers can sustain their well-being while performing their invaluable role.

## **5. Scope and Audience**

This Adult Carers Strategy is focused on unpaid adult Carers in Haringey who provide essential care and support to family members, friends or neighbours due to illness, disability, mental health conditions or substance misuse. The Strategy encompasses Carers of all backgrounds including parent Carers of children with additional needs, older Carers, working-age Carers, and those with additional needs themselves, such as Carers with disabilities or long-term health conditions. It also recognises the diversity of Haringey's population and aims to address the specific needs of Carers from diverse cultural, linguistic, and socio-economic backgrounds.

The primary audience for this Strategy includes Carers, council officers, health and social care professionals, voluntary and community sector partners and local employers. It is intended to guide service planning, commissioning, and delivery ensuring that Carers are recognised, supported, and empowered across all areas of life.

## **6. Demographic profile of Carers in Haringey**

According to the 2021 Census,



**16,891\***

residents in Haringey,  
about 7.2% of the  
population aged five  
and over—reported  
providing unpaid care.

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.

\*approximately

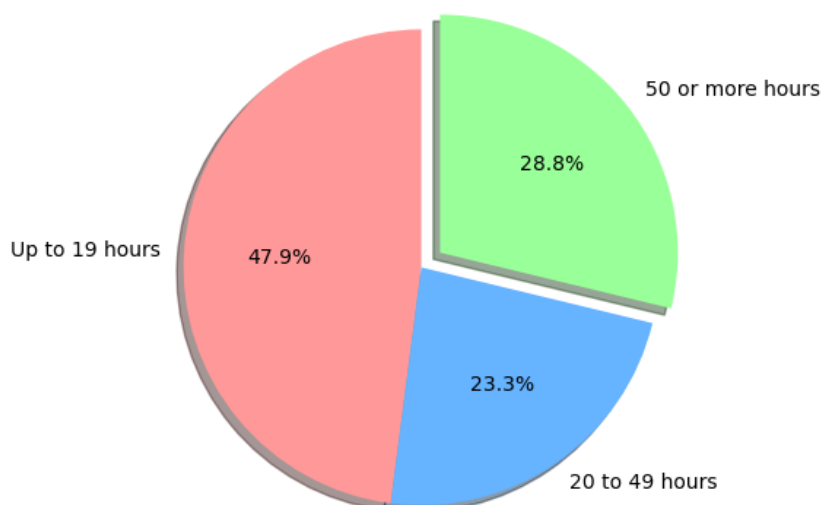


This marks a decrease from 9.3% in 2011, a trend observed across England and Wales, potentially influenced by the COVID-19 pandemic and a change to terminology and phrasing of the Census questions about caring.

The distribution of care hours among these Carers is as follows:

- 3.5% provided up to 19 hours of care per week
- 1.7% provided between 20 and 49 hours
- 2.1% provided 50 or more hours.

Distribution of care hours



## Gender Distribution

**59.5%**  
of carers  
in Haringey  
are women

Women constitute a significant majority of unpaid Carers in Haringey, accounting for 59.5% of this group. This aligns with national trends, where women are more likely to assume caregiving roles.



## Age Profile

The borough has experienced a **24% increase in residents aged 65 and over** between 2011 and 2021.

By 2025, there will be  
approximately

**3,800**

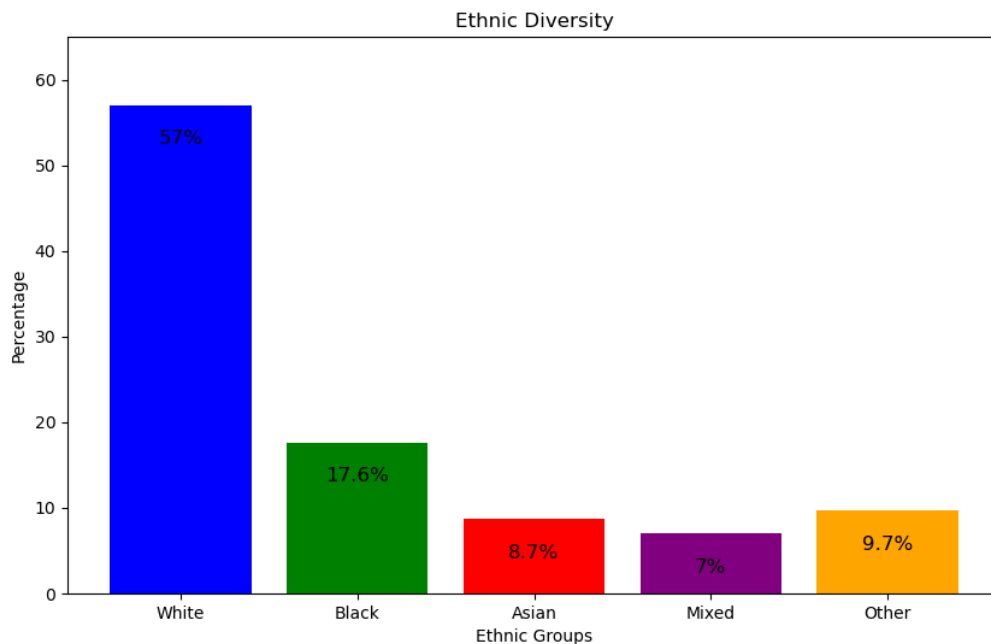
unpaid carers  
aged 65 and above  
in Haringey

Projections estimate that **by 2025**, there will be approximately **3,800 unpaid Carers aged 65 and above** in Haringey, with numbers expected to rise by around 3% annually.



## Ethnic Diversity

Haringey is one of London's most ethnically diverse boroughs. As of the 2021 Census, the ethnic composition 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 Carer population, necessitating culturally sensitive support services.



The demographic landscape of unpaid Carers in Haringey is characterised by a predominance of women, an increasing number of older Carers, and significant ethnic diversity. Recognising and addressing the unique needs of these groups is essential for developing inclusive and effective support strategies.

## 7. Development of the New Carers Strategy

The development of Haringey's new Carers Strategy was a comprehensive and inclusive process, aimed at better meeting the needs of Carers in the borough. The following steps were undertaken to ensure a robust and well-informed strategy:

### Evaluation of the Previous Strategy

An evaluation of the previous Carers Strategy was conducted to identify its strengths and weaknesses. This evaluation involved analysing feedback from Carers, service providers, and community stakeholders. Key lessons learned from this evaluation informed the direction and focus of the new Strategy.

### Survey of Carers



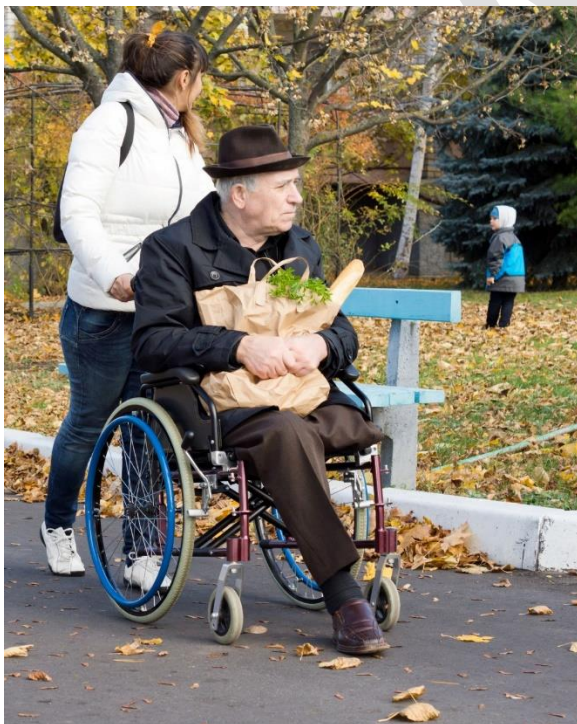
A detailed survey was distributed to Carers across Haringey to gather their insights and experiences. The survey covered various aspects of Carers' lives, including the challenges they face, the support they need, and their suggestions for improvement. The responses provided valuable data that shaped the priorities and actions of the new Strategy.

### Attendance and Discussions at Carers Meetings and Events

Regular officer attendance at Carers meetings and events allowed for direct engagement with Carers. These interactions provided a platform for Carers to voice their concerns, share their experiences, and contribute to the Strategy's development. Discussions at these events highlighted the diverse needs of Carers and the importance of tailored support.

### In-person and Online Workshops with Carers and partners

As part of the co-production process for the 2025–2028 Carers Strategy, Haringey Council hosted a series of in-person workshops across each of the three localities—Central, East, and West—to ensure broad and inclusive engagement.



These sessions brought together Carers, community representatives and system partners to collaboratively refine the Strategy's priorities and shape tangible actions for the first two years.

To accommodate different preferences and accessibility needs, a virtual workshop was also held, enabling Carers who preferred or required online participation to contribute meaningfully.

One of the workshops was scheduled on a weekend to better engage working Carers and those with weekday commitments.

These sessions provided a valuable platform for open dialogue, ensuring the Strategy is grounded in lived experience and aligned with the real needs of Haringey's diverse Carer community.

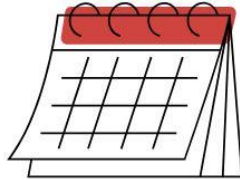


As part of our Carers Strategy Survey



**53%**

cared for  
someone for  
50 hours per  
week or more



**49%**

have been  
carers for  
10+ years



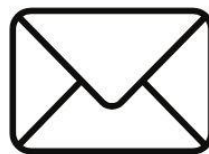
**55%**

struggle to  
access support  
information



**53%**

lack access to  
respite care



**66%**

prefer email  
communication



**43%**

of carers are from  
ethnically diverse  
backgrounds



**59%**

rate their wellbeing as fair or poor

Review of Demographic and Census Data

A review of demographic and census data was conducted to understand the changing landscape of Haringey's Carer population. This analysis helped identify

trends and emerging needs, ensuring that the new Strategy is responsive to the borough's evolving demographics.

## 8. Coproduction in Action

To coproduce this Strategy, we engaged Carers through a variety of inclusive and accessible activities:

- **Surveys on Commonplace:** Carers participated in surveys online and via postal submissions to share their valuable feedback and suggestions.
- **Walk-in Opportunities:** We provided walk-in opportunities at libraries across the three localities, allowing Carers to engage with us in person.
- **Carers Rights Day:** This event facilitated community building and open dialogue, enabling Carers to connect and share their experiences.
- **Carers Coffee Morning:** Receiving feedback from Carers who attend this weekly held session for Carers to discuss their needs and challenges.
- **Multiple Reference Groups:** We attended several reference groups to ensure ongoing input and collaboration from Carers.
- **Commissioning Coproduction Board:** Carer representatives and system partners inputted into the direction of the coproduction of the Strategy at Board meetings.
- **Carers Coproduction Group:** A dedicated group in Haringey ensuring Carers' voices shape the services and Strategy; members of the group coproduced the Survey.
- **Dementia Café Sessions:** These sessions offered a supportive environment for Carers of individuals with dementia to discuss their unique challenges and needs.
- **Locality-based and Virtual Workshops:** We hosted a series of local workshops across Haringey's three localities, along with a virtual session for those who preferred to join online. The workshops created space for honest conversations, helping to shape a more responsive and inclusive approach to Carer support and the content within the Strategy.
- **Strengthening Community Connections:** Recognising the importance of building trust and inclusive support, we are developing stronger networks with diverse communities across Haringey. This includes groups such as the African and Caribbean Network, Turkish and Kurdish Community Network and Somali Community Network. By fostering these relationships, we hope that the Strategy will represent and build upon the unique experiences of Carers within each community, improve their access to support, and ensure that services are culturally appropriate, responsive, and co-designed with those they serve.

Through these diverse engagement activities, we ensured that Carers' voices were integral to shaping this Strategy, leading to more responsive and effective support systems.

### **9. Evaluation of Haringey's Carers Strategy 2020-2023**

Haringey's previous Carers Strategy laid important foundations for recognising and supporting unpaid Carers across the borough. It helped raise awareness, initiated valuable partnerships, and provided a platform for Carers' voices to begin shaping local services. However, its impact was mixed, and several challenges remained—particularly in meeting the diverse and evolving needs of Carers.

Feedback from Carers highlighted areas where support was inconsistent or difficult to access, and where their experiences were not always reflected in service design. These insights have been instrumental in shaping the refreshed 2025–2028 Strategy.

*Building on the lessons learned, the new Strategy sets out a clearer, more ambitious path—one that strengthens collaboration, addresses previous gaps, and ensures that all Carers in Haringey are recognised, respected, and supported.*

#### **Achievements and Successes of the Previous Strategy**

- Establishment of regular Carers' forums and reference groups.
- Improved partnerships with health and voluntary sector organisations.
- Expanded access to support services and training program.
- Completion of an equality review to understand the needs of Carers from a variety of backgrounds
- Supporting Carers to apply for an Advantage Plus Card which provides free access with the cared for person and discounts when attending themselves.
- Communicating with registered Carers through Carers First's monthly newsletter

#### **Challenges and Areas for Improvement**

While the previous Carers Strategy laid important foundations, several persistent challenges remain. The refreshed 2025–2028 Strategy seeks to address these head-on, informed by direct feedback from Carers and frontline professionals.

- **Accessibility and Responsiveness of Services**

Carers continue to report difficulties navigating complex systems, experiencing lengthy delays in receiving support, and facing inconsistent communication. These issues have, at times, undermined Carers' confidence in seeking help and support.

- **Empathy and Understanding**

Many Carers have expressed that interactions with services can lack empathy and understanding. This highlights the need for a more compassionate, person-centred approach across all touchpoints.

- **Timely and Inclusive Assessments and Reviews**

There is a clear need to ensure that Carers' assessments and reviews are carried out regularly, in a timely and inclusive manner, with Carers actively involved in shaping their own support. This includes systematic delivery of combined Carer/cared-for assessments, where appropriate.

- **Clarity Around Rights and Entitlements**

Carers often feel uncertain about their rights and the support available to them. Clearer, more accessible information and guidance are essential to empower Carers and improve access to entitlements.

- **Housing, Repairs, and Adaptations**

Delays and limited communication around housing-related issues remain a significant concern. The absence of housing representation at the Carers Working Group has further limited progress in this area.

- **Identification of Carers**

Identifying Carers—particularly those from underrepresented or seldom-heard communities—remains inconsistent. This limits access to support and contributes to inequality in service provision.

- **Young Adult Carers**

Engagement with young adult Carers has been limited, affecting the development of tailored services that reflect their unique needs and life stage.

- **Employment and Flexible Work Opportunities**

While a borough-wide supported employment strategy is in development, Carers must be a central focus. Flexible, accessible employment opportunities that reflect their responsibilities are essential.

- **Workforce Awareness and Culture Change**

There is a need for a joint awareness and training programme across health and care partners to promote best practice in recognising and working with Carers as experts by experience.

## **10. Vision and Mission**

### **Vision:**

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

### **Mission:**

Our mission is to ensure that Carers in Haringey:

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

We have chosen to retain the vision and mission from Haringey’s previous Carers Strategy, as the development of this new Strategy has reaffirmed their continued relevance. They still resonate strongly with the current realities, values, and aspirations of Carers in the borough.

These guiding statements remain meaningful and powerful, capturing the enduring importance of recognising, respecting, and supporting Carers in all aspects of their lives. The 2025–2028 Strategy builds on the progress made under the previous plan, while also acknowledging that Carers’ needs are evolving in response to changing circumstances.

Through sustained co-production and engagement, we have listened closely to Carers lived experiences and insights. Their voices have shaped this refreshed Strategy, ensuring it is not only rooted in their day-to-day realities but also focused on delivering practical, impactful improvements that make a real difference.

This Strategy places Carers’ voices at its heart, ensuring that services are coproduced with them and their needs remain a priority.

## **11. Strategic Priorities and Objectives**

This Strategy focuses on six interconnected themes, each with clear objectives on areas of improvement.

## i. Getting the Basics Right

- **Identification of Carers, including those with Disabilities:** Train frontline staff and system partners to identify and support Carers effectively. Promote Carers' rights through borough-wide awareness campaigns. Develop strategies to identify and reach out to Carers who may be underrepresented or hard to reach. This includes young adults, working-age Carers, seldom-heard Carers, and Carers with disabilities. By providing tailored support for Carers with learning disabilities, mental health conditions, and other health issues, we can ensure that services are both accessible and inclusive. This involves offering specialised resources, such as targeted training programmes, support groups, and accessible information to address their unique needs. Additionally, ensuring that all services are designed with inclusivity in mind will help remove barriers and promote equal access.
- **Improved Accessibility, Assessments and Reviews:** Ensure that all services are accessible to Carers, and that assessments and reviews are conducted in a timely, empathetic, and professional manner. This includes providing clear information on the assessment process and ensuring Carers are involved in decision-making.
- **Carer Resilience and Emergency Planning:** Enhance Carer resilience by providing support and resources for emergency planning. This includes developing contingency plans and ensuring Carers have access to emergency support services.
- **Housing, Repairs and Adaptation:** Ensuring that Carers and those they care for have safe, accessible, and comfortable living environments is a key aspect of our support strategy. Prompt housing repairs and adaptations play a crucial role in this effort. By providing grants and assistance for home modifications such as installing ramps, handrails, and accessible bathrooms, we can help individuals maintain their independence and improve their quality of life.

### Carers told us that:

"It takes too long to resolve issues this way. If someone says they'll follow up, they should do so."

"Please keep information simple, clear, and avoid using acronyms."

## ii. Information and Communication

- **Improve Communication:** Develop a comprehensive communication strategy to ensure Carers receive timely, relevant, and accessible



information. This includes regular newsletters, updates on the council's website and social media engagement.

- **One Stop Shops & Carers Drop-Ins:** Develop a locality-based Carers' hub with online, in-person, and multilingual resources. These hubs will provide information, advice, and guidance (multilingual resources) including Carers' handbook, as well as opportunities for Carers to connect with each other.
- **Minimum Standards for Carer Support:** Develop and implement minimum standards for Carer support services to ensure consistency and quality across the borough.
- **Digital Inclusion and Training:** Enhance digital literacy among Carers by providing training and access to digital tools. This will help Carers navigate online resources, access virtual support groups, and manage their caring responsibilities more effectively.

#### **Carers told us:**

"Some Carers don't have internet access or can't travel to meetings."

"Many older Carers struggle with online systems. Support to learn how to use smartphones and computers would be really useful."

#### **iii. Health and Wellbeing**

- **Carer Empowerment:** Empower Carers by providing them with the knowledge, skills, and confidence to advocate for themselves and the person they care for. This includes training on Carers' rights, self-advocacy, and navigating health and social care systems.
- **Social, Emotional, Health, and Wellbeing Services:** Provide a range of services and activities designed to promote the overall wellbeing of Carers. This includes social events, support groups, social events, community, and recreational activities that help Carers build networks and reduce isolation. Provide Carers with free or discounted access to gym and leisure centres.
- **Carers Health Checks:** Offer regular health checks for Carers to monitor their physical and mental health and provide early intervention and support where needed. Ensure Carers are prioritised for flu vaccines and COVID-19 boosters.
- **Stress Management and Mindfulness:** Implement programmes to help Carers manage stress and improve their mental wellbeing. This

includes mindfulness workshops, relaxation techniques, and access to mental health resources.

- **Tackle Health Inequalities:** Identifying health inequalities within the Carer's cohort is crucial, as Carers often face poorer health outcomes due to the demanding nature of their role. These inequalities can be addressed by ensuring equitable access to healthcare services, providing targeted support for mental health, and offering respite care to alleviate stress. Additionally, implementing regular health assessments and creating tailored health promotion programmes can help address specific needs.

#### **Carers told us that:**

"It would help to have someone regularly check in with Carers to see how we're coping and if we need anything."

#### **iv. Respite and Breaks**

- **Simplifying processes:** Simplifying the process for Carers to arrange and pay for breaks from caring is essential to reduce their stress and enhance their well-being. By streamlining administrative procedures, offering clear guidance, and providing easy-to-access financial support, we can make it more straightforward for Carers to take the breaks they need. Implementing user-friendly online platforms and dedicated support services will ensure Carers can quickly and efficiently arrange respite care, allowing them to recharge and maintain their health while continuing their vital role.
- **Planning and Payments:** Improve the council's performance in planning and coordinating respite care, as well as making timely respite payments to Carers. This includes streamlining processes and ensuring clear communication with Carers.
- **Range of Respite Options:** Ensure a broad range of respite options are available to meet the diverse needs of Carers. This includes short-term breaks, emergency respite, and longer-term respite care. E.g. Shared lives, day opportunities etc
- **Innovation:** Piloting innovative respite solutions, such as technology-assisted care, can significantly enhance the support provided to Carers. By integrating smart gadgets, AI health tracking, and virtual companions, we can ensure that those receiving care remain safe, engaged, and well-monitored. Wearable sensors can detect potential health issues early, while automated reminders help manage medications effectively. Telehealth services and robotics can also offer

additional support, reducing the burden on Carers and providing them with much-needed breaks. These technological advancements not only improve the quality of care but also offer Carers peace of mind, knowing their loved ones are well-supported.

### **Carers told us that:**

“Unpaid Carers like me are often the main support for our loved ones. It would be good to be recognised and valued for the work we do.”

#### **v. Financial Resilience and Employment**

- **Practical Support:** Provide access to practical support services, such as handyperson services, transport, and parking assistance, and help with utility bills. This helps to alleviate some of the practical challenges Carers face in their daily lives.
- **Increase Concessions:** Explore opportunities to increase concessions for Carers, such as discounts on leisure activities, transport, and other services. This helps to reduce the financial burden on Carers and improve their quality of life.
- **Benefits Maximisation:** Ensure Carers are aware of and can access all the benefits and financial support available to them. This includes providing information on eligibility, application processes, and ongoing support.
- **Debt Management:** Offering free financial planning and budgeting support can play a significant role in debt management. By providing access to professional financial advisors, Carers can receive personalised guidance on managing their finances, creating effective budgets, and planning for the future. Workshops and one-on-one sessions can help Carers understand their financial situation, identify potential savings, and develop strategies to reduce debt. Additionally, offering resources such as online budgeting tools and educational materials can empower Carers to take control of their finances.
- **Flexible Working:** Advocating for workplace policies that support Carers, such as flexible working and paid leave, is essential to help them balance their caregiving responsibilities with their professional lives. Flexible working arrangements, including options like remote work, flexitime, and compressed hours, allow Carers to manage their schedules more effectively. Paid leave policies ensure that Carers can take time off to attend to urgent caregiving needs without financial strain. By promoting these supportive workplace policies, we can

create a more inclusive and accommodating environment for Carers, enhancing their well-being and productivity.

- **Support in Accessing Paid Work:** Provide support for Carers who wish to access paid work. This includes job search assistance through Haringey Works, training and development opportunities, and flexible working arrangements to accommodate their caring responsibilities.

#### **Carers told us that:**

“It would be reassuring to have a contact person who understands our situation and is easy to reach.”

#### **vi. Training**

- **Training for Safe Care:** Implement training programmes for Carers to support them in providing safe and effective care. This includes training on specific health conditions, first aid, sepsis, dementia, autism, manual handling etc.
- **Partnering with Voluntary Sector and Local Businesses:** Partnering with commissioned organisations is essential to ensure that volunteers are sought from the Carer community, providing them with meaningful opportunities to contribute and gain valuable experience. Collaborating with local businesses to create job opportunities for Carers can significantly enhance their financial stability and professional growth. Additionally, ensuring that contracts with commissioned partners include requirements to prioritise employing local community members, especially Carers, will foster a more inclusive and supportive environment. This approach not only benefits Carers but also strengthens community ties and promotes social cohesion.

#### **Carers told us that:**

“Regular updates about services and changes would be helpful.”

### **12. What we will do for the first 6-12 months**

Through a series of Carers Strategy Workshops held in May 2025, we developed a strong, shared understanding of what Carers in Haringey want to see in the initial stages of this Strategy—practical changes that will make a real and immediate difference to their lives. The attached action plan sets out some tangible actions Carers told us would make their lives better.

To ensure these priorities are translated into action, a Carers Strategy Working Group will be convened following the publication of this Strategy. This group will be co-chaired by a Commissioner from Adult Social Care and a Carer representative, ensuring lived experience remains central to implementation. The Working Group will be responsible for developing a detailed action plan, grounded in what is achievable

and realistic, and will report directly into our governance in Haringey, including the Health and Wellbeing Board, the Borough Based Partnership, the Adults Improvement Board and the Adults and Health Scrutiny Panel.

In the first 12 months, a core focus will be on strengthening multi-agency collaboration and embedding a whole-system approach to Carer support. Key milestones include:

- Convening cross-sector workshops to embed a shared commitment to Carers across health, social care, education, housing, and the voluntary and community sector.
- Co-developing shared action plans with Carers, partners, and community organisations to ensure alignment and accountability.
- Embedding Carers' voices in commissioning and service design, ensuring that Carers are recognised as equal partners in shaping the services that affect them.

This early phase of implementation will lay the groundwork for long-term, sustainable improvements, while demonstrating our commitment to delivering meaningful change from the outset.

**During our workshops about this Strategy, Carers told us that:**

“The recent event was excellent. I felt heard and got the information I needed.”

“It was great to attend a session that reflected my experiences. I’m looking forward to future events.”

### **13. Monitoring our progress**

This Strategy will be used to develop annual delivery plans where actions will be specified, with clear timelines and measures of success. A delivery plan which is refreshed yearly will enable a dynamic approach across organisations and build on the previous year to achieve the best possible outcomes for Carers.

We will be using a range of methods and tools to collect important data and information that helps us evidence our progress in delivering the six key themes. This includes for example: national and local surveys, adult social care and health data, feedback, and case studies from our provider services.

We will feedback to Carers on a regular basis on our achievements and delivery plans.

#### **14. Further information**

14.1 The attached action plan sets out some tangible actions Carers told us would make their lives better. This feedback was gathered throughout the consultation process of the Carers Strategy.

14.2 Please see the Council's Joint Strategic Needs Assessment for further information about Haringey's population needs: [Joint Strategic Needs Assessment \(JSNA\) | Haringey Council](#)

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## Action Plan 2025 – 2026

Topic & Area for Improvement	Actions by November 2026
<b>Getting the Basics Right</b>	
<b>a. Identification of Carers, including those with Disabilities</b>	Raise awareness of <b>what a Carer is and their rights</b> , especially among professionals (GPs, hospitals, schools, local authority) <ul style="list-style-type: none"> <li>• <i>Implement the Carer identification project in hospitals</i></li> </ul>
<b>b. Improved Accessibility, Assessments and Reviews</b>	Ensure <b>evidence of Carer involvement</b> in assessments and reviews is documented <ul style="list-style-type: none"> <li>• <i>Share <b>realistic timescales</b> for reviews, assessments, and communication, with an appeals process</i></li> <li>• <i>Ensure <b>timely assessments</b>, as they unlock access to other forms of support</i></li> </ul>
<b>c. Carer Resilience and Emergency Planning</b>	Ensure Carers are aware of <b>Connected Communities</b> and other local initiatives <ul style="list-style-type: none"> <li>• <i>Create <b>clear, accessible information</b> to explain processes, rights, and services</i></li> <li>• <i>Improve <b>signposting to all local organisations</b> offering support, including housing, benefits and respite</i></li> </ul>
<b>d. Housing, Repairs and Adaptation</b>	Treat <b>housing as a core issue</b> in Carers' assessments and support planning <ul style="list-style-type: none"> <li>• <i>Signpost Carers to Occupational Therapy and / or Housing to receive Housing Support as applicable, based on assessment</i></li> </ul>
<b>Information and Communication</b>	
<b>a. Improve Communication</b>	Provide Carers with <b>multiple channels of communication</b> : in-person, WhatsApp, telephone, and virtual <ul style="list-style-type: none"> <li>• <i>Improve response times to Carers, especially for person-to-person contacts, like in-person visits or phone calls</i></li> <li>• <i>Develop a <b>centralised, user-friendly website</b> with up-to-date contact details and service information</i></li> </ul>

<b>b. One Stop Shops &amp; Carers Drop-Ins</b>	<p>Develop a <b>One Stop Shop</b> for Carers to access council services, benefits and support in one place</p> <ul style="list-style-type: none"> <li>• <i>Use the localities model as a way to begin development of a place where more advice and support can be found in one place</i></li> </ul>
<b>c. Minimum Standards for Carer Support</b>	<p>Establish a <b>feedback loop</b> to ensure Carers' voices shape service delivery and improvement</p> <ul style="list-style-type: none"> <li>• <i>Use current co-production groups to maximise participation and improvement</i></li> </ul>
<b>d. Digital Inclusion</b>	<p>Provide <b>digital training</b> to improve Carers' confidence, while maintaining non-digital alternatives</p> <ul style="list-style-type: none"> <li>• <i>Provide <b>tech support initiatives</b> like "Coffee &amp; Computers" to help Carers become digitally confident</i></li> <li>• <i>Support <b>peer-led IT sessions</b> to improve digital literacy and reduce isolation</i></li> </ul>
<b>Health and Wellbeing</b>	
<b>a. Carer Empowerment</b>	<p>Establish <b>peer support networks</b> including locality-based WhatsApp groups and regular in-person/virtual meetups.</p> <ul style="list-style-type: none"> <li>• <i>This may include an <b>Experts by Experience group</b> to engage with professionals and influence practice</i></li> </ul>
<b>b. Social, Emotional, Health, and Wellbeing Services</b>	<p>Organise <b>joint sessions with Carers and health professionals</b> to improve mutual understanding</p> <ul style="list-style-type: none"> <li>• <i>Engage Carers in the offer of things like the Recovery College model, to ensure things like <b>group counselling sessions</b> for Carers, distinct from IAPT services, can be accessed</i></li> </ul>
<b>c. Carers Health Checks</b>	<p>Ensure <b>GPs and frontline professionals</b> are equipped to signpost Carers effectively to other agencies and help</p> <ul style="list-style-type: none"> <li>• <i>Include the GP Federation in online</i></li> </ul>
<b>d. Stress Management and Mindfulness</b>	<p>Recognise and respond to the <b>mental health impact of caring</b>, offering counselling, CBT, and peer support</p> <ul style="list-style-type: none"> <li>• <i>Ensure that other actions in the Strategy help minimise stress management for Carers</i></li> </ul>

<b>e. Tackle Health Inequalities</b>	<p>Ensure professionals <b>do not assume understanding based on capacity</b>—information must be explained clearly and respectfully</p> <ul style="list-style-type: none"> <li>• <i>Through partnership working, ensure that other partners are supported to share information in a variety of formats, through the localities model and other interventions</i></li> </ul>
<b>Respite and Breaks</b>	
<b>a. Simplifying process</b>	Use <b>digital forms for respite requests</b> for digitally confident Carers to reduce phone traffic
<b>b. Planning and Payments</b>	Provide <b>Carers cards</b> , clear information on <b>respite rights</b> and <b>emergency planning tools</b> .
<b>c. Range of Respite Options</b>	<p>Create <b>opportunities for Carers to take time out</b>, including access to events, peer support, and social spaces</p> <ul style="list-style-type: none"> <li>• <i>Offer <b>alternative, personalised respite options</b> that reflect Carers' preferences and cultural needs</i></li> </ul>
<b>d. Innovation</b>	<p>Work with Carers to develop further innovative ways to meet respite needs</p> <ul style="list-style-type: none"> <li>• <i>Evaluate the impact of other initiatives to see if they are meeting needs of Carers in as innovative a way as possible.</i></li> </ul>
<b>Financial Resilience and Employment</b>	
<b>a. Practical Support</b>	Make the process of accessing <b>direct payments and personalised care</b> more transparent
<b>b. Improve information and access to: Concessions, Benefits Maximisation and Debt Management</b>	<p>Work with other Council departments to improve <b>benefits advice and financial guidance</b>, including about Carers' rights and entitlements, grants, concessions, and debt avoidance support</p> <ul style="list-style-type: none"> <li>• <i>Carers will have access to better information via the Council's website, user-guides, and locality drop-ins</i></li> </ul>

<b>c. Flexible Working and Support in Accessing Paid Work</b>	Support Carers to advocate for workplace policies that support Carers, such as flexible working and paid leave. <ul style="list-style-type: none"> <li>• <i>Signpost Carers to voluntary sector organisations that can help them understand and advocate for their needs for flexible working</i></li> </ul>
<b>Training</b>	
<b>a. Training for Safe Care</b>	Offer <b>training in safe care practices</b> , such as the <b>Significant 7</b> (early signs of deterioration). <ul style="list-style-type: none"> <li>• <i>Include training in safe care as a feature of lunch-and-learn, one-stop-shop and other initiatives with Carers</i></li> </ul>
<b>b. Partnering with Voluntary Sector and Local Businesses</b>	Signpost Carers to the local voluntary sector and other community resources for help and support, leveraging other initiatives of the Carers Strategy to achieve this aim.
<b>c. Training for Staff</b>	Cultural competency training for staff to ensure services are culturally sensitive.

## Measures of Success

Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
<b>Getting the Basics Right</b>			
The number of Carers known to the Council	2021 Census compared to Council Database	Adult Social Care	Increase
The number of annual reviews given to residents who have Carers	Council Database	Adult Social Care	Increase
Proportion of Carers who report they have been included and / or consulted in discussions about the person they care for	ASCOF Survey	Adult Social Care	Increase
The number of Carers assessments	Council Database	Adult Social Care	Increase
The number of Carers reviews	Council Database	Adult Social Care	Increase
The number of Carers who report having access to accessible information about processes, rights and services	Survey	Adult Social Care	Increase
Proportion of Carers who are signposted to other organisations for support	Survey	Adult Social Care	Increase
Overall satisfaction of Carers with social services	ASCOF Survey	Adult Social Care	Increase
<b>Information and Communication</b>			
Response time to Carers	Council databases	Adult Social Care	Decrease
Proportion of Carers who find it easy to find information about support	ASCOF Survey	Adult Social Care	Increase

Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
Number of communication channels	Survey	Adult Social Care Communications Team	Increase
Advice and support found in centralised place(s)	Survey	Adult Social Care Housing	Increase
Carers' voices are evident in service delivery, improvement and evaluation	Case Studies	Adults Improvement Board	Increase
Carers can access digital support	Survey	Adult Social Care	Increase
<b>Health and Wellbeing</b>			
Carers can access Peer Support	Survey	Adult Social Care	Increase
Carers have access to health services to support their mental health and wellbeing	Survey	GP Federation	Increase
Carers have annual Health Checks	NHS database	GP Federation	Increase
Number of Carers reporting a good quality of life	ASCOF Survey	Adult Social Care	Increase
Medical information is shared in accessible formats to Carers	Survey	GP Federation	Increase
<b>Respite and Breaks</b>			
Digital platforms are used to access respite	Digital data	Digital Team, Haringey	Increase
Proportion of Carers who find it easy to find information about support	ASCOF Survey	Adult Social Care	Increase
Number of Respite options	Commissioning Data	Commissioning, Adult Social Care	Increase



Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
Number of Respite places	Commissioning Data	Commissioning, Adult Social Care	Increase
Proportion of Carers who reported they had as much social contact as they would like	ASCOF Survey	Adult Social Care	Increase
<b>Financial Resilience and Employment</b>			
The proportion of Carers receiving self-directed support	Social Care data	Adult Social Care	Increase
The proportion of Carers receiving direct payments	Social Care data	Commissioning, Adult Social Care	Increase
Access to eligible Benefits	Financial Assessment Data	Commissioning, Adult Social Care	Increase
Accessible Financial guidance available to Carers	Survey	Voluntary Sector Partner	Increase
<b>Training</b>			
Safe-care-practices training is signposted to Carers	Survey	Voluntary Sector Partner	Increase
Carers know how to access training and / or support	Survey	Adult Social Care	Increase