

Report for: Cabinet – 11 November 2025

Item number: 15

Title: Haringey Adult Carers Strategy, 2025-2028

Report authorised by: Sara Sutton, Corporate Director, Adults, Housing and Health

Lead Officer: Jo Baty, Director of Adult Social Services

Ward(s) affected: All

Report for Key/
Non Key Decision: Key Decision

1. Describe the issue under consideration

- 1.1. This report presents Haringey's Adult Carers Strategy 2025-2028 for Cabinet approval. It outlines the strategic direction and priorities for supporting unpaid Carers in the borough, following extensive engagement and co-production with Carers, partners and stakeholders. It seeks Cabinet's approval of the Strategy and endorsement of the proposed first-phase delivery plan.

2. Cabinet Member Introduction

- 2.1. I am pleased to introduce the Haringey Adult Carers Strategy 2025–2028, a vital and heartfelt commitment to the thousands of unpaid adult Carers who support family or friends across our borough.

This Strategy is the result of collaboration, co-produced with carers themselves, alongside our partners in health, social care and the voluntary sector. It reflects the values of Haringey Deal, placing residents at the heart of service design and delivery, and ensuring that our approach is inclusive, responsive and rooted in lived experience.

- 2.2. Adult carers are often unsung heroes. Whether caring for a parent, partner, sibling, or friend – often while managing work, family or their own health; carers play a vital role in sustaining wellbeing and independence and helping residents live and age well, in the way they choose. This Strategy sets out clear priorities to improve access to support, enhance wellbeing and reduce inequalities. It is a recognition of the challenges carers face and a promise to stand with them, ensuring they are seen, heard and valued.

3. Recommendations

- 3.1. For the reasons set out in this report and appendices, Cabinet is recommended: to approve the Haringey Adult Carers Strategy 2025 - 2028 and endorse the proposed first-phase delivery plan.

4. Reasons for decision

- 4.1. The Council has a responsibility under Section 2 of the Care Act 2014 to prevent, reduce or delay Carers coming into need of further services, or delaying deterioration wherever possible.
- 4.2. There are also legislative requirements for health and care statutory partners in relation to Carers; further there are relevant interdependencies within the Equality Act protected characteristics, including age, disability, gender and race.
- 4.3. The joined-up approach taken has also framed supporting Carers' resilience, health and wellbeing as a borough responsibility, beyond just health and social care boundaries.
- 4.4. Our CQC report in February 2025 indicated that Carers were often dissatisfied with the level of support they received from the Council. This Strategy is part of our commitment to our improvement journey with Carers who provide unpaid care and support to residents in Haringey. We have listened to not only the CQC feedback but also to feedback across several different methods of engagement and coproduction with Carers across the borough.

5. Background information

- 5.1. Carers in Haringey provide an approximately 490,000 hours of care each week this equates to care worth in excess of £480 million per year. They provide vital support to family members, friends or neighbours who are older, disabled or experiencing illness. The contribution of Carers is indispensable, yet many face significant challenges including financial hardship, isolation, and impacts on their own health and wellbeing.
- 5.2. The Haringey Carers Strategy 2025-28 builds upon Haringey's previous Carers' Strategy and aligns with the Council's Care Act 2014 duties, national policy, the Corporate Delivery Plan, the Haringey Deal and Haringey's commitment to delivering inclusive, person-centred support services.
- 5.3. We want to ensure that our improvement journey puts Carers at the heart of what we do and that we prioritise the changes and improvements that are important to them. Our Carers' Strategy has undergone several engagement events with Carers, to co-produce the next action-steps of the updated Carers' Strategy.
- 5.4. The Strategy has been shaped through a wide-reaching programme of engagement and co-production activity between October 2023 and May 2025.
- 5.5. The Adult Social Care (ASC) Commissioning team and the senior ASC leadership team have led on the co-production work described below and have worked closely with the Council's Engagement Team to ensure that we have reached as many communities within Haringey as possible. This has included work with our African and Caribbean Network, Turkish and Kurdish Community

Network and Somali Community Network to build relationships with these communities.

- 5.6. We have also held multiple events across each locality in Haringey, at different venues, across different times of day, including evenings and weekends, to ensure we can maximise participation of Carers.
- 5.7. The topics reflect those which Carers told us mattered to them most. The engagement and co-production to develop these topics and associated areas for improvement included:
 - 5.7.1. **Surveys on Commonplace:** Members of the Carers Co-Production Group co-produced a Carers' survey, which was then circulated both online and via postal submissions to ensure that Carers could share their valuable feedback and suggestions. 274 submissions were received, representing an 11% response rate.
 - 5.7.2. **Carers Strategy workshops:** Carers and partners participated in workshops to identify the priority areas within each theme and tangible actions that would make the most difference in the next 6-18 months. Over 100 Carers attended one of three in-person workshops and one online workshop.
 - 5.7.3. **Walk-in Opportunities:** We provided walk-in opportunities at libraries across the three localities allowing Carers to engage with us in person.
 - 5.7.4. **Carers' Rights Day:** This event facilitated community building and open dialogue, enabling Carers to connect and share their experiences with ASC Commissioning team colleagues.
 - 5.7.5. **Carers' Coffee Morning:** Receiving feedback from Carers who attend this weekly held session for Carers to discuss their needs and challenges.
 - 5.7.6. **Multiple Reference Groups:** We attended several reference groups to ensure ongoing input and collaboration from Carers.
 - 5.7.7. **Commissioning Co-production Board:** Feedback from Carer representatives and system partners has regularly happened in this 6-weekly meeting since July 2024.
 - 5.7.8. **Carers' Coproduction Group:** A dedicated group in Haringey ensuring Carers' voices integral to shaping the services and Strategy.
 - 5.7.9. **Dementia Café Sessions:** These sessions offered a supportive environment for Carers of individuals with dementia to discuss their unique challenges and needs.

5.7.10. **Carers' Working Group:** These sessions include carer representatives and system partners overseeing the progress of the previous strategy.

5.8. This collaborative approach has ensured that the Strategy is rooted in the real experiences and priorities of Carers in Haringey.

5.9. Upon publication of the Carers Strategy and building on existing co-production governance, we will establish a new Carers' Strategy Working Group to further develop the Action Plan for the Strategy. The Working Group will be co-chaired between a Commissioner from ASC and a Carer and with representation from a diverse range of Carers and the organisations and services supporting them. The Carers' Strategy Working Group will report into existing Haringey governance including the Health and Wellbeing Board, the Borough Based Partnership, the ASC Improvement Board and Adults and Health Scrutiny Panel.

6. Contribution to strategic outcomes

6.1. The Carers Strategy will contribute to the following Council key themes cited in the Corporate Delivery Plan:

6.1.1. Resident experience and working together: improving how residents interact with the council and fostering community collaboration;

6.1.2. Adults, health, and welfare: enhancing health and welfare services for adults.

7. Statutory Officers comments

7.1. Finance

7.1.1 Haringey Adult Carers Strategy 2025-2028 builds on existing resources accounted for within Adult Social Care's budget for the provision of carers. £1.491m Better Care Fund remains in place to support the deliverables as set out within the strategy.

7.1.2 It is anticipated there are no additional cost pressures in the delivery of the Haringey's Adults Carer's strategy.

7.2. Strategic Procurement

7.2.1 Strategic Procurement has been consulted on and notes the content of this report.

7.3. Legal

7.3.1. The Care Act 2014 section 10 sets out the local authority's (LA) responsibilities to carers for adult members of the community.

7.3.2. The Children and Families Act 2014 and the Care Act 2014 significantly strengthened the rights for parent carers and young carers up to the age of 18. They also recognised the need to improve young carers' transition to adulthood and work together to make sure the needs of the whole family are met and inappropriate or excessive caring by young carers is prevented or reduced.

7.3.3. The Local Authority has a duty to provide care and support to those individuals assessed as needing this pursuant to assessments under Part 1 Care Act 2014. This includes under s10 a duty to assess carers who may have needs for care and support and under s20 a duty or power in general terms to provide any assessed eligible care and support needs for carers.

7.3.4. The proposals in this Report are in line with the local authority's statutory responsibilities.

7.4. **Equality**

7.4.1. The Council has a statutory duty to comply with the provisions set out in Section 149, Equality Act 2010. The Council must therefore have due regard to:

- eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under this Act.
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

7.4.2. The protected characteristics defined by law are race and ethnicity, disability, sex, gender reassignment, age, sexual orientation, pregnancy and maternity, religion or belief, marriage, and civil partnership.

7.4.3. The primary objectives of the Haringey Carers Strategy are to improve the health and wellbeing of Carers and provide improvements and transformation to services within the available budget and to meet legislative statutory requirements.

8. **Use of Appendices**

Appendix 1: Haringey Adult Carers Strategy (2025-2028)

Appendix 2: Equality Impact Assessment (EqIA)

9. **Background papers**

9.1. **Government (Access to Information) Act 198**

- 9.1.1.** This report contains exempt and non-exempt information. Exempt information is contained in the exempt report and is not for publication. The exempt information is identified in the amended schedule 12 A of the Local Government Act 1972 under the following category (3) information in relation to financial or the business affairs of any particular person (including the authority holding that information).