

Carers' strategy and action plan 2007 to 2010



**Making carers equal,
making carers count**

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Foreword from Cabinet Member

I recently attended a conference in London to launch ‘A New Deal for carers’ and one of the key speakers, a carer, made a very strong argument that she and her family and friends were the primary care system in terms of caring for her husband. At the same conference, carers UK, told the audience of the key messages and priorities from carers. In Hackney, I have also heard from carers and from our Carers Centre about what the priorities should be for the Council in respect of supporting carers. The Commission for Social Care Inspection has described support for carers as one of the biggest public policy changes of our time.

The overwhelming message is that carers want to be recognised and valued and, as the carer at the above conference said, be given a formal position within the hierarchy of care instead of being somewhere outside it, and to have their part of the primary care system recognised and acknowledged by professionals.

This strategy is ambitious and reflects what carers have told us and sets out a range of service improvements that will begin this year. The strategy has been developed in partnership with the City & Hackney Primary Care Trust, the Homerton Hospital Foundation Trust, the City and Hackney Carers Centre and with a range of voluntary sector organisations. Hackney’s Mayor together with our Chief Executive and Chief Executives of our partner organisations all support this strategy and will be active in its’ implementation.

There are many carers in Hackney and the priorities and actions set out in this strategy will assist in improving support to them. We realise that we will not be able to meet all needs of carers but by working closely with carers and our partners, we are confident that we can improve services to carers and make a difference to recognising and valuing them and respecting their important role within the primary care system.



Councillor Nargis Khan
Cabinet Member, Community Services

Introduction to the new Carers' Strategy for Hackney

Welcome to Hackney's Carers' Strategy

Hackney Council, along with the City and Hackney Carers Centre ("Carers Centre") and its' statutory and voluntary partners and carers, are pleased to present the 2007 to 2010 carers' strategy.

The strategy demonstrates our commitment to carers and gives direction for developing support and services for carers over the next 3 years. The local authority, health and voluntary partners and carers have worked in partnership to develop this strategy:

Making carers equal, making carers count

Hackney experiences wide cultural diversity and this makes it an exciting, culturally rich and vibrant place to live. It is estimated from the 2001 census that there are approximately 18,000 carers in Hackney. Many of these carers come from Black and Minority Ethnic (BME) communities and these carers may be particularly disadvantaged in accessing services.

Hackney Council understands the differing experiences of carers: some care for those with mental health issues, physical or learning disabilities, whilst others have the additional complication of caring for someone with a dual/complex diagnosis. There are parent carers caring for a child with a disability and older carers where the role of caring can move between partners, depending on each persons' current state of health. Carers can be family, friends or neighbours, or can be partners within marriage or civil partnerships.

Hackney is also aware of the number of young carers that live in the borough. Young carers can carry burdensome responsibilities and often under-achieve at school. This local strategy intends to develop a safety net to ensure that young carers' needs are identified and met so that they can enjoy the process of growing up.

"It is a constant worry, which affects my sleep.

I often lay awake, thinking about problems with a real sense of anxiety."

Carer, UK

Who is a carer?

A carer is someone who gives help and support to a relative, child, spouse, partner, sibling, parent, neighbour or friend who, due to disability, illness or frailty, is unable to manage living in their own home without help.

Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.

Carers UK definition

Carers are unpaid, may be of any age and they may live with or apart from, the cared for person.

Carers fall into the following categories:

- Adult carers: an adult caring for another adult such as a husband or wife, partner, friend or relative;
- Parent carers of Children with Disabilities: an adult who cares for a child with a long term illness or a disability;
- Young carers: a young person under the age of 18, who is in some way affected by the need to take physical, practical and/or emotional responsibility for the care of another person.

The financial cost of caring can be significant.

Recent Carers UK research showed 6/10 caring households had no-one in employment.

Carers UK

Where we are now

Hackney's carers' strategy is based on the outcome of both local and national consultation and is set within the context of national policy, legislation and local strategic priorities.

Legislation

Recent legislation has addressed the needs of carers in recognising that the demands of caring often deny carers a life of their own. The Carers (Equal Opportunities) Act 2004 addresses these needs specifically. Carers now have the right to a Carers Needs Assessment and the assessment should consider their wishes to access work, training, leisure and a life of their own.

The Carers (Equal Opportunities) Act is divided into three sections:

Section 1 gives the authority a duty to inform carers of their right to a Carers Needs Assessment.

Section 2 requires the local authority, when assessing a carers needs, to consider whether the carers wishes to undertake work, training or education or any leisure activity.

Section 3 refers to co-operation between statutory organisations in the delivery of services to carers.

The Carers Equal Opportunities Act, the Government's 'Our Health, Our Care, Our Say' and the recent 'New Deal for carers' give new direction for Community Services and outline the need for better prevention and earlier intervention in providing support to both service users and carers. They require councils and partners to work in partnership to give more choice and a louder voice to carers in the planning and delivery of services.

Changes and improvements will take time. The implementation of the Hackney carers' strategy, in partnership with carers, will support us in making the changes required.

Every day, another 6000 people take on a caring responsibility.

Carers UK

Consultation with carers

Hackney Council undertook a large survey of carers' lives and needs in 2005. The Carers Centre held three forums around this time to add to the survey. A total of 217 completed questionnaires were returned. The results of this were written up in the Carers Count pamphlet, which was distributed in June 2006. This information, together with the outcome of a national survey carried out by Carers UK, has been used to inform the carers' strategy.

On 27 November 2006, Hackney Council, along with City & Hackney Carers Centre, organised a consultation event for carers in Hackney. The aim of the day was to gather information about what carers wanted to see the carers' strategy. All carers had the chance to air their views about different aspects of caring from money matters, to their own health, information, and time away from caring.

The day was very successful with around 80 carers in attendance. The information gathered from them has proved invaluable for the development of the strategy.

The key outcomes from the conference identified the following:

- Carers want to be recognised and to be seen as individuals in their own right, who have taken on a caring role;
- Carers want to be valued and not have their support taken for granted;
- Carers want to know what services are available and how to access them. They also want to feel reassured of support in an emergency;
- Carers want to enjoy time off and they need to be supported with a range of flexible services. This might be an hour's break at the gym, or a week's break from their caring role;
- Several carers commented on the need for emotional support. Carers felt that to talk to a friend or other carers with similar responsibilities would be a good way to gain the reassurance and emotional support they need. Using e-mails to keep in touch and the development of a buddy system were also requested;
- Training was a key theme; carers identified training needs in helping them to care

safely. Carers also wanted training to help access education and work, or to pursue a hobby;

- Working carers want to be supported in meeting their caring responsibilities. They need to access up-to-date benefits information, employment rights and budgeting advice, and help in returning to work;
- Carers want to contribute to planning and delivery of services and be sure their voices are heard;
- Carers want to contribute, receive feedback and follow up, and to be sure this translates into results.

Summary of Current Service Provision

Support to adult carers

A 'breaks service' is one which actually gives the carer a break from the direct responsibility of supervising or caring for the cared for by providing a service to that person.

A breaks service must always aim to provide a positive experience for the service user as well as a break for the carer. Services provided in an emergency, such as when a carer is hospitalised, or services to allow the carer to visit the doctor or the dentist, should not be regarded as a breaks service.

Breaks should be about carers having some time to themselves.

Policy & Practice Guidance
on the Carers and Disabled
Act, 2000

Local authorities must now consider the Carers (Equal Opportunities) Act which seeks to give carers more choice and opportunities to lead a more fulfilling life by ensuring that:

- Carers receive information about their rights;
- Carers Needs Assessments consider leisure, training and work activities.

As a general rule, services provided by the Council are subject to the 'cared for person' meeting the Council's Eligibility Criteria and services provided by the voluntary sector are more 'open access' services. However, within our carers Information Strategy we will ensure that carers have access to comprehensive information about all statutory and voluntary sector services together with clear information on any relevant eligibility criteria. In Hackney, following a Carers Needs Assessment, by the Council or its' partners, it may be possible to provide breaks and other services for carers. This provision may include:

- **Flexible support:** temporary increases in care packages to cover the time away;

- **Short breaks;**
- **Transport costs;**
- **Carers Direct Payments:** Either as a one-off or on a regular basis;
- **Domestic or laundry services;**
- **Activities:** These enable the carers to have time to themselves and help them to cope with the caring role, e.g. leisure activities, adult education or complementary therapies;
- **Services at home:** These could be services such as a sitting service where a care worker comes into the home to keep the cared for person company whilst the carer has some time off to go out or rest;
- **Day resource centres**
The cared for person may be able to attend day centres, day resource centres for older people, activity groups or clubs during the day and sometimes in the evening. Children may also attend after-school clubs, playgroups or family centres. These allow the carer a break from caring, enabling them to:

- Attend carers groups;
- Go on holiday;
- Arrange relaxation therapies such as massage or reflexology ;
- Go to the cinema or theatre;
- Pursue hobbies;
- See friends and family.

- **Residential or nursing care**

For longer periods that cover both day and night, it may be possible for the person cared for to stay in a residential or nursing home. This gives the carer a complete break from caring.

Support to young carers

Where the carer is a child, a service that helps the child to take part in activities outside the home, so that they can truly benefit from such a

break, is also a breaks service. In line with existing guidance on young carers, breaks should be provided as part of a package of services that ensure that:

- Services are provided to parents to enhance their ability to fulfil their parenting responsibilities;
- Young carers are not expected to carry inappropriate levels of caring which may have an adverse impact on their development and life chances;
- Children do not take on similar levels of caring responsibilities to adults.

For young carers, the Council may be able to help with:

- Play schemes;
- School trips/holidays;
- Out of school sports and leisure activities.

Hackney's current performance

For several years now, carers in Hackney have been offered a considerable amount of support. The Hackney Carers Centre and a wide range of voluntary organisations have been supported by the Council and over 2000 carers have been in touch with or are known to services. However, this activity has not been accurately recorded and, therefore, not reflected in the statistics collected by the Council and submitted to central government. We have now improved our recording practices and for 2006/07 we have met our agreed target in respect of services to carers.

We have set a more ambitious target for 2007/08 and our overall objective is to be within the top performing boroughs in London. This strategy, together with the implementation arrangements, which include strong representation from carers, will assist the Council in keeping on track. The Council welcomes these accountability arrangements as we are determined to work with carers in improving support and services over the coming years.

Where we want to be

Our vision, aims and objectives

Our vision is that Hackney will achieve excellence in provision of support and services to carers within all communities. We are determined to be among the top performing boroughs in respect of carers services.

Making carers equal, making carers count

In order to achieve this, we will work towards:

- Carers being treated as partners in care by all agencies;
- Carers having access to excellent information and support services across partnerships;
- Carers having access to good signposting to services;
- Partners and agencies working together in advising carers of their right to an assessment;
- Carers being given a choice in the amount of care they give;

- Carers being empowered and supported to understand the importance of caring for their own health and wellbeing;
- Carers being enabled to have a life of their own through the delivery of information, support and reliable services.

Carers are often the primary care resource above any services provided, and professionals should work with carers as partners in care to the mutual benefit of the cared for person.

Daphne Statham,
The Landmark Conference for
Carers, CSCI

The key outcomes for carers that we wish to achieve are set out in the outline action plan that is part of the strategy.

Our intention is to take positive steps to improve the status of carers by changing and improving the ways that agencies work in planning and delivering services.

We will work in partnership with carers and agencies to raise awareness of carers issues. We will ensure that we recognise the major role played by carers in supporting

people in the community who are frail, ill or disabled and the need for carers to be recognised and valued.

We will ensure that carers are:

- encouraged to identify themselves at the earliest possible stage, and are empowered to ask for the services they require;
- aware of eligibility criteria and have equal access to services; regardless of age, gender, disability, class, race, culture or sexual orientation;
- involved in planning and determining the types of services available;
- invited to take part in the evaluation of services;
- involved in decision-making about their needs and consulted about preferences for services;
- not compelled to care, or to continue caring, if they no longer feel able to do so.

We will also ensure equality in the service provision to carers and ensure that former carers are helped to access support to enable them to adjust to their new circumstances.

Several groups may face additional barriers to accessing information, support and services, for example:

- Carers from Black Minority and Ethnic (BME) groups;
- Carers whose first language is not English;
- Carers of people within same sex relationships or civil partnerships. There has often been a perception that services could be hostile or unhelpful to lesbian or gay people/couples;
- Those people who have a caring role but may not define or recognise themselves as a carer and, therefore, may be unaware of the support and services available;
- Carers with disabilities, including a learning disability;
- Carers who may have difficulties reading and writing.
- The Action Plan;
- The Role of the Carers Partnership Board;
- The annual Carers Conference and survey;
- The Role of the Carers Leads that have been identified across partnerships.

Action Plan 2007 to 2010

We have developed a detailed action plan that incorporates all the key issues that carers have raised with us. An outline of the plan together with a summary of the key carer priority outcomes that we want to achieve are included within this strategy and the detailed action plan is available upon request (contact the Carers Strategy Manager on 020 8356 5054).

One of the key tasks of the Carers Partnership Board and the Carers Leads will be to address any impediments that create barriers for any groups in accessing services.

How we are going to get there and how we will report on our progress and achievements

The following sections summarise the arrangements that we are proposing in order to ensure that we achieve our aims and objectives. These sections describe:

The action plan is structured on the nine key outcomes of 'A New Outcomes Framework for Performance Assessment of Adult Social Care', detailed by the Commission for Social Care Inspection (CSCI).

The Young Carers Strategy has been structured to reflect the five key outcomes from Every Child Matters Change for Children Programme 4 (appendices 5 and 5a) and follows the Adult Carers Strategy.

The nine key outcomes which inform the Action Plan are:

1. Improving health and emotional wellbeing;
2. Improving quality of life;
3. Making a positive contribution;
4. Increasing choice and control;
5. Freedom from discrimination;
6. Economic wellbeing;
7. Maintaining personal dignity and respect;
8. Leadership;
9. Commissioning.

Carers Partnership Board

We have established a Carers Partnership Board which will be hosted by the Carers Centre. Membership includes carers and leads from our partner agencies such as health, housing, The Learning Trust, culture and leisure, and the voluntary sector.

The Carers Partnership Board will be responsible for monitoring the

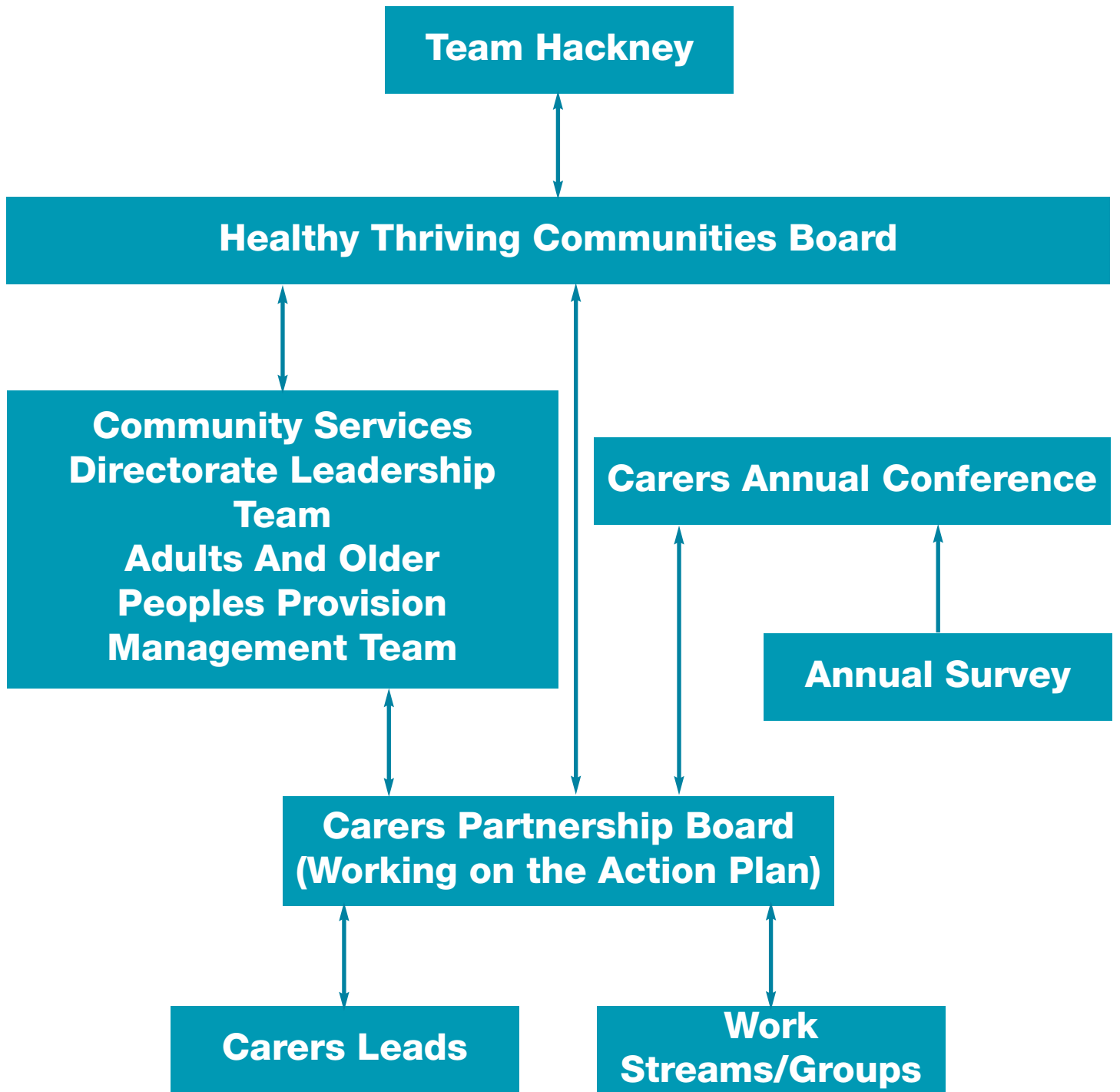
implementation of the strategy and will hold the Council and its' partners accountable for the delivery of the action plan.

The Board will agree clear terms of reference and will report to the Healthy Thriving Communities Board.

Carers Annual Conference

There will be an annual Carers Conference, where the Carers Partnership Board will present an annual report on progress to date on the action plan and will consult on the key priorities for the following year.

The Conference will be used to gauge carers views on progress to date, their satisfaction with service provision, and carers unable to attend the Conference will be supported in expressing their views via a survey. The mechanism and detail of the survey will be agreed by the Carers Partnership Board.



Key positions across partnerships have been identified to ensure that all partners remain involved in implementing the strategy and in delivering excellent services to carers. The following management bodies and partners now have key people known as ‘Carers Leads’ to represent and be responsible for raising awareness on carers issues within their own fields of work.

This Strategy and Action Plan lay firm foundations for future co-operation, closer working and greater identification of carers needs. The carers leads will have an important role in implementing the Action Plan within their own directorates or organisations.

Identified Leads for the Carers Strategy

The leads identified (right) will be working with carers to ensure the development of the strategy.

The Role of Team Hackney

The recent endorsement of the Carers Strategy by Team Hackney will ensure carers recognition at the highest level within partnership working. Carers issues will be addressed on all partnership boards.

City and Hackney Carers Centre Lead

The City and Hackney Carers Centre supports many carers and has developed a wide range of innovative services. The Centre is well placed in the community as the leading carers organisation.

The leads will ensure that all issues relating to carers are raised in their service areas and will work to improve services to carers.

Carers Leads Identified

- Cabinet Member Lead
- Corporate Lead
- ‘Team Hackney’ will lead on carers across partnership boards
- Carers Strategy Manager – Community Services
- Primary Care Trust Carers Lead
- Homerton Hospital Carers Lead
- City and Hackney Carers Centre Lead
- Culture and Leisure Lead
- Mental Health Lead
- Learning Disabilities Lead
- Physical, Sensory Impairment, Adults and Older People’s Lead
- Children and Young People’s Services Lead
- The Learning Trust Lead for Adult Learning Services

- The Learning Trust Lead for young and parent carers of children with disabilities
- The Learning Trust carers Leads within 100% of schools
- Housing Services Lead
- Special Needs Housing Lead
- National Children's Homes - Young Carers Lead
- Voluntary Organisations Lead - Hackney Council for Voluntary Service (HCVS)

What the Leads will do

The leads will take key responsibility for ensuring carers issues are addressed within their own services. For example:

- The Culture Lead is reviewing the borrowing rights of carers enabling carers to borrow extra items with no reservation fees or charges. This Lead is also committed to developing reference information and the introduction of loan collections;
- The Housing Lead is seeking to prioritise carers for repairs;
- The Learning Trust Leads will develop access to learning opportunities for carers;
- The Primary Care Trust Lead and Homerton Hospital Lead will raise the awareness of carers

within Health services and facilitate the delivery of training to frontline staff;

- The young carers/ parent carers of children with disabilities lead has identified Carers Leads in schools. All schools in Hackney have leads who will raise awareness of carers issues and train staff accordingly.

Carers save the economy
£57 billion per year, an
average of £10,000 per carer.

Carers UK

Benefits for carers

This section summarises the key benefits in Year 1 for carers from this strategy and action plan.

The Carers Card

This will act as a recognition card and a passport to a range of information and support services.

We are committed to providing a Carers Needs Assessment, through which carers can access information, care and support. In order to encourage carers to participate in an assessment we will be launching the Carers Card in 2007/08.

Following an assessment and the receipt of a Carers Card, carers will be able to access:

- Discounts on goods in over fifty shops in the borough;
- Up to date information;
- Priority access to some services.

The Hackney Carers Helpline

The introduction of the new information system, 'Information First' for carers, will provide carers with immediate access to accurate and up to date information.

There will be a dedicated telephone number which will provide carers in Hackney with immediate one to one telephone support, accurate signposting and information. The number will also be available to professionals at designated times across partnerships, to support and advise them in their work with carers. The helpline will compliment the national helpline proposed by 'The New Deal for Carers' and is in line with the overall council priority of improving customer care.

The Hackney Carers Helpline will be open to young carers and professionals working with young carers.

Short Breaks

This year we will review our current services (both within the statutory and voluntary sector) with a view to improving these services in line with the launch of the 'New Deal for Carers'.

Concessionary Swimming

There will be concessionary swimming for carers, who will be able to access swimming at a reduced rate and have time to themselves.

Benefits and income maximisation services

In addition to the benefits and debt advice that is available at the Carers Centre, carers will have access to the council's income maximisation service.

Carers Training Strategy

The Carers training strategy is now being finalised and will offer carers a wide range of learning and development opportunities. These opportunities will be widely publicised to carers.

Library Service

A review is underway of carers borrowing rights, enabling carers to borrow extra items with no reservation fees or charges on specified items. The library service is also committed to developing reference information and introducing carers loan collections.

Museums

Hackney museums are to enhance their current access to carers including making rooms available for carers to meet. The museums will also take part in the national carers week celebrations.

Housing and Carers Charters

Hackney Homes and the Mosaic Housing Trust have produced carers charters to respond to carers needs in accessing their services, for example, giving priority for housing repairs. Other housing organisations in Hackney are also developing carers charters.

Single Assessment Form

We will be introducing a single assessment form for all agencies carrying out a Carers Needs Assessment.

“I am forever having to repeat and explain what I do and who I am.

I want to be seen as me, an individual, who has had to take on a caring role to help someone else get by.

I should not be ignored, unsupported, and have to battle all the time to be heard. Caring for someone is hard enough without everything else.”

Hackney carer

How we will ensure that we get there

Outcome 1:

Improved Health and Emotional Well-being for carers

Fact

- 50% of carers suffer physical/mental health problems related to the caring role. [Carers UK](#)

What Carers Say:

- “I would gain strength from being recognised and respected for what I do.” [Hackney carer](#)
- “I sometimes feel like I’m not going to be able to get through the day, as I’m either too exhausted physically or too shattered emotionally.” [Hackney carer](#)

Priority outcomes	Actions	Timescale
Carers feel valued and supported and helped to understand how to stay healthy and have access to a range of information on healthy lifestyles.	<ul style="list-style-type: none"> • The development and implementation of: <ul style="list-style-type: none"> • An ‘Information Strategy’ • A ‘Carers Training Strategy’. 	2007-2010 (Annual review)
	<ul style="list-style-type: none"> • All carers invited and supported to participate in the ‘Expert Carers Programme’. 	2007-2010 (Annual review)
	<ul style="list-style-type: none"> • ‘Health Checks’ available to all carers at the Carers Centre. 	2007-2010 (Annual review)
	<ul style="list-style-type: none"> • Continue GP awareness training. 	2007-2010 (Annual review)
All carers are offered the opportunity to participate in the Expert Carers Programme.	<ul style="list-style-type: none"> • The production and publication, as part of the Carers Partnership Board’s Annual Report, a progress report on the impact that the strategy has had on the health and well-being of carers. 	2007-2010 (Annual review)
		2007-2010 (Annual review)

Outcome 2: Improved Quality of Life for carers

Fact

- Most health or community care is delivered by family, friends and relatives, saving the state £57 billion worth of care per year. [Carers UK](#)

What Carers Say:

- “I would have greater peace of mind if I could plan for an emergency.”
[Carers UK](#)

Priority outcomes both statutory and voluntary	Actions	Timescale
Carers are aware of the range of services that are available to them in particular their expressed priority “short breaks services”. Carers are also aware of any eligibility criteria and any need for assessment in order to access services.	<ul style="list-style-type: none"> • Launch of the Hackney Helpline that will be complimentary to the proposed National Helpline. • The production of a ‘Carers A to Z Services Directory’, available in a range of media and languages. • Concessionary swimming for carers at Hackney Leisure Centres. • A review of the provision of short breaks services with published outcomes and recommendations. • Establishment of ‘Carers Advisory Group(s)’, carers meeting with managers and staff to give feedback on service provision. 	2007-2008
Carers report that they have time to participate in leisure activities, should they wish to do so.		2007-2008 (Annual review)
Carers have access to professional advice on “Benefits Advice and Income Maximisation”.	<ul style="list-style-type: none"> • Launch of a ‘Leisure Card’ for carers. 	2007-2008 (Annual review)
		2008-2009 (Annual review)
		2008-2009 (Annual review)

Outcome 3: Carers are Recognised and Enabled to Make a True Contribution

Fact

- Of the estimated 6 million or so carers, 2 million in any one year are moving in and out of a caring role. [Carers UK](#)

What Carers Say:

- “Some of us don’t think of ourselves as caring - we just get on with what has to be done.” [Hackney carer](#)

Priority outcomes	Actions	Timescale
Carers agree that there are clear and accessible systems in place that enable them to give feedback on the quality and effectiveness of services provided.	<ul style="list-style-type: none"> • Ensure that there is strong carers representation on the ‘Carers Partnership Board’. • Agree protocols for carer involvement on all relevant planning groups. 	2007-2010 2007/08
Carers can see clear evidence that their feedback has been taken into account in the planning and development of services.	<ul style="list-style-type: none"> • Arrange an annual carers conference where the annual report from the ‘Carers Partnership Board’; will be presented and debated. • Design and disseminate an annual survey, in collaboration with the Carers Partnership Board, and present the findings at the annual conference. • As part of the Carers Training Strategy, ensure that carers are enabled and supported in participating in planning groups. 	2007-2010 2007-2010 2007/08

Outcome 4:

Carers have increased Choice and Control over their Service

Fact

- The financial cost of caring can be significant. Recent Carers UK research showed 6/10 caring households had no one in employment. [Carers UK](#)

What Carers Say:

- “I need access to up to date information to help me make the right choices.” [Hackney carer](#)
- “I would like more support in accessing services for my son. I would also like more support for myself” [Hackney carer](#)

Priority outcomes	Actions	Timescale
Carers experience a “person centred approach” when they contact statutory or voluntary services e.g. they feel respected, valued, understood and that their unique situation, preferences and choices are taken into account in assessments and care planning. Also, that they are made aware of the service standards that they should expect when requesting or using services.	<ul style="list-style-type: none"> • Ensure that all ‘Training and Development Plans’ for staff include training on carers issues. • Build on the ‘Hackney’s Care Services Partnership’ initiative and begin to enable staff to become more ‘person centred’ in their overall approach to service users and carers. • As part of the ‘Carers Information Strategy’ publish all relevant service standards. 	<p>Commence 2007/8</p> <p>2007-2010</p>

Outcome 5:

Carers Experience Freedom from Discrimination

What Carers Say:

- “I feel as if I am discriminated against at work because I am a carer. If my mother calls me I have to drop everything and go, because she has no one else to call. People don’t seem to understand the situation I am in” [Hackney carer](#)
- “It would be helpful to me if my employer understood what it is to be a carer.” [Hackney carer](#)

Priority outcomes	Actions	Timescale
Carers are aware of any eligibility criteria and any need for assessment in order to use services.	<ul style="list-style-type: none"> • As part of our ‘Carers Information Strategy’, ensure that the eligibility for services are clearly explained. 	2007/08
Carers agree that the relevant “Commissioning Strategies” ⁽¹⁾ have addressed their needs and taken into account their religious, cultural and sexuality needs.	<ul style="list-style-type: none"> • Fund an additional carers service that will specifically address the needs of Black African/Caribbean carers. 	2007/08

(1) Social care commissioning is a detailed plan, which states which services, how much service and for what purpose services will be bought in the future. Increasingly, these are joint plans involving other agencies including, housing, health, police and the voluntary sector.

Outcome 6:

Carers Experience Economic Well-being

Fact

- Failure to invest in support for families is driving millions into poverty. Disability Rights Commission (DRC)

What Carers Say:

- “I need support and advice in gaining confidence and returning to work.” [Hackney carer](#)
- “I need to have enough money for a healthy diet, a nice home, and I need to spend time with my family.” [Hackney carer](#)

Priority outcomes	Actions	Timescale
Carers agree that they have access to a wide range of opportunities that will assist them in enhancing their life skills, gaining confidence in their own abilities and that support them in considering and planning their own personal and career development.	<ul style="list-style-type: none"> • As part of the ‘Carers Training Strategy’, develop a ‘Training for Trainers’ module that will ‘skill up’ carers and enable them to develop and run training programmes for staff. Potential for a carers business initiative. 	2007-2010
To provide carers with information and support on income maximisation.	<ul style="list-style-type: none"> • Publish information on how to contact the council and the Carer’s Centre for advice and income maximisation services. 	2007/08

Outcome 7:

Carers Maintain their Personal Dignity and Respect

What Carers Say:

- “I would like to be taken seriously and recognised for the care that I give.” [Hackney carer](#)
- “I should be recognised for being an individual, as well as my son’s carer and, as such, be treated with respect by the authorities.” [Hackney carer](#)

Priority outcomes	Actions	Timescale
Carers endorse the ‘Hackney Safeguarding Adults Policy and Procedures’ and feel confident that their right, and the right of the people they care for, to live their lives free from violence and abuse will be safeguarded by this policy.	<ul style="list-style-type: none"> • Ensure that carers are aware of and understand Hackney’s Safeguarding Adults Policy. • Monitor referrals from carers. 	<p>2007-2010</p> <p>2007-2010</p>
Carers agree that the homes of the people they care for are, as far as predictable, safe and secure.	<ul style="list-style-type: none"> • As part of the ‘Information Strategy’, ensure that information on safe and secure homes is included. 	2007/08

Outcome 8:

Leadership: To ensure a professional approach in the assessment for, and delivery of, consistent and effective services to carers. The accountability for services will be achieved through consultation with carers.

What Carers Say:

- “I find it difficult when I have to go to different workers and repeat myself” [Hackney carer](#)
- “It would be good to talk to and meet with some of the managers so they understood what I am going through” [Hackney carer](#)

Priority outcomes	Actions	Timescale
<p>Carers endorse the Council’s and it’s partners overall arrangements for ensuring that their needs are raised and addressed at all levels within the Council and its’ partners’ organisations.</p> <p>Carers agree that the relevant staff employed by the Council and its’ partners have the appropriate skills to work with and offer a good service to them.</p> <p>Carers feel confident about the ability of the Council and its’ partners to respond to their needs and their agenda.</p>	<ul style="list-style-type: none"> • Agree mechanisms with carers via the Carers Partnership Board on how to monitor and evaluate feedback from carers on these priority outcomes. • Ensure that this is addressed within the annual survey and Carers Conference. 	2007-2010

Outcome 9:

When commissioning services the council will work to ensure they are of good value, meet the needs of the carers by the most efficient and effective means available.

What Carers Say:

- “The services provided are not always what I want.” Hackney carer
- “Care workers from agencies do not always understand my needs.” Hackney carer

Priority outcomes	Actions	Timescale
Carers endorse the annual reports of the Carers Partnership Board, which will set out the annual progress on the implementation of this Strategy and the priorities for the following year.	<ul style="list-style-type: none">• Organise the ‘Carers Annual Conference’, where the outcome of the annual survey and the annual progress report from the Carers Partnership Board will be presented and debated and priorities for the coming year will be set.	2007-2010

Young Carers Strategy: 'Too Young to Care'

This document presents a multi-agency cross-cutting vision for improving outcomes for young carers in Hackney. We have secured Young Carers Leads in 97% (and rising) of schools across Hackney and will ensure that young carers are recognised, respected and supported. In implementing this vision we will ensure that:

- Every young person who is potentially a young carer receives adequate support to ensure they can make informed choices about whether to care or not to care. These choices are not a “once in a lifetime decision” but are reviewed with the young person on a regular basis as part of any support plan for them or the cared for person
- Every young carer has the opportunity to extend and his or her potential and receive sufficient support to enable them to attend school and benefit from the opportunities offered to all young people at their school, college or other education provision
- Every young carer receives a range of timely, practical and emotional support to help them manage their caring role, and to support the family as a whole
- Support and information will be accessible and recognise and respect both their caring role and their particular cultural, ethnic or religious background
- Professionals recognise that young carers are entitled to be children and young people first and ensure access to, or make provision for, young carers to have the time and opportunity to pursue leisure activities and have fun.
- Young carers are involved in the design, development and review of services to support them
- All agencies raise awareness through strategies to profile their needs and ensure that they tailor their work with adult service users to minimise the burden on young carers

- All agencies commit to improving data collection on the number of young carers and information related to their needs and regularly monitor and review the support given.

Strategic Priority Actions

The aim of this strategy is to improve the lives of young carers by addressing their needs arising from their caring roles and responsibilities. It will also strengthen multi agency support to allow young carers to achieve a balance between caring and living ordinary lives. The main priorities are:

- All agencies, as part of any assessment or referral, will identify the needs of young carers and develop support plans that are regularly reviewed
- Adults and children's, statutory and voluntary health and social care services, will develop protocols to identify roles and responsibilities regarding the identification and assessment of young carers needs
- All agencies will raise awareness through strategies to profile the needs of young carers and identify the training needs of specific staff. This will be supported by information packages available in an assortment of media, including web sites.
- Young Carer Leads will be identified in a range of settings, including schools
- Young carers 'identification and emergency' cards, for use in a variety of settings, including schools, pharmacies and GP surgeries, will be developed
- All agencies and multi-agency planning groups will use data collected from referrals and assessments in the development of both strategic and local plans to meet the needs of young carers
- Regular monitoring of the implementation of the strategy, supporting the planning for services to meet the needs of young carers, will be developed

Background

There is no absolute figure for the number of young carers in the UK. Young carers are only known to agencies when they or their families chose to identify themselves. Therefore, the true extent of caring by children and young people is hidden. The lack of visibility of young carers emphasises the importance of raising awareness about their existence within all agencies.

The 2001 Census, using self-assessment, identified 175,000 young carers in the UK, with just under 1000 of these being in Hackney.

This Strategy and Action Plan is organised around the core themes of Every Child Matters. The Children Act 2004 provides the legislative spine for these children's services reforms to ensure that the following five outcomes are achieved:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Economic well being

They are not exclusive but interconnected and represent key areas of need in the lives of young carers.

How do we support young carers in Hackney?

Last year's Joint Area Review of services for children and young people in Hackney singled out the support for young carers in the borough provided by National Children's Homes (NCH) Hackney Young Carers Project. Set up in 1998, the project aims to prevent the isolation often experienced by this group of young people; to provide emotional support, education, play and social activities and to help them enjoy their childhood and reach their potential.

It works with young people caring for members of their families who have a disability or chronic illness, or who are have mental health or substance misuse problems.

The project mainly provides tier 3 support, though some tier 2 support is also provided, and receives most of its referrals from children's social care, Community Services, the Learning Trust and the health service.

Tier 3 Children with high level of needs and where the parenting is compromised as a consequence of parental physical disability, mental health, substance misuse or domestic violence.

For disabled children it would mean children with high level of needs whose parents are unable for whatever reason to meet their basic needs.

Tier 2a. children with additional needs that can be met within the span of a single agency.

Tier 2b. children with additional needs that require a co-ordinated multi-agency response

The Joint Area Review recommends for 'action in the longer term' that the 'council and its partners should reduce the dependency on young carers and increase the range of support they receive'. This Young Carers Strategy is in part a response to that, and the Action Plan below indicates the key areas of work over the coming period.

How do we assess young carers needs?

A multi-disciplinary assessment can be triggered if a professional working with a child believes that their outcomes are adversely affected, and this is likely to be caused by, or significantly aggravated by, a parent's need for adult services. This is known as the Common Assessment Framework.

Alternatively, a child may be referred to children's social care and assessed as potentially 'in need' according to Section 17 of Children Act 1989. There could even be child protection concerns. Where a child or young person is referred in this way, and they are known to be a young carer, this will be recorded as part of their Initial Assessment.

Action Plan Key

Cabinet Member Lead	CM
Carers Strategy Implementation Team	CSIT
Carers Strategy Manager	CSM
Carers Support Workers	CSW
Children's and Young Peoples Lead	C&YP
City and Hackney Carers Centre Lead	CHC
Commissioning Team	CT
Complaints Manager	CM
Corporate Human Resources	CHR
Corporate Lead	CL
Culture and Leisure Lead	C&L
Direct Payments Coordinator	DP
Homerton Hospital Lead	HH
Housing Lead	HL
Information Technology Team	IT
Learning and Development	L&D
Learning Disabilities Lead	LD
Learning Trust:	LT
• Adult Learning Services Lead	ALS
• Young / Parent Carers Lead	YPC
Mental Health Carers Lead	MH
Patient Advisory Liaison Services	PALS
Physical, Sensory Impaired, Adults and Older People's Lead	PSI & AOP
Primary Care Trust Lead	PCT
Public Information Managers	PI
Special Needs Housing Lead	SNH
Team Hackney	TH
Voluntary Organisations Lead	VOL
Young Carers Lead- NCH	YC

Section 1: Being Healthy

1. Emotional and Physical Well-Being

It is crucial to take into account, not only the extent and nature of caring, but also the actual and / or potential impact caring has on a young person. There are many ways that caring impacts on young carers; both physically, e.g. feeling tired & exhausted, and emotionally e.g. feeling depressed or trying to cope with loss. There are a variety of services available, e.g. Child and Adolescent Mental Health Service (CAMHS), or St Joseph's Hospice for bereavement counselling. The National Children's Home (NCH) Young Carers Project provides tailor-made courses on lifting,

cooking skills, how to deal with emergencies and first aid amongst others.

Young carers need appropriate and timely support to meet their emotional needs. This may mean support on a regular basis and over a period of time or during and following a crisis. The range of support required will be dependent upon the individual needs of each young person. The physical well-being of young carers may also be at greater risk than their peers due to a range of issues. These include the physical impact of caring, the lack of capacity to focus on their own health due to the needs of the person they care for and barriers to accessing health information for the family as a whole.

Priorities	Actions	Responsible Post(s)	Timescale
Supporting parents in recognising and addressing their children's health needs / preventative aspects of health	Link to the Healthy Schools programme	YPC PCT VOL	
Developing a better understanding of the effect on young Carers of caring for someone with a mental health problem	Gathering data on the number of young Carers supporting someone with a mental health problem	C&YP MH YPC VOL	

Priorities	Actions	Responsible Post(s)	Timescale
Supporting parents to help their children develop emotionally, physically and socially	<p>Discussions with voluntary sector organisations who support parents with particular needs about what is currently available</p> <p>Discussions with adult services in social care and health about the possibility of giving relevant information during assessments</p>	VOL PSI & AOP PCT YPC C&YP	

Section 1: Being Healthy

2. Time Off

Young carers, like all young people, need information about and access to a range of fun, play, leisure and sporting activities. For instance, the NCH Young Carers Project offers holidays, short breaks and other activities. Access to these opportunities may be difficult to establish for many of these young people. As a result of caring responsibilities, some young people

may not know about, or have even considered, time off for themselves. Therefore their first need may be information about what they could do. Other young people may know what they wish to do but not know how to access such activities. No-one would disagree that young carers are entitled to a break from caring, but how such support is offered, and therefore the choice given to young carers, is a crucial issue for all agencies in recognising their needs

Priorities	Actions	Responsible Post(s)	Timescale
All agencies to include young carers projects in relevant information networks	Continued funding or offer training opportunities to staff in the projects to ensure they have an understanding of the Statutory sector roles and responsibilities	VOL All Leads	
Involve young carers in developing, monitoring and reviewing service agreements	Promote opportunities for and support young carers to access personal development opportunities through websites and publications provided by a number of agencies	All Leads	

Priorities	Actions	Responsible Post(s)	Timescale
Ensuring young carers are aware of their local community sport and leisure resources	Link with the Healthy Schools Programme	All Leads	
Ensuring that both Adult and Children's Health and Social Care staff share the assessment and planning processes where young carers are identified.	Develop agreed protocols between Adult and Children's Health and Social Care services.	C&YP AOP PCT YPC	
Supporting and recognising the role played by existing young carers projects	<ul style="list-style-type: none"> • Through a clear commissioning strategy ⁽¹⁾ that will include the application of the Kings Fund • Quality standards for carers support services and transparent service agreements 	VOL CYP YPC	

(1) Social care commissioning is a detailed plan, which states which services, how much service and for what purpose services will be bought in the future. Increasingly, these are joint plans involving other agencies including, housing, health, police and the voluntary sector.

Section 2: Staying Safe

1. Recognition and Assessment

It is crucial that young carers are seen as children and young people first and their contribution to caring is acknowledged. Whenever young carers come to the attention of Statutory or voluntary sector agencies they can expect to have their caring roles identified, understood and addressed. We also need to recognise that young carers have a right to make a choice about their caring roles. This means deciding whether to care or not to

care. Statutory and voluntary sector agencies may therefore have a role in supporting young carers to make this decision. Young carers have a right to balance their lives and have the same opportunities as young people without caring responsibilities.

Young carers develop a vast knowledge and experience about the people they care for. Everyone needs to recognise and appreciate the vital contribution young carers make as well as the skills they develop. They need to be involved and consulted in the planning and care for the people they are supporting.

Priorities	Actions	Responsible Post(s)	Timescale
Developing protocols between Children's and adult's services in health and social care - to ensure young carers are recognised, involved in assessment and care planning, and appropriate action is taken to alleviate their caring responsibilities	<ul style="list-style-type: none"> • Ongoing dialogue between Children's and adult's health and social care services to develop an awareness raising strategy • Training needs analysis 	C&YP PSI & AOP PCT YPC MH	

Priorities	Actions	Responsible Post(s)	Timescale
Recognising the risks of caring for an adult / sibling	<ul style="list-style-type: none"> • Increase understanding and awareness of young carers' role • Explore issues raised by the collection and giving of prescribed drugs by young carers • Improved risk assessment • Undertake an holistic assessment of a family's environment 	C&YP PSI & AOP PCT YPC	
Preventing isolation and bullying	<ul style="list-style-type: none"> • Improved risk assessments • Raising awareness with schools as part of the anti-bullying strategy • Awareness raising with professionals and communities 	YPC All leads	

Section 2: Staying Safe

2. Preparing for Emergencies

For many young carers part of their caring role will include dealing with emergencies. Young carers, as any other carers, will require contingency plans to be put in place to ensure that in times of crisis they know where and to whom to go for support.

Priorities	Actions	Responsible Post(s)	Timescale
Ensuring young carers can access support at times of crisis	<ul style="list-style-type: none"> • Ensure contingency plans are written at the time of assessment • Discussion with adult health and social care services about the possibility of giving relevant information during assessment • Discussion with adult services and the voluntary sector about support at key points 	C&YP PSI & AOP PCT VOL YPC	

Section 3: Enjoying and Achieving

Young carers are often invisible in the school setting. This may be because they do not wish their caring role to be known or because the school is unaware of their caring role.

Alternatively young carers may fear embarrassment or teasing and bullying from their peers or interference by professional agencies.

For many young carers school provides vital time away from their caring responsibilities. Even though this “time away” is important young

carers still need to know that the person they care for is safe whilst they are at school. They may need to be given the opportunity to contact the person they care for during the school day.

Young carers need to have the same access to educational opportunities and career choices as their peers. In order to access these they may require additional support at key points within their educational career. This support must be available at the right time i.e. when a young carer determines they need it.

Priorities	Actions	Responsible Post(s)	Timescale
Ensuring young carers are able to attend school	<ul style="list-style-type: none"> • Support to young carers and their families to ensure young carers are able to be in school • Develop a range of practical solutions for the family • Explore the possibility of partnership with parents providing helpline support to young carers and their families regarding education issues 	LT C&YP VOL	

Priorities	Actions	Responsible Post(s)	Timescale
Monitoring the academic achievement of young carers against their peers	<ul style="list-style-type: none"> • Identify a group of young carers and track their progress against their peers. 	LT, C&YP YPC Voluntary Health PCT	
Encourage a culture within schools to allow young carers when necessary to support the cared for person e.g. phone calls whilst in school	<ul style="list-style-type: none"> • Develop awareness of young carers and knowledge of how best to support them in School • Share existing good practice • Introduce “credit card identification” schemes to help identify young carers within school 	LT YPC	
Providing necessary support to ensure young carers are able to participate in the wider school life	<ul style="list-style-type: none"> • Flexible resource allocation to ensure young carers have the opportunity to engage whilst support is provided for the cared for person • Awareness raising within the community regarding the needs of young carers and the flexibilities they require in order to access mainstream activities • Consideration of short breaks for young carers • Enable young carers to access support from the Connexions Service both within Schools, through Connexions access points and web sites 	All Leads	

Section 4: Making a Positive Contribution

1. Having a Voice and Being Heard

Young Carers will continue to want to be involved in any decisions about the care and support given to the person they are caring for. They must therefore be given the opportunity of being heard. In addition, young Carers need to

contribute to the planning and design of the services that aim to support them. There is ongoing consultation with young Carers at the NCH Project (as well as surveys, advocacy and mentoring), about the way things are run. Services increasingly reflect this e.g. provision of short breaks and group work in areas they have asked for, etc.

Priorities	Actions	Responsible Post(s)	Timescale
Ensuring young Carers are “heard” by all agencies	<ul style="list-style-type: none"> Explore the potential for developing an “Expert Young Carers Programme” specifically for young Carers 	All Leads	
Recognising the contribution young Carers make	<ul style="list-style-type: none"> Encourage nominations for the Try Angle Awards 	C&YP	
Highlighting the role of a young Carer within a variety of settings	<ul style="list-style-type: none"> Profile young Carers in Citizenship Training for Schools as part of the DFES project on Active Citizenship in Schools Encourage young Carers, as appropriate, to use their caring experiences as part of the course work required for the GCSE in Citizenship 	C&YP YPC VOL	
Ensuring young Carers are heard during the cared for persons assessment	<ul style="list-style-type: none"> Involve young Carers in all assessments, care planning, monitoring and reviews 	C&YP PSI & AOP MH LD	

Section 4: Making a Positive Contribution

1. Information and Access to Services

When a young person chooses to care and support another family member it is important that their information needs to assist them in their caring role, are acknowledged and addressed. The advice and information given to them must be accessible and easily understood. Sometimes their information needs will be extremely complex and sensitive, e.g. with hereditary and/or terminal illnesses. At such times young Carers will not only need the

information about the illnesses but support in receiving the information. Likewise professionals will often need to know and understand what being a young Carer means and develop strategies for supporting them.

Young Carers also need information in order to access services in the Borough e.g. via the NCH Young Carers Project. But physical access can also be a problem. The issue of transport for Carers is even more important for young Carers who don't only need transport but often need an escort as well. Many Young Carers miss out on opportunities because of lack of support around transport and because they are needed at home

Priorities	Actions	Responsible Post(s)	Timescale
Providing support that helps young Carers deal with the challenges they face in their caring role	<ul style="list-style-type: none"> • Professionals being open and honest • Provision of accessible information and advice from all agencies • Provision of appropriate support 	All Leads	
To address the transport difficulties of Carers	To establish a workgroup to develop wider transport opportunities for Carers	C&YP	

Section 5: Economic Well Being

Young Carers and their families may need help in accessing all appropriate financial support. This will be particularly important at key transitions in both the life of the young Carer and the person they care for. Changes in life / home

circumstances must trigger specific support and advice e.g. when a young Carer moves from school to further education, to employment or training, leaves home, or changes in the health of the cared for person.

Priorities	Actions	Responsible Post(s)	Timescale
Support older young Carers into further education / training or employment	<ul style="list-style-type: none"> • Recognition of young Carers specific needs during their transition into adult life • Signposting and referrals to appropriate support • Enable young Carers to access support from the Connexions service both within schools, through Connexions access points and web sites 	C&YP YPC PCT	
Maximise financial support to young Carers and their families	<ul style="list-style-type: none"> • Improved access to benefit advice, both for the cared for person and the young Carers themselves • Ensure access to information regarding Educational Maintenance Allowance 	C&YP YPC PSI & AOP NCH	
Support to parents during, and following, transition process	<ul style="list-style-type: none"> • As part of the assessment plan for changing family circumstances 	C&YP PSI & AOP MH LD PCT	

Policy and Legislative Context

The Hackney Carers Strategy has been developed within the context of national policy and legislation and local strategic documents.

National Policies for Carers

The following three publications deal specifically with providing support and services to Carers. They have given direction to the Hackney Carers Strategy and many of their recommendations have been incorporated within it.

- National Strategy for Carers: Caring for Carers 1999 (Department of Health)
- We Care Too - A Good Practice Guide for People Working with Black Carers 2002 (National Black Carers Workers Network)
- A Real Break: Guidebook on the Provision of Short-term Breaks 1999 (Department of Health)

National Policy Context

The current national policy framework for Health and Social Services is outlined

below. It provides the background to the specific guidance relating to Carers.

- Community Care White Paper: Caring for People 1989 (Department of Health)
- The Government's response to the Education and Skills Select Committee's ninth report of session 2004-05: every child matters
- Modernising Social Services 1999 (Department of Health)
- NHS Plan 2000 (Department of Health)
- National Service Framework - Mental Health 1999 (Department of Health)
- National Service Framework - Older People 2000 (Department of Health)
- Framework for the Assessment of Children in Need and their Families 2001 (Department of Health, Department for Education and Employment, Home Office)
- Valuing People: A New Strategy for Learning Disability for the 21st Century 2001 (Department of Health)
- National Care Standards Commission April 2002 (Care Standards Act 2000 - Department of Health)
- Fair Access to Care Services 2002 (Department of Health)
- Our health, our care, our say: a new direction for community services
- The New Deal for Carers

- A New Outcomes Framework for Performance Assessment of Adult Social Care: Council Social Care Inspection

National Legislative Context

- The Carers (Equal Opportunities) Act 2004
- Disabled Persons Act 1986
- The Children Act 1989
- Carers (Recognition & Services) Act 1995
- Carers and Disabled Children Act 2000
- The Amendments to the Mental Health Act 1983
- The Human Rights Act 1998
- The Disability Discrimination Act 1995
- The Disabled Person (Services and Representation) Act 1986
- The Health and Social Security Amendment Act 1983

Local Policy Context

- Hackney Community Strategy- Mind The Gap
- Hackney Health Improvement Programme (HIMP) 2002
- Hackney Carers Information Strategy

- Hackney Training Strategy
- Partnership Working - Policies to address Carers Issues
- Work and Families Act 2006
- Hackney “Supporting People” Document
- The Adults and Older Peoples Commissioning Strategy
- The Advice Strategy
- The Supporting People Strategy
- The Gender Equality Scheme
- The Race Equality Scheme
- The Disability Equality Scheme
- The Housing Strategy- ‘How We Let Our mes’
- Special Needs Housing Strategy
- Telecare Strategy

Information Strategy

Carers

Key Messages to Carers

Carers will be recognised as individuals, respected and supported with regard to their caring role regardless of age, gender, disability, class, race, culture diversity or sexual orientation. Fair access will be maintained through application of the borough's eligibility criteria to provision of services.

- Carers will be encouraged to identify themselves at the earliest possible stage, and will be empowered to ask for the services they require. Consideration of their wish to work, train, access breaks, leisure, financial support, and to request help with the caring role, will be paramount
- Carers of all ages will be involved in decision making about their needs and consulted about their preferences for services and will be invited to take part in the evaluation of services
- Appropriate services and information will be available to meet the needs of all new and existing Carers
- Carers should feel they have a choice in caring and, be supported to care, for as long as they wish to do so. No Carer will be compelled to care or to continue caring if they no longer feel able to
- Former Carers will be helped to access support to enable them to adjust to their new circumstances
- Carers will be supported in maintaining their own health and wellbeing and encouraged to enjoy a life of their own
- We recognise the existence of young Carers and the contribution they make to their families. Key players across the partnership will work to identify and support young Carers to have a life of their own as well as, the opportunity to develop and grow alongside their peers. Families will be supported by the provision of services to relieve young Carers of inappropriate levels of caring
- We recognise the importance of delivering reliable and responsive services to Carers, to ensure they feel confident in exercising their right to leisure and free time.

How?

- Information leaflet on what is caring, with telephone numbers, and web addresses where appropriate, for assistance and support
 - Content of brochure converted to html for loading on to www.hackney.gov.uk
 - Twice yearly event/morning tea for Carers to come into Council to hear from professionals about new info and services for care givers
 - At least one monthly story published in Hackney Today about care givers/services available/profile of current care givers to raise public awareness of the role of Carers and services available to them.
- ethnicity, age, gender and/or nature of their caring role will be recognised and will be able to access a Carers Needs Assessment and support from the Council.
- The strategy recognises the Council's responsibilities as an employer and will work to identify Carers in the workforce to identify Carers in the community and encourage them to request a Carers Needs Assessment through which they can access information, care and support from Hackney which would enable them to continue in their caring role
 - Service providers will ensure equity in the provision of support to Carers, whatever the illness or disability of the person they are caring for.

Council

Key messages from the Council

- The Carers strategy is designed to ensure all residents in Hackney, who give unpaid care, regardless of

How?

By quarterly updates on the number of Carers Needs Assessments and consultation with partners for update.

Partners

Key messages from Partners

- The local authority, the Primary Care Trust, local health trusts, voluntary and independent sector agencies will work in partnership to improve support for Carers as part of mainstream community care and children's services. Positive steps will be taken to identify, accommodate and support diverse needs
- Partners will monitor and evaluate the strategy's implementation on a six monthly basis to ensure it remains robust, relevant, flexible and adaptable to new thinking and initiatives
- Partners will continue to listen to Carers through their involvement in consultation and service development and by their participation at groups, planning meetings etc
- Partners recognise the need for 'working together' to deliver a supportive, seamless, and informed services to Carers
- Partners recognise the importance of training across organisations to raise awareness and recognition of Carers and to enhance the efficient delivery of services

How?

An e-bulletin (based upon the information written for the members update) to be emailed to a distribution list of all those involved fortnightly, keeping them abreast and advising them of key dates for the implementation of the Carers Strategy.

Staff

Key messages to Staff

- We understand the importance of having skilled and trained staff, and recognise their need to identify, engage and access accurate relevant information in the efficient delivery of services across partners, to Carers
- Staff who manage a caring role outside of work should be recognised and supported by their employers across the partnerships through development of policies which would help them to combine employment with caring

How?

- Staff update briefings
- Links to specific info on intranet page
- Training for staff
- Staff Carers group

People Currently in Post

Post	Abbreviation	Person Currently in Post
Cabinet Member Lead	CM	Nargis Khan
Corporate Lead	CL	Kim Wright
Carers Strategy Manager	CSM	Carole Sansom
Children's and Young Peoples Lead	C&YP	Sue Morris
City and Hackney Carers Centre Lead	CHC	Maggie Bromage
Culture and Leisure Lead	C&L	Anita Kane
Homerton Hospital Lead	HH	Jennie Negus
Housing Lead	HL	Chris Church
Learning Disabilities Lead	LD	Joanna Davis
Mental Health Carers Lead	MH	Jimmy Glass
Physical, Sensory Impaired, Adults and Older People's Lead	PSI & AOP	Ilona Sarulakis
Primary Care Trust Lead	PCT	Mary Burkett
Special Needs Housing Lead	SNH	Helen Manning
The Learning Trust:	LT	
• Adult Learning Services Lead	ALS	Trisha Smith
• Young / Parent Carers Lead	YPC	Brenda Vickery
Voluntary Organisations Lead	VOL	Jake Ferguson
Young Carers Lead- NCH	YC	Vera Beining

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Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French

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Spanish

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Kurdish

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Turkish

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Polish

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Vietnamese

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Urdu

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Chinese

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