

Joint Adult Carers Strategy

2022 – 2027





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It is natural for us to want to support family members and friends who become unwell, or are living with a disability or who have become frail. Carers come from all walks of life, and for many caring is very rewarding and fulfilling. But, for others, the impact of providing unpaid care can be significant.

Anyone could find themselves caring for another during their life, so it is imperative that we understand and respond to the challenges that are faced. Day in, day out.

The time that carers dedicate, and the love and patience that they show, is irreplaceable. Carers deserve to be recognised for their vital contribution to our borough. It's important that all carers have the right level of support and that their experience of health and social care services is consistent, whether they are speaking with their GP, to social work colleagues or visiting a hospital. Equally, it is important that professionals know what services and resources exist to support carers.

Carers have the best knowledge of the needs of the people they support. Carers' insight is important for helping us to improve the outcomes of people who need health and social care services.

Many carers have contributed to this strategy. We are committed to continuing to listen and learn to what is most important to them as we work toward implementing the commitments within this strategy.

Cllr Denise Scott-McDonald

Cabinet Member for Health and Adults' Social Care

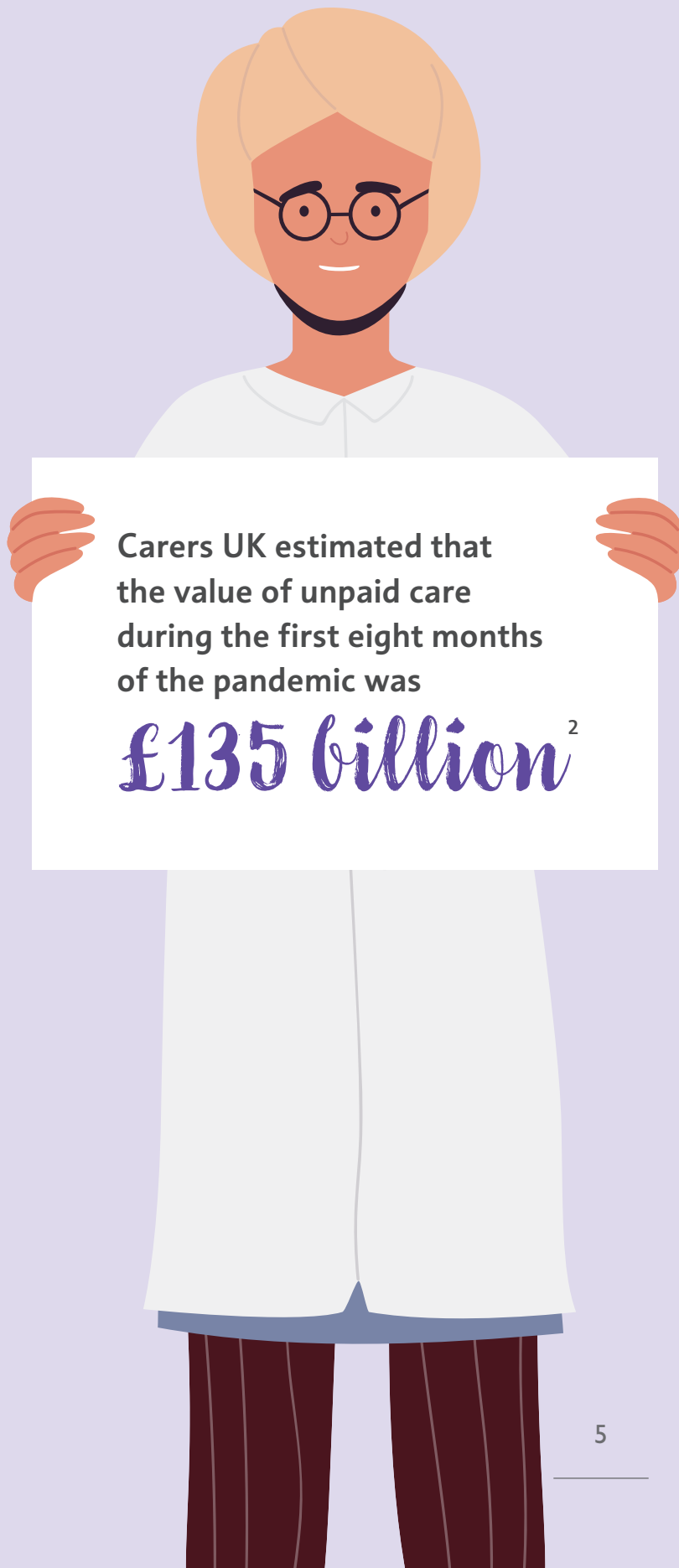
Introduction

2.1 The Care Act 2014 introduced a statutory duty on councils to promote the wellbeing of carers and formally put carers on an equal footing with the users of adult social care services. At the same time that the Care Act was introduced the Dept. of Health mandated the NHS to become “dramatically better at involving carers.” This strategy, based on a review of our progress to date, will set out how we will continue to support carers so that the impact of their caring role is minimised, that their own health and wellbeing is maintained and that they can enjoy a life outside of caring.

2.2 It is well established that the care and support provided by unpaid or informal carers is irreplaceable. It is difficult to quantify the value of their contribution. In 2017 the Office of National Statistics estimated the figure at £57 billion a year¹ and Carers UK estimated that the value of unpaid care during the first eight months of the pandemic was £135 billion².

Whatever the true figure, it is clear that we must ensure that carers are recognised for their contribution and supported, not just to continue in their role but, also to maintain their own health and wellbeing and to have a life outside of their caring role.

**we must ensure
that carers are
recognised for
their contribution
and supported**



Carers UK estimated that the value of unpaid care during the first eight months of the pandemic was

£135 billion²

2.3 This strategy sets out how the Royal Borough of Greenwich and the South East London Integrated Care System³ will work together to support carers in the Royal Borough of Greenwich. Our commitment to carers will be underpinned by the Care Act, the NHS's Long-Term Plan and the Vision for Health and Adults Services.

2.4 The Council and SELICS have agreed this joint strategy as part of their commitment to work together to improve the outcomes of people living in the Royal Borough.

¹ <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandlifeexpectancies/articles/unpaidcarersprovidesocialcareworth57billion/2017-07-10>

² <https://www.carersuk.org/for-professionals/policy/policy-library/unseen-and-undervalued-the-value-of-unpaid-care-provided-to-date-during-the-covid-19-pandemic#:~:text=It%20estimates%20that%20the%20care,in%20the%20care%20they%20provide.>

³ Formerly the South East London Clinical Commissioning Group

Our *commitment* to carers



3.1 Royal Borough of Greenwich and SELICS will ensure that carers understand their rights and their entitlement to support, in line with the Council’s Vision for adult social care and the NHS’s commitments in its Long-Term Plan. We will ensure that this commitment is applied consistently across all social care teams, including those in mental health services and in primary health care services.

3.2 Furthermore, Royal Borough of Greenwich and SELICS will ensure that carers are not forgotten as we move toward and embed an Integrated Care System. We will engage with local health services to ensure, firstly, that they recognise carers and then that they are aware of and refer carers to information and advice, universal services and formal assessments as appropriate.


3.3 We will work in partnership with statutory services, all service providers, people with lived experience and other stakeholders to deliver the commitments in this strategy.

3.4 We have identified the following principles for this strategy

- Carers will be treated with dignity and respected as expert care partners.
- Carers will have support to build on their strengths and have access to personalised services to support them with unmet needs.
- Carers will be able to have a life of their own outside their caring role.
- Carers will be supported to mitigate (where possible) the financial impact the caring role has them.
- Carers will be supported to stay mentally and physically well.

And, in partnership with children's services

- Children and young people who provide unpaid care will have the support they need to learn, develop and thrive and to enjoy positive childhoods.
- The parents of children and young people in transition to adult social care services understand that they are in transition too and are appropriately supported.



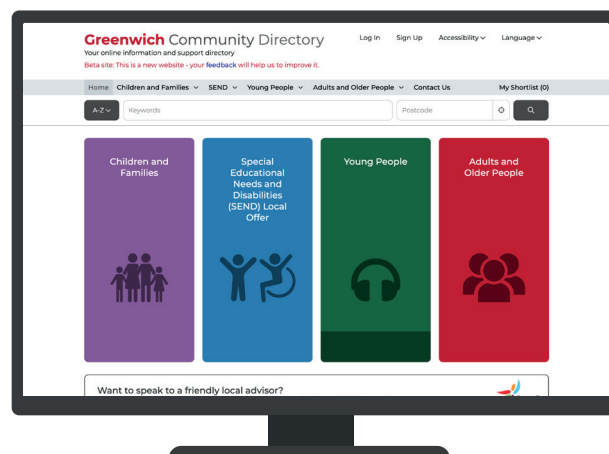
**Carers will
be supported to
stay mentally and
physically well.**

3.5 Within these priorities we have identified specific actions that will support the progression of the Place-based carers offer. These are described in more detail at Section 8, below.

3.6 In addition to the commitments in the Delivery Plan, we will explore opportunities to invest in services that will enhance the support that is already available to local carers.

Support for Carers in Royal Greenwich

- 4.1 Carers in Greenwich already have access to a range of services, the majority of which can be accessed without the need for a formal Carers Assessment. Greenwich Carers Centre offers information, advice and support as well as activities for carers. In 2021 we introduced a digital platform, which is run by Mobilise, for carers to come together and share their experiences. A comprehensive list of organisations that offer support to carers can be found by searching the Greenwich Community Directory⁴.



- 4.2 Live Well Greenwich is a local partnership that aims to improve the health and wellbeing of all residents. Among other things, it offers support with healthy eating, being active, money management and managing long-term health conditions.



4.3 Any carer in the borough is entitled to request a Carers Assessment. The assessment will identify an individual's needs⁵, how they are managing them and, if those needs are unmet, explore how the carer can be supported to meet those needs. That might mean the provision of information and advice, a referral to a service or the opportunity to take a Direct Payment.

4.4 We will do more to promote awareness of the services that are available, not just to carers but, across the local health and care workforce. A list of some of our key services is at Appendix 1.

⁴ [Greenwich Community Directory](#).

⁵ As defined by the Care Act 2014



What have Carers *told us?*

5.1 The most recent Carers Survey was undertaken in last quarter of 2021. Initial data from the 2021 survey is as follows

6.8 out of 12 quality of life score

36% were extremely or very satisfied with the support they receive

25% said they had as much social contact as they would like

61% felt included in discussions about the person they care for

46% found it easy to get information about services

5.2 We do not yet have the comparison data for the rest of London but, in Royal Greenwich, the overall satisfaction of carers has fallen and there have been significant reductions in the number of people that feel included in discussions and those that found it easy to access information about services.

5.3 Prior to the Covid-19 pandemic, Royal Borough of Greenwich undertook a review of its carers offer. The review engaged with both adult and young carers through workshops and a survey. The review identified the following challenges:

- A lack of consistency and connectivity across carers' services, resulting in different level of support to different client groups.
- Lack of connectivity between health and social care.
- Carers' abilities to access information vary and are dependent on their knowledge of services.
- The transition pathway from Children's to Adult services for a young carer is not clear.
- Are staff aware of and do they "buy into" the pathway and offer for carers?
- The carers customer journey needs to be streamlined.
- Improve social media presence to engage carers.

- Ensuring support planning recognises and harnesses community resources –building upon what carers do themselves, building on informal networks, empowering carers to control own life and solutions.
- Focusing offer on unmet needs rather than having a blanket approach which tries to meet all needs.
- Providing respite according to need and which is flexible and valuable to the user.
- There is currently no concessionary offer for carers, e.g. carers passport.
- Encouraging local employers to become recognised as carer friendly.

5.4 Further data about carers in Royal Greenwich are at Appendix 2.

5.5 We recognise that the Covid-19 pandemic has been a particularly challenging time for carers. It is not surprising that this has impacted on people’s overall satisfaction. However, there have been some good examples of co-production with carers since April 2020, not least in learning disability services, which we will build on. Health and Adults Service’s new Vision and the work of the Vision into Action Group will deliver greater opportunities for people to be involved in the development of services.

5.6 Nevertheless, it is clear that, on an individual level, we need to ensure that we listen to the voice of carers when working with residents and recognise them as expert partners – even if they choose not to take up the offer of a carers assessment.



Scope

6.1 For the purposes of this strategy a carer is defined as

a person of any age, adult or child, who provides unpaid support to a partner, child, relative or friend who couldn't manage to live independently or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse⁶.



6.2 This strategy relates specifically to Royal Borough of Greenwich’s social care duties to adult carers, i.e. those over 18, and, in certain circumstances, to young carers approaching adulthood. This applies regardless of the primary support reason of the cared-for resident. The NHS’s commitments to carers recognises all carers, regardless of age, and this strategy will reflect that also. It is our aspiration that this strategy for adult carers will be combined with that for young carers within the first 12 months of its launch.

6.3 Healthwatch Greenwich has reported that many carers from Black, Asian and Minority Ethnic communities choose not to engage with social care support and the services that are available in the community. We are committed to supporting all carers in our borough. We will reach out to Black, Asian and Minority Ethnic communities understand how to make services more accessible. Similarly, we will actively seek the views of carers from the LGBTQ+ community, carers with disabilities and carers from “hard to reach” groups.

⁶ The Royal College of General Practitioners, 2011.

6.4 We recognise that no one organisation has a comprehensive database of carers in the borough. In order to ensure that we reach all carers in the borough we will develop a communications strategy to ensure that as many carers as possible are aware of our commitments.

6.5 Overall, our Delivery Plan sets out how the Council and SELICS will take an integrated approach to improve outcomes for carers in the borough. Furthermore, we will explore opportunities to invest in new and innovative services that will enhance the support that is currently available to carers in Royal Greenwich.



Summary of *National & Local policies*

The National Context

7.1 The **Care Act 2014** put carers on an equal legal footing with adults in need of care and support. It entitles carers to be involved in decisions around their loved ones' support and care and requires Local Authorities to provide interventions to support and improve carers' wellbeing and prevent, reduce and delay needs. Carers are entitled to information and advice tailored to their specific needs, an assessment of their own needs for support, a support plan, and a personal budget – where their needs are eligible. The Act lays out national eligibility criteria, and guidance around the conduct of assessment and support planning, including self-assessment, and support to participate in assessment. It also explains the portability of care and support across local authority boundaries and from Children's to Adult Services.

7.2 The legal rights of young carers (carers who are under 18 years old) are outlined in the **Children & Families Act 2014** which aims to improve provision for vulnerable children and support strong families. The Act combines the rights of young carers, young adult carers and their families under a single law.



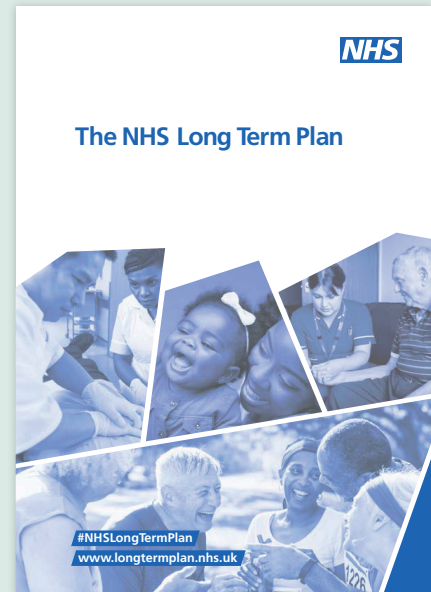
7.3 The NHS has published its **Long-Term Plan** to make the NHS “fit for the future” and to deliver the most value for every pound of investment. Specifically the Long-Term Plan makes clear

Carers will benefit from greater recognition and support

The NHS will continue to identify and support carers, particularly those from vulnerable communities

The NHS will ensure carers understand the out-of-hours options that are available to them

The NHS will roll out “top tips” for general practice which have been developed by young carers.



7.4 The government white paper, **People at the Heart of Care** builds on the Carers Plan 2018 – 2020. In particular, three core strands form the basis of its commitment to supporting carers. The white paper states that £25 million will be invested to identify existing interventions and new approaches to supporting unpaid carers. The government will promote the increased use of voluntary carers markers on NHS electronic records and simplify data collection. Working with NHS England and the Carers Partnership carers organisations will be supported to upskill their staff on social prescribing and improved consistency of social prescribing across the England. Other measures that the Bill will bring in include a right to 5 days’ carers leave a year, more flexible working, a further increase in Carers Allowance and improving employment opportunities for people with disabilities.



The Local Context

7.5 Health and Adults Services is Royal Borough of Greenwich's adult social care directorate. Health and Adult's Vision is

Working together to live the best life you can in Royal Greenwich.

Our ambition is for all of us to live well – focusing on what matters to you, what you can do and the world around you.

The vision is underpinned by five principles.

1

Focus on strengths and opportunities and work with residents to live as independently as possible.

2

Have real conversations where we listen to our residents, building understanding and trust.

3

Focus on identifying solutions with the person in front of us and not making long-term decisions during a short-term crisis.

4

Build on the resources available in our residents' support networks and communities to build resilience and interdependence.

5

Work with partner organisations and local communities making the most of each other's strengths and resources to provide all-round support to residents.

...recommended that the Carers Policy be updated to include children in transition

7.6 At a local (Place) level, SELICS is working with local authorities across South East London to integrate support for carers. The maturity of the sub-region’s integrated approach to the NHS’s commitment to carers will be measured against the following criteria.

- Leadership, planning and partnerships
- Use of data and experience for quality improvement and population health management
- Integrating care/collaborative working – local authority/social care
- Integrating care/collaborative working – voluntary sector
- Integrating care/collaborative working – Primary care networks/social prescribing link workers/GP practices
- Tackling unequal health outcomes and access to services/support
- Supporting broader social and economic development/ use of resources/employment and education
- Training Development, communications, engagement and support

7.7 In recent years several Safeguarding Adults Reviews in Royal Greenwich have recommended actions relating to the care and support of carers. The importance of carers assessments, of listening to the carer and the provision of good information and advice were common to most, if not all. In addition, individual Safeguarding Adults Reviews:

- questioned if Health and Adult Social Care had met their statutory duties
- found that no accommodation was made for people’s protected characteristics
- recommended that the Carers Policy be updated to include mental health and children in transition.

7.8 We will work with all our partners to ensure that the learning from Safeguarding Adults Reviews informs our practice and this is reflected in our Delivery Plan, below.



Delivering on Our Commitments & *Measuring Success*

8.1 Royal Borough of Greenwich and SELICS has established a Carers Stakeholder Group to oversee the delivery of our commitments in this strategy. The group includes officers from the Council, the local NHS, people with lived experience and local providers that support carers.

8.2 The Carers Stakeholder Group has agreed a Delivery Plan setting out the specific actions that we will take to deliver our commitments. It will meet regularly to assess progress against the targets and to address any barriers to its implementation. The Delivery Plan will be reviewed at least annually and update to reflect progress made and to identify further actions that will enhance our offer. In summary, the Delivery Plan will address the following commitments, in line with the identified priorities.

Carers will be treated with dignity and respected as expert care partners.

8.3 We will

- establish Carers Allies in social care and health teams to raise the profile and recognition of carers.
- ensure that carers' information is up to date and available in multiple formats.
- reach out to Black, Asian and Minority Ethnic communities and other "hard to reach" groups to raise awareness of the support that is available and to understand how services need to adapt to better meet people's needs.
- improve the consistency of information, advice and support offered to carers.
- ensure that carers are given opportunities to be involved in the design and development of our strategies and services.

Carers will have support to build on their strengths and have access to personalised services to support them with unmet needs.

8.4 We will

- ensure that Carers Assessments are strengths-based and take account of the carers insights into the challenges they face.
- consider asking a Trusted Assessor to carry out all Carers Assessments.
- enable carers to self-direct the support they need through the Online Community Directory.
- ensure that all social care and health staff are aware of and can signpost carers to the right services.
- give carers the opportunity to develop skills that will help them take greater control over their lives.
- review services to ensure that they are relevant and accessible to all carers in the borough regardless of ethnicity, religion, disability etc.
- promote peer support services that put carers in touch with one another
- look for examples of good practice that we can apply in Royal Greenwich.

Carers will be able to have a life of their own outside their caring role.

8.5 We will

- make sure that carers' need for respite is taken into account and that a range of respite options is available.
- ensure support plans are flexible.
- address social isolation and loneliness.



Carers will be supported to mitigate any financial hardship as a result of their caring role.

8.6 We will

- work with Greenwich Local Labour and Business to identify programmes that will support carers to find work.
- ensure that carers are aware of and encourage people to claim the welfare benefits that are available to carers.
- explore the benefits of introducing a Community Carers Passport in the borough.

Carers will be supported to stay mentally and physically well.

8.7 We will

- work with GPs and other Health professionals to raise awareness of carers issues and the support that is available for carers in the borough.
- develop social prescribing opportunities for health professionals to refer carers to.
- tackle the health inequalities that carers face.

Children and young people will have the support they need to learn, develop and thrive and to enjoy positive childhoods

8.8 We will

- support young carers approaching adulthood to transition to Health and Adult Services
- combine this Adults Carers Strategy with children's Services' offer within 12 months.

The parents of children and young people in transition to adult social care services understand that they are in transition too and are appropriately supported.

8.9 We will

- in combination with Children's Services, ensure that discussions with the families of young people in transitions include an explanation of unpaid caring, explore the strengths that the families have and the support that is available to unpaid carers from adult services.

Measuring Success

- 8.10** We will measure our success against several outcomes. We aim to ensure that by the time of the next national carers survey (ASCOF), carers are reporting much improved experiences of the support they receive. The Carers Stakeholder Group will establish local performance indicators that will enable us to measure improved outcomes for carers between now and the publication of the next national survey.



We will tackle the health inequalities that carers face

Proposed Performance Measures

Outcome	Indicators	Target	Actual
Carers will be respected as expert care partners	Experts by experience are active participants in stakeholder groups, such as <ul style="list-style-type: none"> • Carers Stakeholder Group • Vision in Action Group • My Time My Way Challenge Group 		
	No. of Carers Allies appointed across health and social care teams		
Carers will have access to personalised services they need to support them with unmet needs	More carers are accessing carers support, e.g. <ul style="list-style-type: none"> • Greenwich Carers Centre • Mobilise 		
	More carers assessments are completed		
	More carers are using Direct Payments		
	More people from Black, Asian and Minority Ethnic communities are accessing support		
Carers will be able to have a life of their own outside their caring role.	More carers are in employment, education or training		
	Carers are aware of community-based resources		
	Carers have access to respite and short breaks		
Carers will be supported to mitigate (where possible) the financial impact the caring role has on individual carers.	There is an increase in the number of carers that are in employment		
	More carers are in receipt of carers' benefits		
Carers will be supported to stay mentally and physically well and will be treated with dignity.	No. of GP practices that have completed the carers self-assessment framework		
	No. of staff trained in carers awareness <ul style="list-style-type: none"> • Health and Adult Services • Children's Services • Other Council Depts. • ICS staff • GPs • GP Practice staff 		
	No. of carers receiving support through social prescribing		

Adult Social Care Outcomes Framework

Outcome	Indicators	2021 Survey	Target	Deadline
Carers will be respected as expert care partners and will have access to personalised services they need to support them with unmet needs.	Carers report that their quality of life is on par with the London average. (ASCOF 1D)		7.4	2023 Survey
	At least half of Carers report they are extremely or very satisfied with the support they receive. (ASCOF 3B)		65%	2023 Survey
	Carers who report they feel included in discussions about the person they care for returns to pre-pandemic levels. (ASCOF 3C)		71%	2023 Survey
	At least three quarters of carers report that it is easy to get information about services. (ASCOF 3D (2))		75%	2023 Survey
Carers will be able to have a life of their own outside their caring role.	Carers report that their quality of life is on par with the London average. (ASCOF 1D)		7.4	2023 Survey
	At least a third of carers report that they have as much social contact as they'd like. (ASCOF 11(2))		33%	2023 Survey
Carers will be supported to mitigate (where possible) the financial impact the caring role has on individual carers.	At least three quarters of carers report that it is easy to get information about services. (ASCOF 3D (2))		75%	2023 Survey
Carers will be supported to stay mentally and physically well and will be treated with dignity.	Carers report that their quality of life is on par with the London average. (ASCOF 1D)		7.4	2023 Survey
	At least a third of carers report that they have as much social contact as they'd like. (ASCOF 11(2))		33%	2023 Survey

Appendices

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Carers Services

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Appendix 2
Carers Data

Appendix 1

Carers Services

The following table includes details of services that are available to carers in Royal Greenwich. It is not an exhaustive list. For details of all services available to carers please visit the Greenwich Community Directory at <https://greenwichcommunitydirectory.org.uk/kb5/greenwich/directory/home.page> and search for “carers”.

Service	Address	Contact	Website
Greenwich Carers Centre	The Stables 76 Hornfair Road London SE7 7BD	0300 300 2233 info@greenwichcarerscentre.org	greenwichcarers.org
Greenwich Volcare	Trident House Grassington Road Sidcup DA14 6BY	020 8302 0198 greenwichvolcare@carerssupport.org	carerssupport.org/respite-for-carers.htm
Mobilise	N/A	N/A	mobiliseonline.co.uk
Reflections	Shrewsbury House Community Centre Bushmore Crescent London SE18 3EG	07981 741 499 reflectionsgreenwich@gmail.com	reflectionsgreenwich.com/369-2/
Age Exchange	Number 11 Blackheath Village London SE3 9LA	020 8318 9105 hello@age-exchange.org.uk	age-exchange.org.uk
Live Well Greenwich		0800 4704831	livewellgreenwich.org.uk

Appendix 2

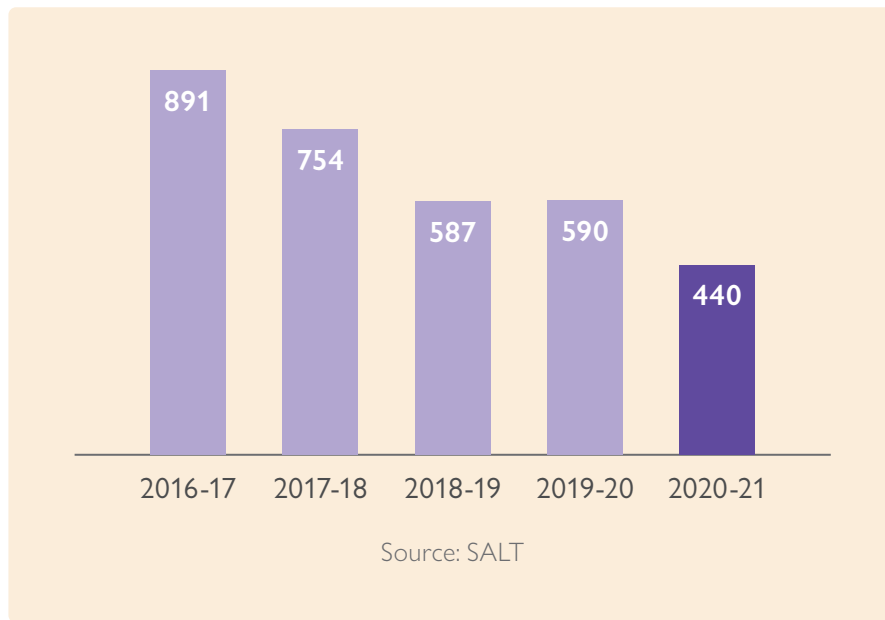
Focus on carers – Strategy & Performance Team

November 2021



Appendix 2

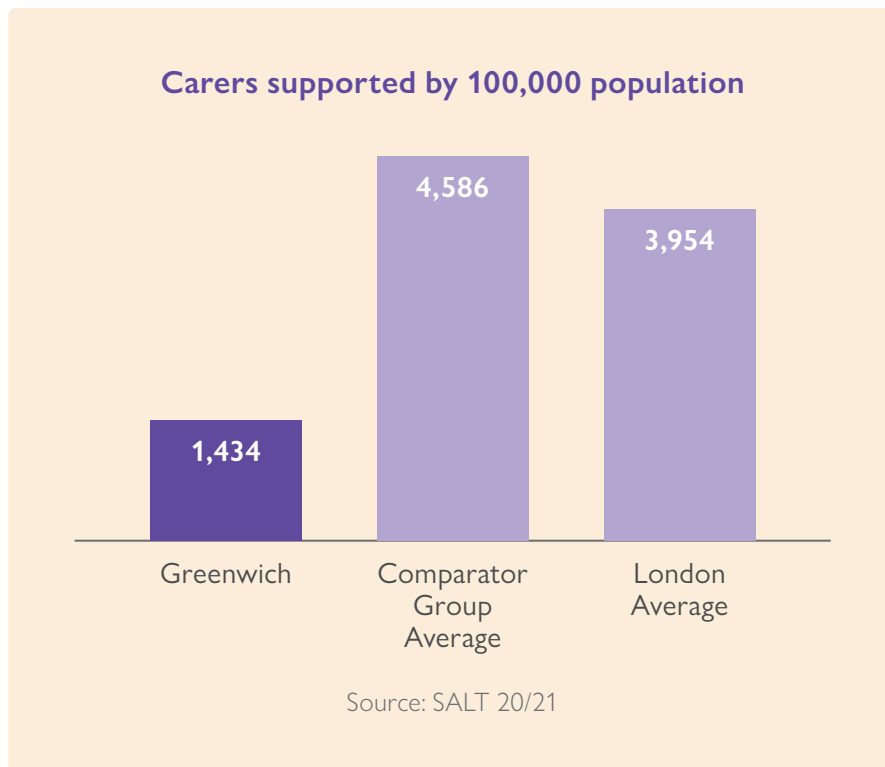
Number of carers supported



During 2020/2021 we supported **440** carers

This is a **25% reduction** in the number of carers supported

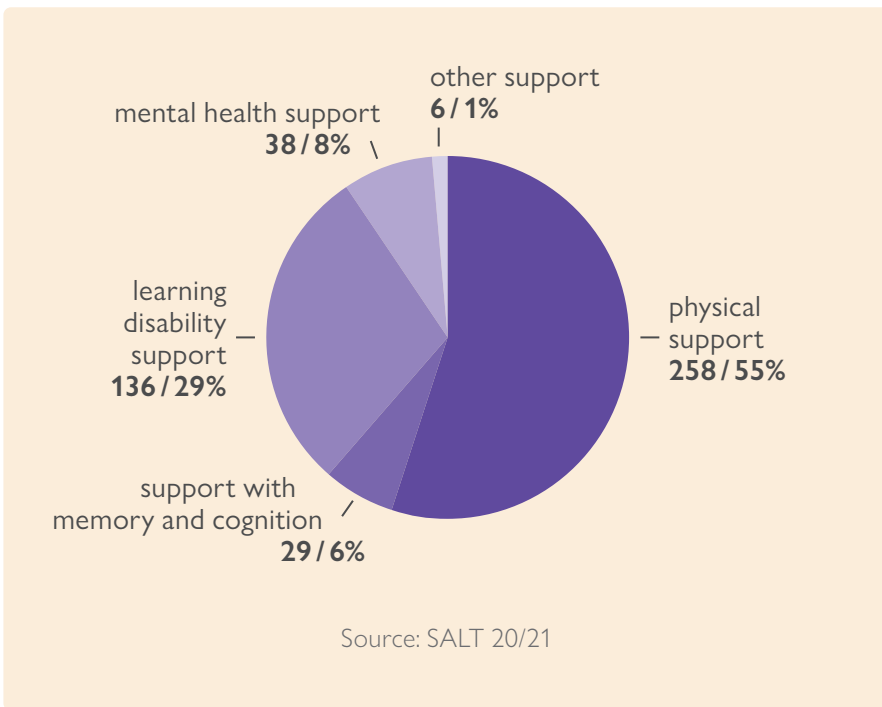
150 less people than last year



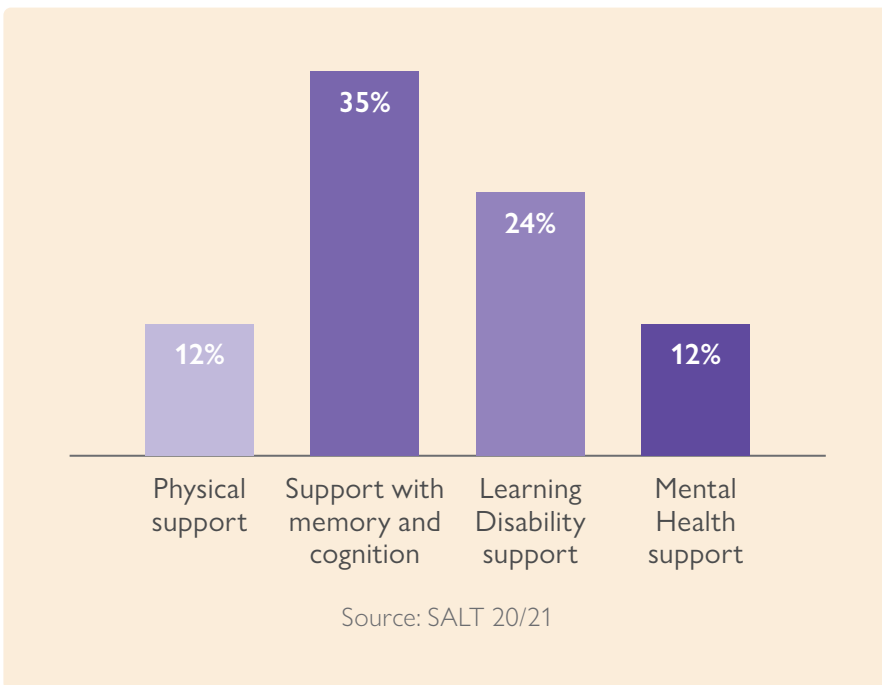
We support **significantly less carers** than the London average

Appendix 2

Who are we supporting?



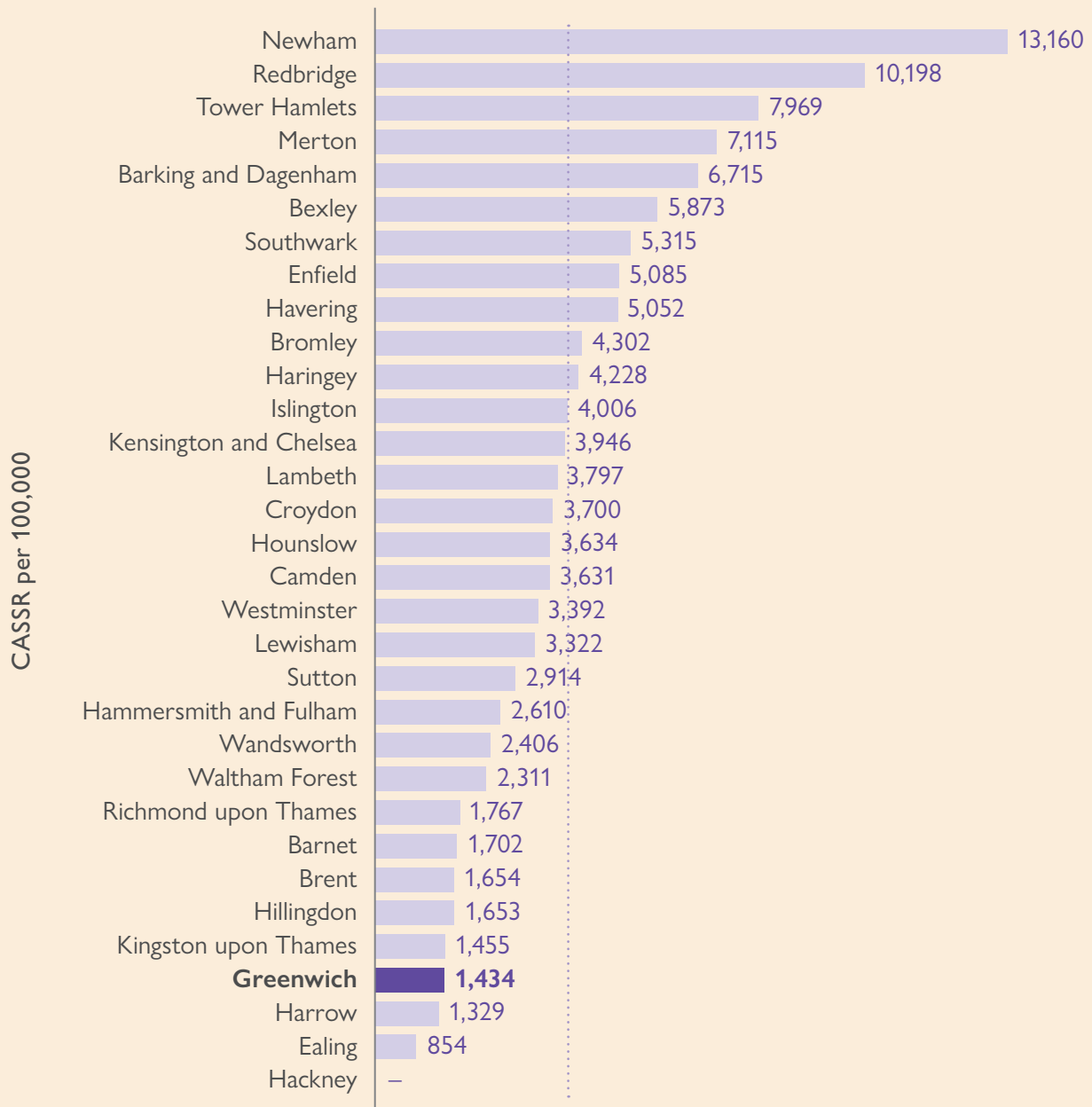
55% of the carers we support are caring for people with a primary need of physical support



14% of all community based service users received support for their carer

Appendix 2

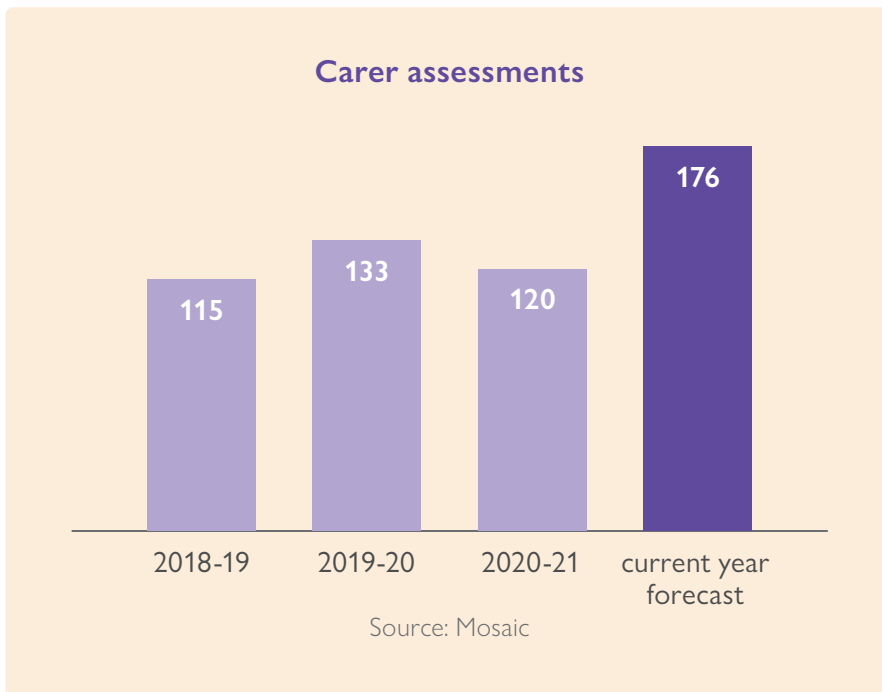
Number of carers supported per 100,000 population in 2020/21



Source: SALT 20/21

Appendix 2

Carer assessments and reviews



So far since 1st April 21, we have completed **117 carer assessments**

After remaining stable for the last 3 years, the number of carer assessments is **projected to increase** this year



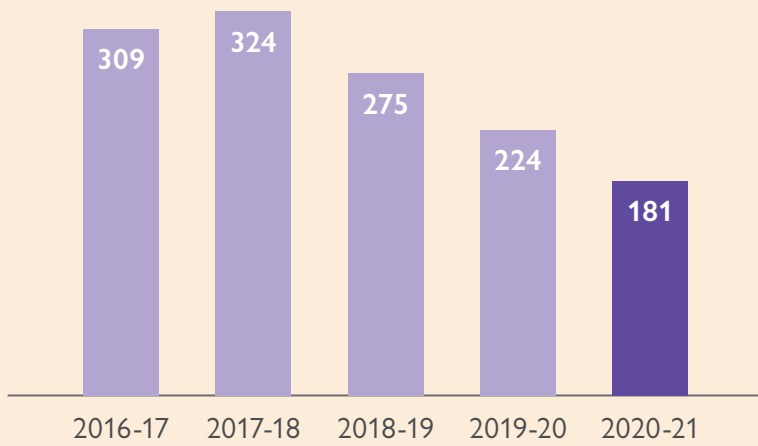
Over the last 4 years, we have seen a **significant reduction** in the number of carer reviews completed

So far this year, we have completed **9 of them**

Appendix 2

Carer Direct Payments

Carers with Direct Payment in the year:

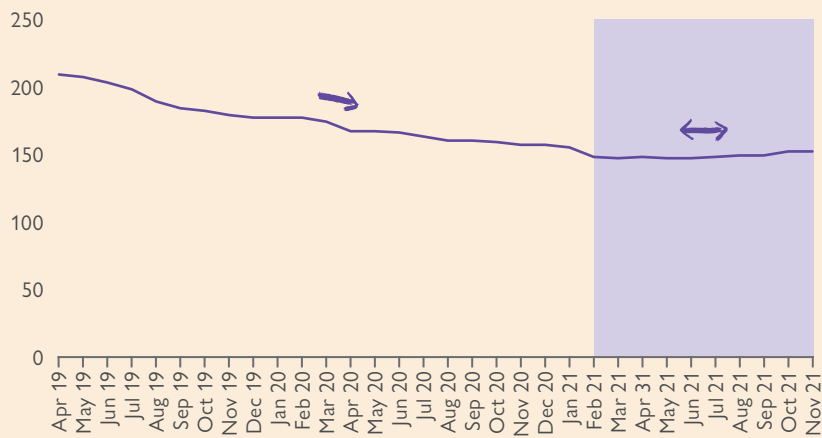


Source: SALT

The number of carers in receipt of a Direct Payment had been

reducing for the last 3 years

Carers with open Direct Payment at month end (snapshot):



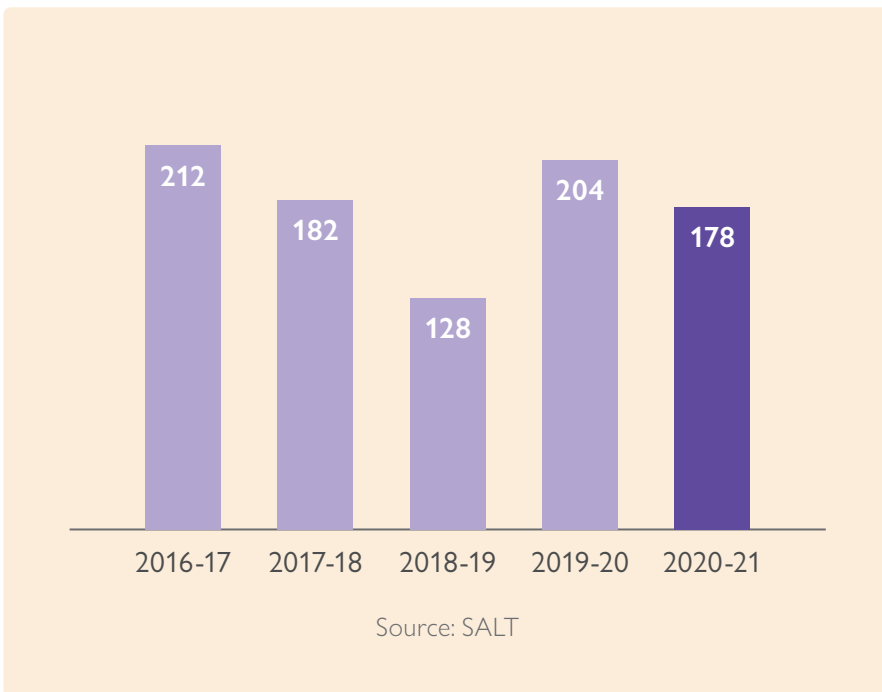
Source: Mosaic

However it seems to have

stabilised since February 21

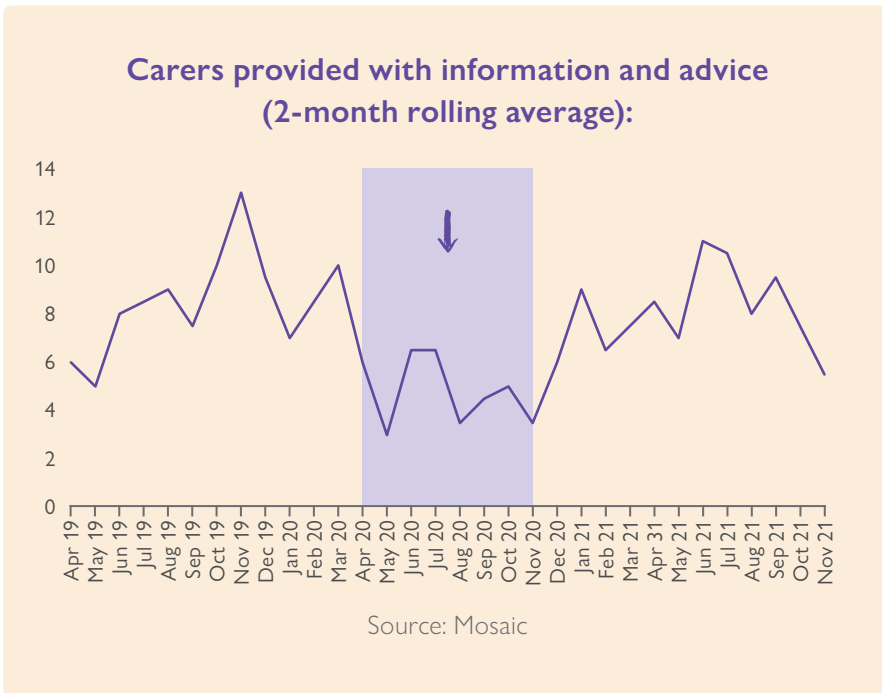
Appendix 2

Carer supported with information and advice



178 carers were provided with information and advice in 2020/21

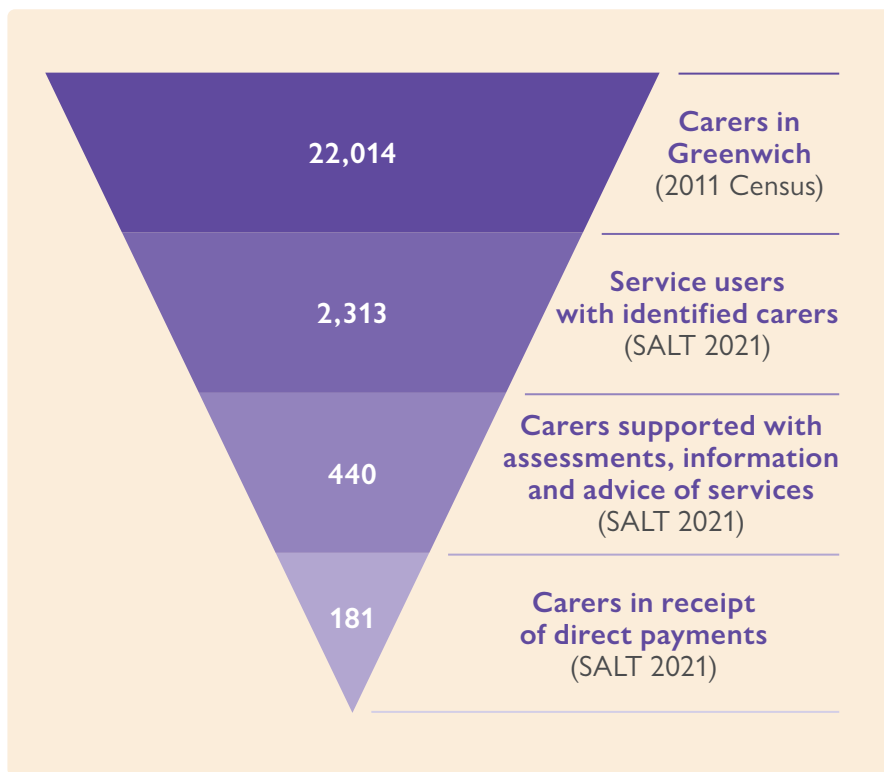
This is **26 less** than the previous year (-13%)



The number of carers supported with information and advice **dropped** significantly between April and November 2020 – **4 per month** on average, compared to 9 in 2019/20 and 8 since December 2020

Appendix 2

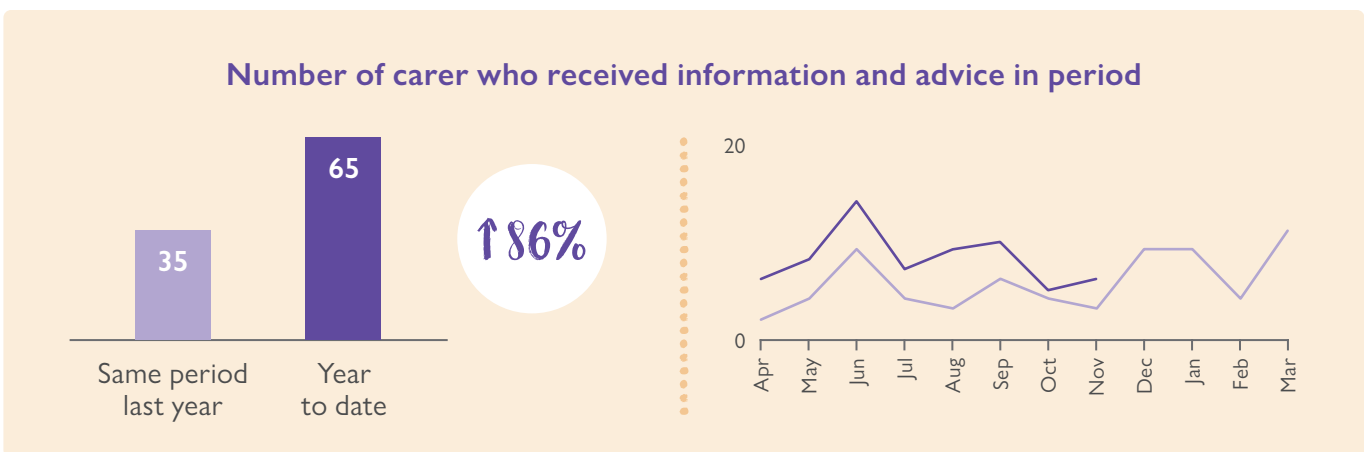
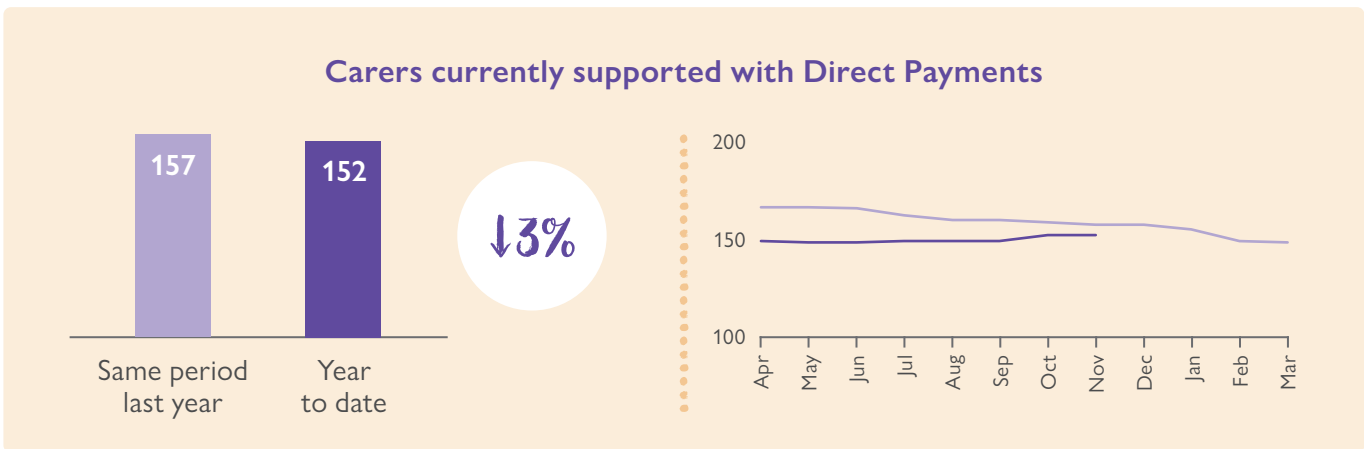
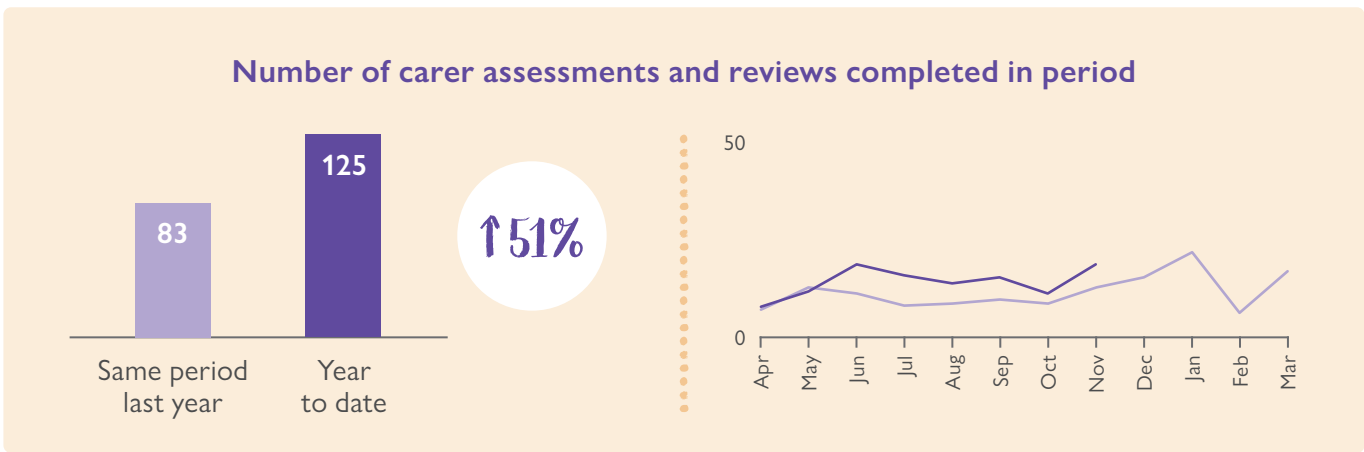
Support provided to carers



Just **19% of carers** of long term service users received some form of carer support in 2020/21

Appendix 2

Carer data on the monthly DMT dashboard



Appendix 2

Findings from the Carers survey

The last carer survey was conducted in 2018. The survey that was due to be carried out in 2020 was postponed to 2021 as a result of the pandemic. We are currently in the collating the responses to this survey. We will share the results of the 2021 survey in the coming months.

Below are the key messages from the 2018 survey:

43% response rate. We sent out 562 surveys and 244 carers responded

6.9 out of 12 quality of life score (this is calculated based on answers to six questions about occupation, control, personal care, safety, social participation, encouragement and support) – this was lower than the previous survey (7.3) and than London average (7.4)

34% were extremely or very satisfied with the support they receive – lower than the previous survey (39%) and than the London average (35%)

23% said they had as much social contact as they would like – lower than the previous survey (26%) and than the London average (33%)

71% felt included in discussions about the person they care for – higher than the previous survey (69%) and than the London average (65%)

62% found it easy to get information about services – lower than the previous survey (65%) but still higher than the London average (60%)

49% of carers reported that they spend at least 100 hours a week caring

52% said that caring had caused them some financial difficulties

Initial data from the 2021 Carers Survey is as follows

6.8 out of 12 quality of life score

36% were extremely or very satisfied with the support they receive

25% said they had as much social contact as they would like

61% felt included in discussions about the person they care for

46% found it easy to get information about services

We do not yet have the comparison data for the rest of London but, in Greenwich, the overall satisfaction of carers has fallen and there have been significant reductions in the number of people that feel included in discussions and those that found it easy to access information about services.

According to the 2011 Census, 22,014 (9%) residents of the Royal Borough identified themselves as providing some measure of unpaid care. It is anticipated that the number of people identifying as carers in the 2021 census will have risen to between 24,000 and 25,000.

In 2011, 5,410 Royal Borough Of Greenwich residents said they provide a minimum of 50 hours of care per week and 3,519 reported that they provide a minimum of 20 hours of care per week. The data shows that the more hours spent caring, the worse carers report their health to be. For those who care for up to 19 hours per week, 22% rated their health as less than good. For those caring for 20 – 49 hours it was 30% and for those caring for 50 hours plus, 42% said their health was “not good”. This compares poorly with the national picture of the 2001 census, which showed just 12% of all carers reporting “not good health” (22% of carers providing 50 hours plus.)

Although the number of carers in Royal Greenwich is rising, the number directly support by the Council is falling and has been doing so for some years. In 2020/21, there were 2,313 residents with an identified carer known to the Council. Of those carers, only 440 were supported (i.e. they had been assessed, reviewed and/or were in receipt of a package.) This compares to 891 carers supported in 2016/17. Significantly, there was a fall of 25% carers being supported between 2019/20 and 2020/21. Royal Greenwich supports fewer carers than the London average and has the lowest number of supported carers in South East London.

There are many likely reasons for the reduction in the number of carers supported. Certainly, the Council prioritised its response to the Covid-19 outbreak during 2020/21, which impacted on business as usual. We know that some families chose not to engage with any services during the first year of the pandemic and that some of that reluctance remains. It is true, too, that the universal offer (mainly provided by the Greenwich Carers Centre) means that many carers do not need (or want) to engage with the Council. Respite provision is classed as a resident’s service rather than a carer’s but, it is a significant aspect of supporting carers. Furthermore, the universal offer has been supplemented in 2021/22 with the introduction of Mobilise’s digital platform, enabling online, peer to peer support for carers.

However, it is also true that the carers offer in Royal Greenwich has been inconsistent over recent years.

In November 2020 Children’s Services reported that there were 261 Young Carers on the register held by Early Help, broken down by age as follows

Age group	Total Young People
Up to 13	81
14 – 16 years of age	115
16+	65
Total	261



