

HARINGEY ADULT CARERS STRATEGY 2025-2028





FOREWORD

I am proud to introduce the Haringey Carers Strategy 2025–2028, a document that reflects the strength, perseverance, and resilience of our borough's unpaid carers – and the power of working together.

This Strategy is a shared achievement, co-produced with carers, community organisations, and partners across health, social care and the voluntary sector. It embodies the spirit of the

Haringey Deal – our commitment to working in partnership with residents to co-design and co-deliver services that are inclusive and responsive.

This document is rooted in the lived experiences of those who care, day in and day out, often without recognition or reward. Their voices have shaped every page, and their insights have guided every priority.

Carers in Haringey reflect that richness and diversity of our borough. Whether you're a working-age carer juggling employment and family, someone juggling caring with your own health and wellbeing challenges, or a carer from a community that has historically been underrepresented, we hope you will see yourself in this Strategy. We are committed to recognising and supporting every carer, regardless of background, language, identity, or circumstance.

This Strategy focuses on practical improvements: better access to information, timely assessments, inclusive respite options, and support for health, wellbeing, and employment. It also places a strong emphasis on reducing health inequalities and developing cultural awareness across services – so that support is not only available, but is also meaningful and respectful.

I'm grateful for carers' input in this Strategy and your partnership in delivering it, which is and will always be a joint endeavour. You are the quiet (and vocal!) champions of our communities. This Strategy is a tribute to your dedication – and a promise that we will always seek to walk alongside you on your caring journey.

Warm regards,

A handwritten signature in black ink, appearing to read 'Lucia das Neves'.

Cllr Lucia das Neves
Cabinet Member for Health, Social Care, and Wellbeing

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EXECUTIVE SUMMARY

This Strategy has been jointly created with carers, who have shared their lived experiences, challenges and aspirations with us. It has also been shaped by expertise from our partners across health, social care and voluntary and community sectors. We have listened to your feedback and learned from our past actions—the new Strategy sets out a renewed and ambitious approach to better support carers now and into the future.

We know that every carer's journey is unique. That's why this Strategy is designed to be inclusive, flexible, and responsive, recognising the diversity of carers in Haringey and the different forms that care can take.

This Strategy is a guide for unpaid carers, council officers, health and social care professionals, voluntary and community sector partners and local employers.

OUR SHARED VISION AND MISSION

Our vision remains clear and unchanged:

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

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.



OUR SIX PRIORITIES

This strategy sets out our 6 priorities to achieve our vision:

1. Getting the basics right – carers feel supported and not alone

- Find and include carers from underrepresented communities, including those with disabilities, young adults and working-age carers, to make sure the support we offer is fully inclusive. Improve the assessment and review system, so they are done on time and with minimum stress and maximum consideration for carers. Help carers make an emergency plan, so they have peace of mind for the future of their loved one. Continue to work towards prompt effective housing repairs and adaptations for carers as a Council priority.

2. Information and communication – carers understand what they need to know

- Make sure all our communication is on time, relevant and accessible for all. Have one clearly signposted place where all information carers need to know is presented in an accessible way. Review the current systems to find and fix inefficiencies. Continue to deliver surgeries for carers and actively signpost carers to relevant services and support across the East, Central, and West areas of the borough.

3. Health and wellbeing – carers are happy and healthy

- Offer a variety of services and activities that carers can take up to help their wellbeing. Check in regularly on carers' physical and mental health. Share programmes to help carers manage stress and improve mental wellbeing.

4. Respite and breaks – carers can easily take a break

- Make the process to arrange and pay for breaks simple and less of a burden for carers. Offer a broad range of respite options, so carers can choose what best fits their needs. Explore trying out innovative solutions using new technology.

5. Financial resilience and employment – carers aren't worried about money

- Make sure carers can get all the benefits and financial support that are available to them. Offer free financial planning and budgeting support, including to manage debt. Reach out to employers to explain what carers need in terms of flexible working arrangements and encourage them to offer them. Support carers who want to get work or training.

6. Training – carers and staff get training to support their role

- Find ways to more effectively communicate and deliver training on safe care for different conditions. Train all frontline staff on supporting specialist needs, including disabilities, culturally sensitive topics and specific mental and physical health conditions, such as dementia and autism. Provide carers with the knowledge, skills and confidence they need to advocate for themselves and the person they care for.

LOOKING AHEAD

This Strategy is just the beginning. Over the next three years, we will work together to deliver real, practical improvements – starting with a 12-month action plan co-developed with carers. A dedicated carers Strategy Working Group, co-chaired by a carer, will oversee progress and ensure accountability.

We invite you to read this Strategy, share your thoughts, and stay involved. Together, we can build a borough where every carer feels seen, supported, and empowered.

INTRODUCTION

Every day, thousands of Haringey residents provide essential care and support to family members, friends, and neighbours - often making personal sacrifices without recognition or reward. These unpaid carers are the unsung heroes of our communities, ensuring individuals with complex needs can live with dignity and independence while reducing pressure on public health and social care systems.

We need a comprehensive Carers Strategy to make sure carers receive the support, respect, and resources they need to sustain their own wellbeing and that of those they care for. The Strategy sets out our clear, inclusive and proactive approach to how we will fulfil this responsibility to carers in Haringey.

THE STORY SO FAR

Since the launch of Haringey's previous Carers Strategy (2020–2023), we have made important strides in working collaboratively to address key challenges and we have begun to enhance the quality and reach of support services.¹

However, we also recognise that more needs to be done. 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 stage².

We want to make sure carers can see their voices in the design of our services and that the support they get is accessible, respectful and culturally appropriate.

1 An evaluation of our 2020-2023 Carers Strategy is available in Appendix 3.

2 More detail on the development and co-production of this Strategy is available in Appendix 2.

CARERS AND THE LAW

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:

- Assist with daily tasks such as bathing, dressing, eating, shopping or managing medications
- Provide companionship and emotional support
- Act as an advocate to get the medical attention or social services their loved one needs
- 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 circumstances³, including:

- Young adult carers, who are balancing care with education or early careers.
- Carers with disabilities, including those with mental health needs, learning disabilities, autism, neurodiverse conditions, and physical health issues.
- Working-age carers, who juggle employment and caring responsibilities.
- LGBTQI+ carers, whose experiences may be shaped by stigma or exclusion.
- Hidden carers, who may not yet recognise themselves as carers or be known to services.

CARE ACT 2014

The Care Act 2014 places a number of statutory duties on local authorities, which describe the services we must provide for carers and the standards we have to meet. It sets out and protects the rights of carers.

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. The Care Act is mainly for adults in need of care and support, and their adult carers.

The Act sets out:

- How local authorities should carry out carers' assessments
- How local authorities should determine who is eligible for support
- If local authorities should charge for carer support
- Other obligations that local authorities have to carers

POTENTIAL IMPACT OF WELFARE REFORMS ON CARERS

Welfare reforms can have significant and far-reaching consequences for unpaid carers, many of whom rely on financial support to sustain their caring roles. Changes to benefits such as Carer's Allowance, Universal Credit and disability-related entitlements may increase financial insecurity, particularly for those balancing care with employment or unable to work due to their caring responsibilities.

In Haringey, where many carers already face economic and social challenges, these reforms risk exacerbating inequalities and placing additional strain on mental health and wellbeing. As part of this Strategy, we will monitor the local impact of national welfare changes, advocate for fairer support systems and ensure carers are signposted to timely advice, benefits guidance and financial assistance to mitigate adverse effects.

For more information on welfare reforms, you can visit: [Welfare reform - GOV.UK](https://www.gov.uk/welfare-reform)

3 More details on the demographics of our carers are available in Appendix 1.



53%

cared for someone for 50
hours per week or more



49%

have been carers
for 10+ years

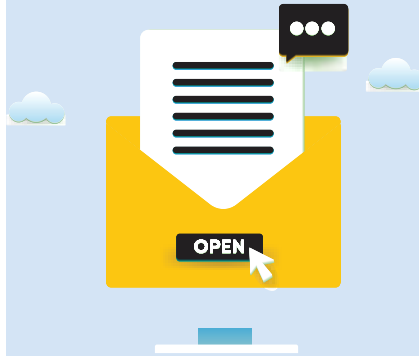


55%

struggle to access
support information



53% lack access
to respite
care



66%

prefer email
communication



43%

of carers are from
the ethnically diverse
backgrounds

59%

of carers rate
their wellbeing
as fair or poor



VISION AND MISSION

VISION:

"All carers, of all ages, are recognised, respected, and supported."

Recognised means people know about carers and the care they give.

Respected means carers are treated in the right way.

Supported means carers are listened to and helped in the best way.

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.

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

YOUNG CARERS STRATEGY

While this Strategy focuses on unpaid adult carers, Haringey Council recognises the vital role that young carers play in supporting family members and loved ones. We are committed to developing a dedicated Young carers Strategy that reflects their unique experiences, needs and aspirations. This work will be shaped in partnership with young people, families, schools, and services, including the Haringey Youth Service, which already provides valuable support to young carers across the borough. You can find more information about their work [here](#).

As part of our wider ambition, we are working to bring greater synergy between children's and adults' services, ensuring smoother transitions, shared learning, and more joined-up support for carers of all ages. Our long-term aspiration is to develop an All-Age Carers Strategy—a holistic, inclusive approach that supports carers throughout their lives. This Adult Carers Strategy lays the foundation for that future, and we are proud to take this next step in partnership with our communities.



STRATEGIC PRIORITIES AND OBJECTIVES

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

GETTING THE BASICS RIGHT

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."

"Understanding carers and listening."

The previous strategy completed an equality review to understand the needs of carers from a variety of backgrounds. However, identifying carers—particularly those from underrepresented or seldom-heard communities—remains inconsistent. This limits access to support and contributes to inequality in service provision.

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

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.

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.

THIS STRATEGY RECOMMENDS:

Direct resources to identifying and including carers from underrepresented or seldom-heard communities, including those with disabilities, young adults and working-age carers.

- Evaluate and ensure all services are designed with inclusivity in mind to help remove barriers and promote equal access.
- Provide tailored support for carers with learning disabilities, mental health conditions and other health issues, to ensure services are accessible and inclusive. This involves offering specialised resources, such as targeted training programmes, support groups, and accessible information to address their unique needs.
- Promote carers' rights through borough-wide awareness campaigns.
- Embrace innovative digital solutions to enhance engagement. Use the data and insights collected by our commissioned partner Mobilise Care Ltd, a digital platform designed to identify and support hidden carers, to inform future service development and ensure we are responsive to diverse needs.

Improve the assessment and review system, so they are conducted in a timely, empathetic and professional manner.

- Provide clear information on the assessment process and ensure carers are involved in decision-making, e.g. on the Council website.
- Ensure carers know and understand their rights.
- Train staff in culturally aware and empathetic communication and create a handbook or guidance for staff and carers that is consistent with the Council website.

Provide resources and support for carers to have an emergency plan.

- Carers, especially elderly carers, worry what would happen to their loved one if they were suddenly no longer able to look after them. Working with carers to develop contingency plans and ensure all have access to emergency

support services, for carer peace of mind, so that in an emergency they only need to worry about themselves.

Continue to work towards prompt housing repairs and adaptations for carers.

- We are committed to ensuring everyone has safe, accessible and comfortable living environments. Since bringing our housing services back in house, we have been able to work further towards this goal, but we recognise there is still a long way to go. Feedback from our co-production process indicated that while this is still a key issue, there are others that are a higher priority that we should focus on. However, we will work closely with our housing team to ensure carers' views are represented and they are factored into plans and developments.
- Provide grants and assistance for home modifications, such as installing ramps, handrails and accessible bathrooms, to help individuals maintain their independence and improve quality of life.

INFORMATION AND COMMUNICATION

Carers told us that:



"Regular updates about services and changes would be helpful."

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

"Too much bureaucracy makes it hard to support someone at times"

The previous strategy established the Carers First monthly newsletter for registered carers and regular carers' forums and reference groups.

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.

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. Carers also reported having translation and BSL interpretation would help them feel understood and better informed.

THIS STRATEGY RECOMMENDS:

Develop a specific strategy to improve communication, to give carers timely, relevant and accessible information.

- This could include regular newsletters, updates on the council's website and social media engagement.
- Develop and implement minimum standards for carer support services to ensure consistency and quality across the borough.
- Develop a multi-lingual carers handbook that has all relevant information.

Review current systems to identify and fix inefficiencies.

- Such as long wait times on the phone, being passed on to the wrong person and a lack of signposting towards the information needed.

Continue to deliver surgeries for carers and actively signpost carers.

- This means carers have a place they can drop into or reach online to ask all their questions.
- Where language is a barrier, the council will facilitate access to multi-lingual resources, and staff will be trained in disability and mental health support.

HEALTH AND WELLBEING

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."

"I often don't find time to attend to my own health needs because I am away attending to the person I am caring for health needs"

Work was done under the last strategy, but we are seeing more health issues among carers, due to the demanding nature of their role. The co-production process also identified that carers need additional support to manage stress and their mental wellbeing in the years after covid and the cost-of-living crisis. Having options close to home is important.

THIS STRATEGY RECOMMENDS:

Provide a range of services and activities that carers can access to support their overall wellbeing.

- Create new opportunities in multiple locations and boost the profile of existing social events, support groups, community, and recreational activities that help carers build networks and reduce isolation. Learn from the success of carers coffee mornings and make sure networks are led by community members and meaningful to carers.
- Provide carers with free or discounted access to gym and leisure centres.

Offer regular health checks for carers to monitor their physical and mental health and provide early intervention and support where needed.

- Continue working with the NHS to ensure everyone can equally access healthcare services they need.

- Implement regular health assessments and create a tailored health promotion programme to address specific needs.
- Prioritise carers for flu vaccines and COVID-19 boosters.

Implement programmes to help carers manage stress and improve their mental wellbeing.

- This could include mindfulness workshops, relaxation techniques, and access to mental health resources.



RESPITE AND BREAKS

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."

"I would like a better service, a better understanding of how difficult it is to look after people and for things to move smoothly."

"All my work annual leave is used up on doctors' appointments"

Carers need breaks to reduce their stress, maintain their health and enhance their wellbeing with activities that take their mind off caring responsibilities.

THIS STRATEGY RECOMMENDS:

Simplify the process for carers to arrange and pay for breaks.

- Streamline administrative procedures, offer clear guidance and provide easy-to-access financial support. Reduce inefficiencies and

make sure we are accountable to carers.

- Implement user-friendly online platforms and dedicated support services for carers to quickly and efficiently arrange respite care.
- Improve the Council's performance in planning and coordinating respite care and making respite payments to carers. Ensure the Council makes payments on time and communications with carers is clear, empathetic and reliable.

Offer a broad range of respite options to suit the different needs of carers.

- This includes short-term breaks, emergency respite, and longer-term respite care, such as Shared Lives, Day Opportunities, etc.

Explore trying out innovative solutions using new technology (after getting the basics right first).

- In time, investigate the opportunities technology-assisted care can bring, such as integrating smart gadgets, AI health tracking and virtual companions. These could ensure those receiving care remain safe, engaged and well-monitored, allowing carers peace of mind when they take breaks. Technological advancements could also reduce the burden on carers in their daily lives.



FINANCIAL RESILIENCE AND EMPLOYMENT

Carers told us that:



"When it comes to surviving without money and unemployment all that is really needed at this time is help on how to get funding support and a job that aligns with your current situation."

"We need to know if there is any financial support available other than benefits."

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. More discussions and advocacy are needed from the Council to ensure employers give carers the flexibility they need.

THIS STRATEGY RECOMMENDS:

Make sure carers know about and can receive all the benefits and financial support available to them.

- Provide clear and easy-to-find information on eligibility, application processes and all potential sources of support.
- Provide access to practical support services, such as handyperson services, transport, and parking assistance, and help with utility bills.
- Explore opportunities to increase concessions for carers, such as discounts on leisure activities, transport, and other services.

Offer free financial planning and budgeting support to manage debt.

- Provide access to professional financial advisors, who can give carers personalised guidance on managing finances, creating effective budgets and planning for the future.
- Offer online resources, such as budgeting tools and educational materials.
- Better signpost carers to existing services to maximise income.

Advocate and raise awareness among employers that carers need flexible working arrangements, including offering remote working, flexitime and compressed hours.

- Work with the Inclusive Econo Team in the Council to actively promote supportive workplace policies to create a more inclusive and accommodating environment for carers.
- Advocate for paid leave policies that allow carers to take time off to attend to urgent caregiving needs without financial strain.

Support carers who want 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.



TRAINING

Carers told us that:



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

"It would be most helpful to have any training that will give me more understanding to care for those with certain illnesses, conditions etc"

"That the council respond back in a timely manner and with empathy, understanding of needs and concerns"

Carers wanted to understand their own role and to be able to speak to staff in all services, who are empathetic, reliable and have a good understanding of what they are going through. Carers also wanted to know how to handle complex conditions, particularly mental health conditions.



THIS STRATEGY RECOMMENDS:

Continue offering training for safe care and find ways to more efficiently communicate and deliver this training.

- This includes training on specific health conditions, first aid, sepsis, dementia, autism, manual handling etc.
- Offer multiple options for time slots and online and in-person.

Train all frontline staff on supporting specialist needs.

This includes disabilities, culturally sensitive issues and mental and physical health conditions, such as dementia and autism. Build on the partnerships forged with health and voluntary sector in the last strategy to ensure training is rolled out across the board.

Provide carers with the knowledge, skills and confidence they need to advocate for themselves and the person they care for.

- Offer training on carers' rights, self-advocacy and navigating the complex health and social care systems.

Provide training and access to digital tools for carers that need it.

- This will help carers navigate online resources, access virtual support groups, and manage their caring responsibilities more effectively.



WHAT WE WILL DO IN THE FIRST 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."



MONITORING OUR PROGRESS

This Strategy will be used to develop annual delivery plans with specific actions, 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.

To ensure robust and meaningful evaluation, we will use both quantitative and qualitative measures of success. This includes benchmarking against the Adult Social Care Outcomes Framework (ASCOF), gathering lived experience through interviews and focus groups, and analysing feedback from carers and professionals. We recognise the importance of transparency and accountability and so we will make sure our progress is evaluated independently. This will help ensure that our Strategy remains responsive, evidence-based, and focused on delivering real improvements in the lives of carers.

We will feedback to carers on a regular basis on our achievements and delivery plans. This will be done through newsletters, workshops, forums, and online platforms. Carers will have opportunities to provide feedback, ask questions, and shape future actions.

The Carers Strategy Working Group will oversee implementation and ensure that carers' voices remain central to decision-making. We will also use data, case studies and lived experience to evaluate impact and adjust our approach where needed.

This is your Strategy. Your insight, experience and advocacy will help us stay on track and deliver meaningful change.

FURTHER INFORMATION

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

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

ACTION PLAN 2025 – 2026

Included below are links to some of the baseline data that will help inform and shape the co-development of the action plan with carers and other stakeholders. We look forward to strengthening this baseline through surveys and ongoing engagement with carers throughout the lifetime of the Strategy. While these datasets may be subject to future updates, they represent the best available information at this time and will help provide valuable context as the work progresses.

→ **Census**: Haringey population change, Census 2021 – ONS

→ **ASCOF**: Measures from the Adult Social Care Outcomes Framework - NHS England Digital

→ **GP Patient Survey**: GP Patient Survey

Topic & Area for Improvement	Actions by November 2026
Getting the Basics Right	
Identification of carers, including those with disabilities	Raise awareness of what a carer is and their rights , especially among professionals (GPs, hospitals, schools, local authority) → Implement the carer identification project in hospitals
Improved Accessibility, Assessments and Reviews	Ensure evidence of carer involvement in assessments and reviews is documented → 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	Ensure carers are aware of Connected Communities and other local initiatives → 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 Adaptation	Treat housing as a core issue in carers' assessments and support planning → Signpost carers to Occupational Therapy and / or Housing to receive Housing Support as applicable, based on assessment

Topic & Area for Improvement	Actions by November 2026
Information and Communication	
Improve Communication	Provide carers with multiple channels of communication: in-person, WhatsApp, telephone, and virtual → Improve response times to carers, especially for person-to-person contacts, like in-person visits or phone calls → Develop a centralised, user-friendly website with up-to-date contact details and service information

Topic & Area for Improvement	Actions by November 2026
Drop-in Surgeries for Carers and Signposting	→ Continue to deliver carer support surgeries and actively signpost carers to relevant services. → Strengthen localised knowledge of services and community assets and enhance the quality of advice and support available through a single, accessible point of contact.
Minimum Standards for Carer Support	Establish a feedback loop to ensure carers' voices shape service delivery and improvement → Use current co-production groups to maximise participation and improvement
Digital Inclusion	Provide digital training to improve carers' confidence, while maintaining non-digital alternatives 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

Topic & Area for Improvement	Actions by November 2026
Health and Wellbeing	
Carer Empowerment	Establish peer support networks including locality-based WhatsApp groups and regular in-person/virtual meetups. → This may include an Experts by Experience group to engage with professionals and influence practice
Social, Emotional, Health, and Wellbeing Services	Organise joint sessions with carers and health professionals to improve mutual understanding → Engage carers in the offer of things like the Recovery College model, to ensure things like group counselling sessions for carers, distinct from IAPT services, can be accessed
Carers Health Checks	Ensure GPs and frontline professionals are equipped to signpost carers effectively to other agencies and help → Include the GP Federation in online
Stress Management and Mindfulness	Recognise and respond to the mental health impact of caring, offering counselling, CBT, and peer support → Ensure that other actions in the Strategy help minimise stress management for carers
Tackle Health Inequalities	Ensure professionals do not assume understanding based on capacity—information must be explained clearly and respectfully → Through partnership working, ensure that other partners are supported to share information in a variety of formats, through the localities model and other interventions

Topic & Area for Improvement	Actions by November 2026
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	Create opportunities for carers to take time out , including access to events, peer support, and social spaces → Offer alternative, personalised respite options that reflect carers' preferences and cultural needs
Innovation	Work with carers to develop further innovative ways to meet respite needs → Evaluate the impact of other initiatives to see if they are meeting needs of carers in as innovative a way as possible.

Topic & Area for Improvement	Actions by November 2026
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	Work with other Council departments to improve benefits advice and financial guidance , including about carers' rights and entitlements, grants, concessions, and debt avoidance support → 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	Support carers to advocate for workplace policies that support carers, such as flexible working and paid leave. → Signpost carers to voluntary sector organisations that can help them understand and advocate for their needs for flexible working

Topic & Area for Improvement	Actions by November 2026
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-learn, 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, leveraging other initiatives of the Carers Strategy to achieve this aim.
Training for Staff	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
Getting the Basics Right			
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

Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
Information and Communication			
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
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

Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
Health and Wellbeing			
Number of carers reporting a good experience at their GP Practice	GP Survey	GP Federation	Increase
Number of carers reporting their needs were met at their GP Practice	GP Survey	GP Federation	Increase
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
Number of carers whose health is impacted by their caring role	Personal Social Services Survey of Adult Carers in England	GP Federation	Decrease

Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
Respite and Breaks			
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
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

Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
Financial Resilience and Employment			
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
The proportion of working-age carers in employment	Personal Social Services Survey of adult carers in England	Haringey Works Adult Social Care	Increase
The proportion of local employers offering policies supportive to carers	Survey	Haringey Works	Increase
The proportion of carers in fuel poverty	Public Health Outcomes Framework	Public Health	Decrease

Local Key Performance Indicator	Data Source	Haringey Responsible Body	Increase / Decrease
Training			
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

APPENDIX 1 - DEMOGRAPHIC PROFILE OF CARERS IN HARINGEY

DEMOGRAPHIC PROFILE OF CARERS IN HARINGEY

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.

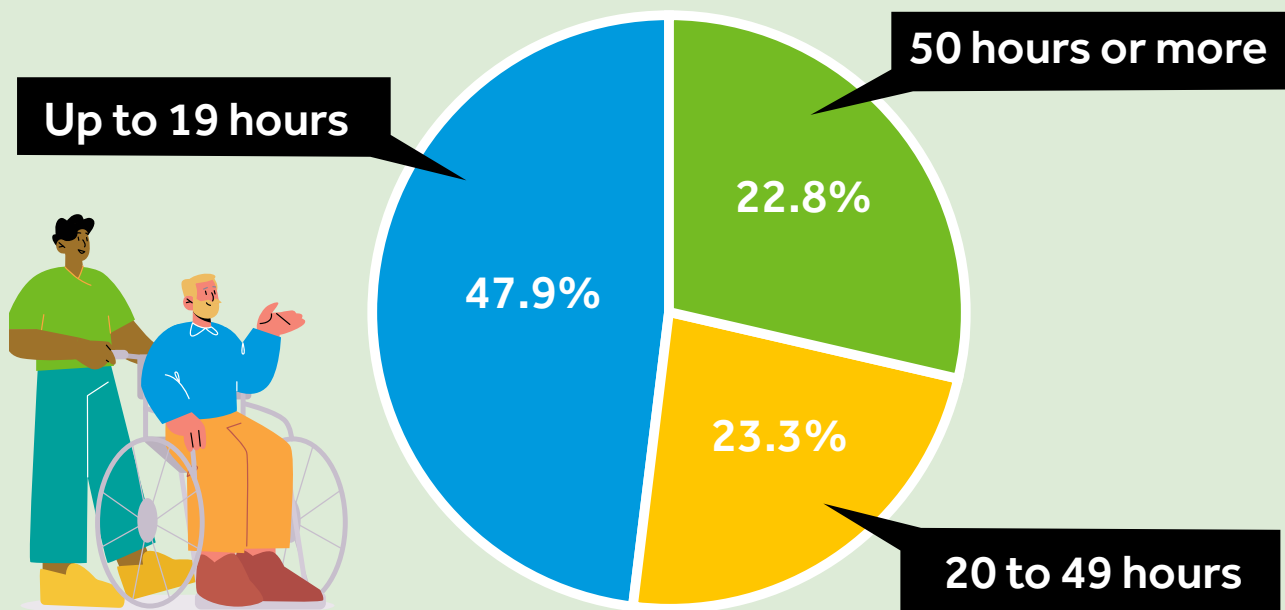


This marks a decrease from 9.3% in 2011, a trend observed across England and Wales, potentially influenced by the COVID-19 pandemic and a change to terminology and phrasing of the Census questions about caring.

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



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.

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 care-giving roles.

AGE PROFILE



The borough has experienced a

24%

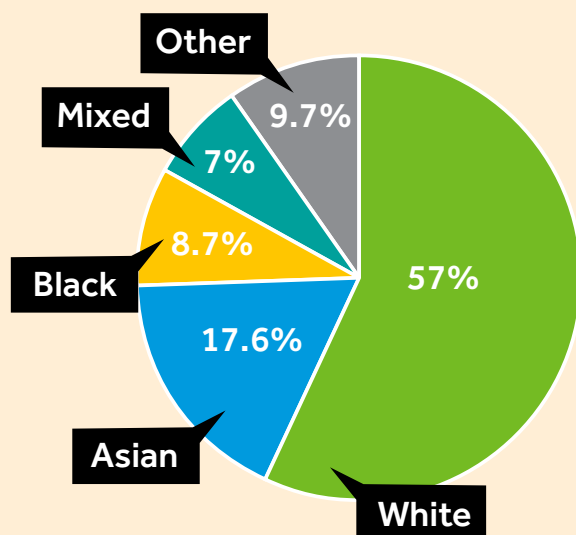
increase in residents aged 65 and over between 2011 and 2021.

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.

APPENDIX 2 - 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.

ENGAGEMENT WITH LOCAL STAKEHOLDERS AND WITH OUR RESIDENTS

In developing the Strategy, our teams in Adult Social Care also worked closely with local stakeholders to ensure a joined-up approach to supporting carers. Community organisations such as Public Voice, Carers First, Mobilise, Disability Action Haringey, Bridge Renewal Trust, and Mind in Haringey played a vital role in amplifying carers' voices and shaping priorities through their deep-rooted connections with local communities.

System partners including the Integrated Care Board North Central London (ICB NCL), the GP Federation, the Department for Work and Pensions (DWP), and council representation from Haringey Works and Shared Lives contributed to a broader understanding of how carers interact with health, employment, and welfare systems. These collaborative efforts have ensured that the Strategy reflects a whole system view, grounded in partnership working and co-production, and that we are collectively responsive to the diverse and evolving needs of carers in Haringey.

CO-PRODUCTION 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 Co-production Board:** Carer representatives and system partners inputted into the direction of the co-production of the Strategy at Board meetings.
- **Carers Co-production 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.

APPENDIX 3 - 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.



THANK YOU

To every carer, community member and partner who took the time to complete a survey, attend a workshop, join a carers group or share your story—thank you.

This Strategy would not exist without you. Your honesty, your insight and your willingness to speak openly about your experiences have shaped every part of this plan. Whether you joined us in person, online or through a quiet moment of reflection in a survey response, your voice has made a difference.

We know that caring is deeply personal. It can be joyful, exhausting, isolating and fulfilling—sometimes all at once. That's why your contributions have been so powerful. You've helped us understand what matters most, where we need to do better and how we can build a more compassionate and inclusive system of support.

This Strategy is not just a council document; it's a shared achievement. It reflects the values of Haringey DEAL, our commitment to working in partnership with residents and it sets the foundation for a future where every carer is recognised, respected and supported.

We are proud to have walked this journey with you and we look forward to continuing it, together.

With heartfelt thanks,

Haringey Council

