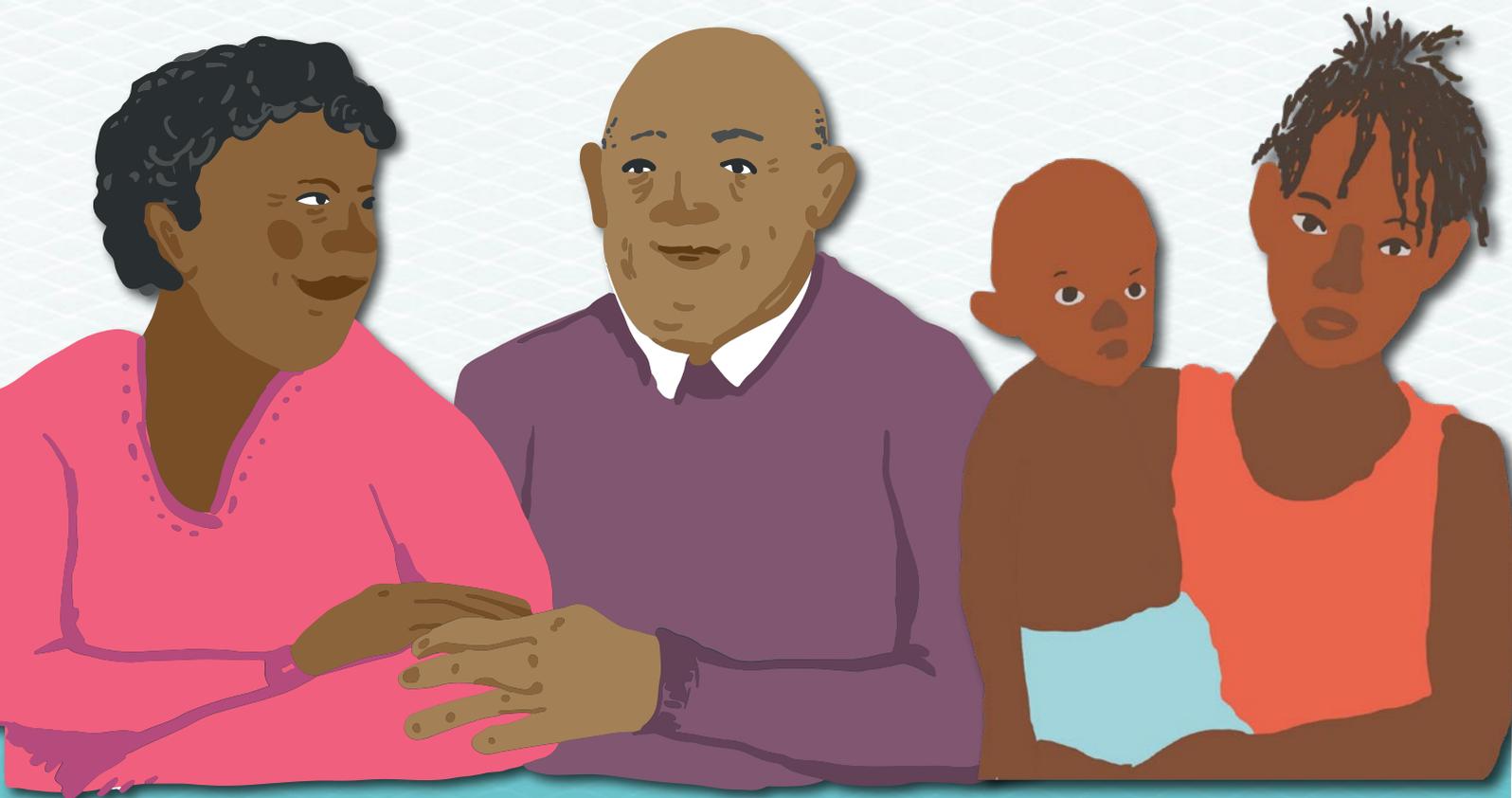




Carers
Hub
Lambeth



OUR PLAN
FOR THE
FUTURE

2022-2027



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Carers' Hub Lambeth strategy foreword



Across the UK, 1 in 8 adults care, unpaid, for family and friends who may be older, disabled, or seriously ill. These labours of love come with many challenges and can have a significant impact on carers themselves.

Carers' Hub Lambeth came into being as an independent organisation in July 2018 to improve carers' lives in Lambeth. In the years since then, we have built a team of dedicated trustees and staff as well as a range of services and partnerships to help carers lead better lives. But we know that there is more to be done - to best support the caring community in Lambeth. We reached out and asked carers to tell us about themselves, to describe the challenges they face and how Carers' Hub Lambeth does – or does not – help them. They have helped us build insights into who they are and their everyday reality. This helped us paint a clearer picture of our own strengths and weaknesses, and how we can do more to help carers in their lives.

In this document, we have outlined our strategy for Carers' Hub Lambeth, building on the analysis and insight from our carers and partners. It is an evolution rather than a revolution of what we do. It describes how we will strengthen our services and make them more accessible. Key to that will be continuing to develop our understanding of carers and their evolving needs, as well as building the skills of our staff, securing funding, and forging meaningful partnerships.

I want to thank everyone who has helped us get to this stage – my fellow trustees, the dedicated staff at Carers' Hub Lambeth, ZS Associates for their expertise and commitment, and our partners for their enduring support. But most of all, I want to thank the carers of Lambeth – for giving us their time and continuing to inspire us with the example they set.

Thank you
James Hynard
Chair of the Board of Trustees

Introduction to Carers' Hub

Who is a carer?

A carer is anyone, including children, young people and adults, who looks after a family member, partner or friend who has an illness, disability, mental health condition or drug or alcohol problem.

Key facts about carers

The Carers Week 2020 report estimates that there are 13.6 million unpaid carers in the UK today. Most of these carers were already caring before March 2020, but a staggering 4.5 million people have started providing unpaid care since the Covid-19 pandemic. Young people are taking on caring roles too and the Children's Society estimates that there are 800,000 young carers aged 5 to 17 in the UK.

Here in Lambeth, the 2011 census found that there are over 20,000 unpaid carers living in the borough, with 4,270 of these carers supporting people between 20 and 49 hours a week, and a further 3,172 supporting people for 50 hours or more a week. We expect this number to have grown significantly when the 2021 Census is published.

The impact of caring on carers

Caring can impact all aspects of carers' lives including:

- Juggling caring with day-to-day responsibilities
- Education and career, with 1 in 5 carers being forced to give up work due to caring
- Managing stress and looking after their physical and mental health
- Friendships and relationships
- Money worries

"My life is dictated on me. I have very little time for myself and always under protest from Mum. I usually have only a couple of hours here and there. Before the pandemic I used to go to the cinema or pub to get out the house. But those windows of time are decreasing as my mother's disability progresses."

Working together to improve the lives of carers

It's important to remember that, sometimes, people who dedicate their lives to caring for others may need help themselves. Caring for a loved one can be a source of great personal satisfaction but it can also create its own set of challenges. These can include physical and mental health problems, a feeling of isolation, difficulty in balancing paid work with care responsibilities and financial worries.

Our work stems from the fact that carers often go about their roles despite the toll it might take on their own wellbeing, often having to make sacrifices that hamper their own ability to lead a normal life. Whether financial, educational or otherwise, we seek to limit the challenges that carers face. We achieve this through four core workstreams: raising awareness of carers, influencing local policy through community engagement activities, improving carer wellbeing, and connecting carers to each other and to support and training opportunities through our services.

Carers' Hub offers support to young carers aged 5-15, young adult carers aged 16-25, and adult carers, providing one-on-one support, peer support groups and forums led by professionals who discuss key topics that impact the lives of carers and the people they care for. We also provide first aid training, a free legal clinic on Lasting Power of Attorney and Court of Protection, and very importantly, social activities so carers too can unwind and relax.

It's our collective responsibility to ensure that carers lead fulfilling lives, and while we have made an impact over the last few years, there's still a long way to go to achieve our mission.

"I would feel cut off without Carers' Hub. It is a reliable and safe place to meet others who get it."



Before Carers' Hub became an independent organisation

2008 Our services commenced in October 2009 following a successful bid for the contract by a new consortium led by Crossroads Care South Thames (now Help for Carers), working with Age Concern Lambeth (now Age UK Lambeth) and Disability Advice Service Lambeth (DASL)

2014 The new service starts. The existing providers were recommissioned in a new configuration with 40% reduction in overall funding. Age UK Lambeth is the ILCP contract lead

2015 Carers Hub Lambeth is incorporated in June 2018 and launches as an independent organisation in July 2018

The establishment of a Carers' Hub in Lambeth was one of the key elements of the Lambeth Carers' Strategy

Lambeth Council decides that several services should be brought under the umbrella of a 'Social Care Hub' (later the ILCP). These contracts were Lambeth Resolve, Carers Hub Lambeth, Young Carers Project, Lambeth Mencap Learning Disability Service, and DASL Direct Payments Support Service

Following a brief consultation period, Help for Carers announces closure in May 2018. All services cease on 30th June 2018. Carers Hub Lambeth team, with support of ILCP CEOs and commissioners decides to set up as an independent organisation



After Carers' Hub became an independent organisation

- Launched an Action Plan for carers to drive forward the Carers' Strategy.
- Carers Collaborative Network
- Start of the Young Carers Homework Club funded by Sir Walter St. John's
- Launch of Young Carers Schools Project funded by Walcot Foundation
- Joined the Advanced Care Planning Consortium
- Welcomed 5 new trustees to the board

Our mission and vision

The definition of a clear mission and vision was essential to build solid foundations for our organisation

Redefining our impact objectives

Based on the findings from our research we redefined the key objectives that establish our strategic direction

Rolling out our strategic plan

The identification of main areas of opportunity to focus on with key activities and milestones will support our strategy roll-out

First steps

Our story begins on 1st July with the foundation of Carers' Hub Lambeth, as an independent charity, whose aim was to offer quality services to carers in the borough of Lambeth

- Appointed our Carers Strategy Development Manager
- New Board of Trustees

Creating our theory of change

We worked with our carers, partners and staff to gather insights that informed our strategic plans

- Welcomed 2 new trustees to the board
- Staffing team has doubled in size
- Awarded funding from King's Civic Challenge to deliver 'Caring Stories'
- Launch of the Lambeth Carers' Card

Setting our strategic direction

Learning from our research and past experiences, we identified the key strategic priorities to achieve our objectives

- Awarded funding from Public Health England to deliver activities that focus on prevention & promotion of better mental health

We're here

Young carers

Who is a young carer?

A young carer is someone under the age of 18 who looks after a family member or friend who has an illness, disability, mental health condition or a drug or alcohol problem. A young adult carer is someone aged 16-25.



Kurt's story

Kurt (name changed) is 15 years old and cares for his mother who has lupus, which is an autoimmune disease that affects her joints, heart and lungs. Kurt's mum is in and out of hospital a lot and he has to look after his younger sister when his mum is not around. Kurt takes on a lot of responsibility at home and he and his sister have become quite isolated from family and friends. Kurt constantly worries about his mother and has found himself becoming very anxious about his life. We worked with Kurt, his mother, children's services and the school to ensure that adequate support was in place and Kurt and his sister are now regular members of our young carers activities and groups.

At Carers' Hub, we work with many young carers like Kurt, but caring can be different for everyone. A young carer might 'care' in all sorts of ways, be it through personal care (bathing or dressing the person they care for), help around the home, or by providing emotional support. No matter how big or small the caring role, there are different ways in which Carers' Hub can help:

- We provide a listening ear and relevant help to young carers and their families, using a whole family approach
- We run a range of fun, interesting and educational activities throughout the year
- We run monthly young carers' groups, which are spaces for carers to relax, have fun, learn and make friends
- We provide educational support

**"My son knows he has someone to talk to who he trusts and that makes a huge difference. He has improved his wellbeing and behaviour. He calmed down and he is more relaxed than before thanks to Carers' Hub support."
(Parent of a Young Carer)**

Adult carers

Who is an adult carer?

An adult carer is someone who looks after a family member, partner or friend with an illness, disability, mental health condition or a drug or alcohol problem. The care they provide is unpaid.



Elizabeth's story

Elizabeth (name changed) cares for her elderly mother, providing all physical, practical and emotional care. Elizabeth was feeling overwhelmed and isolated and hadn't had a break from caring in 10 years. Without support, Elizabeth didn't feel comfortable taking time for herself. Elizabeth found it helpful to speak to the Carers' Hub team about the support she was entitled to and how to go about putting this in place. The team also helped her with a grant application that would provide respite care. With formal care in place for her mother, Elizabeth felt able to take a break.

At Carers' Hub we work with many carers like Elizabeth and we know that every caring role is different. We help carers like Elizabeth by:

- Providing tailored 1-2-1 support, whether that relates to finances, day-to-day tasks or something different
- Running peer support groups for carers to share their experience of caring, make friends, and develop new skills. We run groups tailored to dementia, mental health and learning disability carers
- Hosting a variety of information sessions and learning opportunities throughout the year
- Delivering first aid training and providing free legal clinics through our partnerships
- Through the Lambeth Carers' Card we also link carers to relevant services, support emergency planning and access to online resources and will hopefully be able to offer a discount scheme in the near future

"I'm ever so grateful to you for all your help and making my Paris trip possible. I had a wonderful well-earned break away"

And if we can't help, we do our best to link carers with someone that can, whether that's by providing them with up-to-date information, signposting them to services or referring them ourselves.

Our mission & vision

MISSION

To improve carers' lives in Lambeth through quality services and community engagement

VISION



Our carers

Carers feel listened to, supported and valued

We want to ensure all carers are supported through the challenges caring can bring. Ensuring they can live a life of their own, alongside caring, and realise their hopes, dreams and potential. We will listen to carers' stories and their experiences to inform our work and influence the work of our partners.

Our team

Being the best that we can be

We want our team to feel proud and happy to be part of Carers' Hub and to be fully supported to thrive at work and be the best that we can. Knowing that together we are striving to make a genuine difference to the lives of local carers.

Our partners

Working together to improve the lives of carers

Together we will aim to make a greater impact on the lives of carers in Lambeth. We will continue collaborating together to share our insights, energy and effort to ensure our carers are championed in our borough.

Our impact objectives

01. Improve wellbeing

Caring for a loved one, family member, friend or neighbour, can have a significant impact on all aspects of a carer's own life.

- We ensure carers have appropriate and ongoing support to maintain their **physical** and **emotional** wellbeing
- We support carers to address issues around **caring with confidence, finances, education and employment, and managing at home**



02. Increase connections

Carers can feel isolated at times, so it's vital to foster a sense of connectedness and community.

- We help carers **build connections** with each other and their community
- We also help **increase connections** between carers and local services
- We help professionals to **connect** too through our Carers Collaborative Network

03. Raise awareness

We believe caring is everybody's business and it's essential to **raise awareness** so that carers' unmet needs are fulfilled.

- We provide valuable **information** across various topics that will help carers in their roles and in their lives
- We deliver carer awareness training for professionals in Lambeth
- We work hard to raise awareness through **partnership work, outreach** in the local community, social media

04. Influence

We believe that **carers' experiences and voices** should be considered to influence the development of **local policy, practice and services** that affect carers.

- We host a range of **workshops and forums** for carers to make their voices heard throughout the year
- Amplify the **voice of carers** through the work of our Carers' Strategy Development Manager and our involvement in the Lambeth Carers Strategy

Our strategic priorities

01. Promote carers' wellbeing

Caring can have a significant impact on carers' mental and physical health. During the Covid 19 pandemic, many carers faced challenges of isolation, boredom and growing pressures from their caring role. Through our survey, we heard from our carers that 50% of them feel anxiety around their caring abilities while 60% recognise they need emotional and self-care support. We are concerned about the impact of increased levels of stress on our carers' mental health and wellbeing and we want to ensure that carers reach out for support before reaching crisis point.

02. Make our services more accessible to carers

Carers are a diverse group of people and we want to make sure that our services are accessible to all. We've heard from our carers about some of the barriers they face in accessing our services such as working hours, language and a lack of clarity of the different types of support we're able to offer. According to our survey, the lack of time and the needs of the cared for person are the main barriers that prevent adult carers from accessing our activities. We want to ensure that no matter our carers' personal circumstances, we will be able to provide the right support.

03. Support carers throughout their journey

There is a lot of support on offer in Lambeth but information can be difficult to find and services hard to navigate. For many carers, the biggest factor in improving their own wellbeing is getting the right support in place for themselves as well as the person they look after. Around 50% of carers would like to see more emotional support and counselling, as well as practical support and social activities, according to our survey. We will listen to our carers to understand better what their whole lives look like and make sure we can identify the support they need.

04. Build & maintain valuable partnerships

We believe caring is everybody's business. Through partnership working and our involvement with the Lambeth Carers' Strategy, we want to ensure that carers' needs are met and their voices are heard. We will work hard to raise awareness through outreach in the community, GP practices and local hospitals, presentations to schools and social work teams.



Promote carers' wellbeing



01

02

03

04

01. We will

- Ensure that our team has the right tools and skills to better support carers' mental health and wellbeing, and prevent them from reaching crisis point
- Continue to work with our carers to identify signs of poor mental health and ensure they have the necessary information and resources they need to access support
- Improve Carers' Hub communication channels so that carers can access information about mental health and wellbeing support services in Lambeth
- Continue to build partnerships with a renewed emphasis on preventing poor mental health outcomes for carers

"After 18 months of self-isolation and a reduction in my regular support circle, the phone calls and emails, the invitations to classes, regular well-being sessions and one-off events has been really positive and confidence building at a time when I was feeling low and lost."
(Adult Carer)

Make our service more accessible to carers

01
02
03
04



02. We will

- Adapt our services to meet the needs of working carers who currently find it difficult to access our services
- Develop partnerships with Lambeth council and community groups to make our services more accessible for carers whose first language is not English
- Work with our carers and partners to ensure that the language we use to describe our services is clear to them

“Joining has awoken me to a world of possibilities within my role as a carer for my son and connected me with a new digital world with real people!”
(Adult Carer)



Support carers throughout their journey

01
02
03
04



03. We will

- Work with our carers to ensure that they have the information and tools they need in order to navigate services and develop confidence to ask for what they need (e.g. through our peer support groups, information sessions)
- Improve our mechanisms for collecting and acting on carers' feedback to improve our services
- Collect data about the reality of carers' lives to support evidence-based decision making locally and nationally

“Carers' Hub is a “life saver” and continues to be. I used to be very stressed because of limited capabilities and going through health challenges - this can be so draining. I know that this has impacted my children because I cannot always meet their emotional needs or take them out. So, having the support of Young Carers and Early Help was such a life saver - not just for my kids but for me also. I had someone to talk to. I talk to Carers' Hub a lot and then the kids have activities which they do - that does help. The kids have activities to do while we are at home - during COVID. Both services have been instrumental in moving my daughter to a school closer to home and this has made things much easier for me and my family.”
(Parent of a Young Carer)

Build & maintain valuable partnerships



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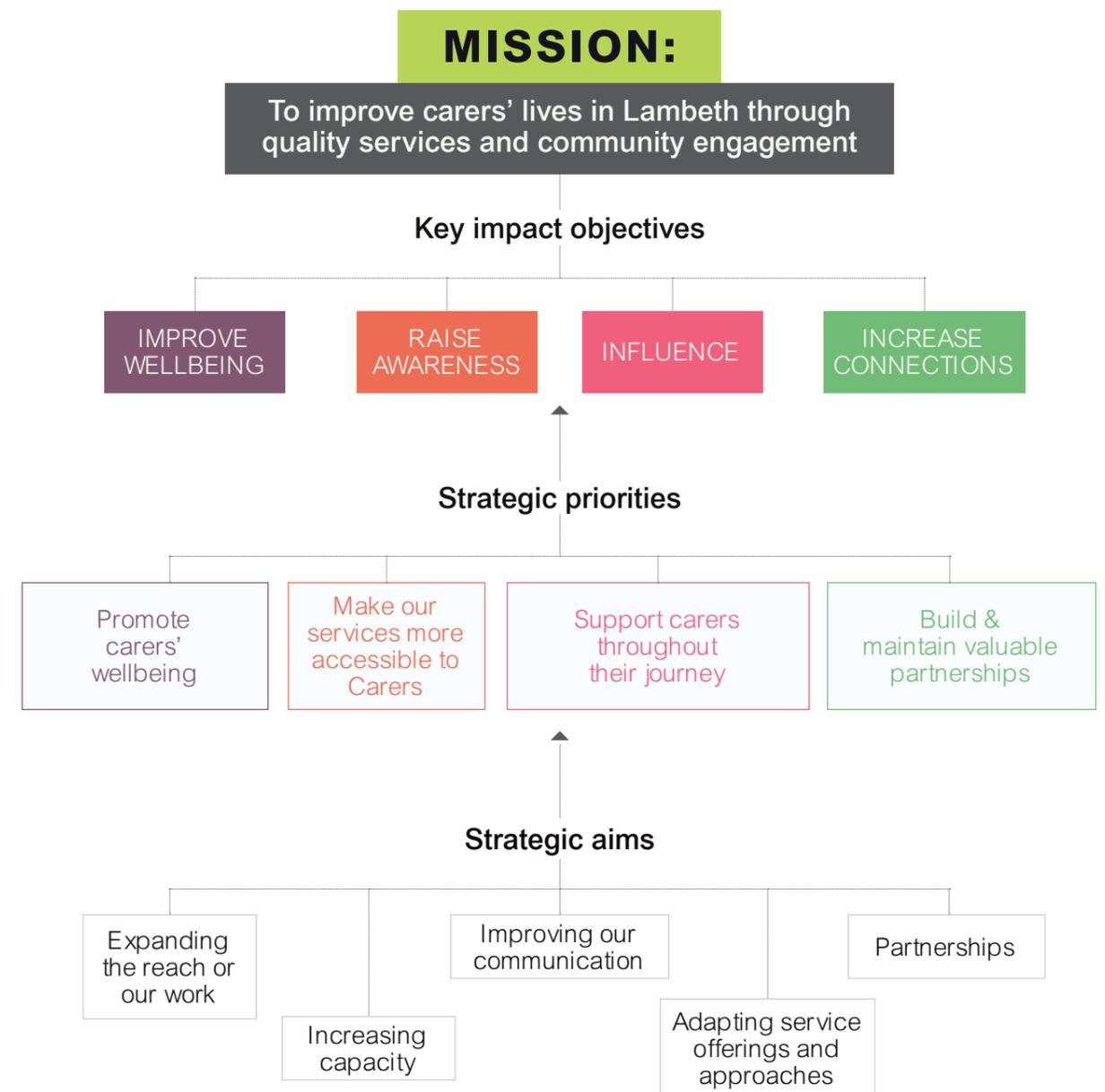
“We are lucky to have such fantastic partners here in Lambeth. Including the Carers Collaborative Strategy Group who are always ready to share ideas, insights and work together for positive change for unpaid carers.” (Polly Howes, Carers Strategy Development Manager at Carers’ Hub)

04. We will

- Enhance our partnerships with Connect Lambeth partners, Lambeth Together, Black Thrive, and others through sharing insights about the profile of carers in Lambeth and of their needs and experiences to better inform our services and support carers
- Be open to new partnerships and identify fresh opportunities for collaboration – to help improve the lives of carers
- Build capacity in the team to enhance our working partnerships and community outreach
- Explore ways to involve carers more consistently in the planning and design of our work

“The Carers Collaborative Strategy Group has created strong foundations for collaboration between carers, statutory partners, and the voluntary sector. Looking ahead, it will be essential to continue building close partnerships to ensure that Lambeth is a community that listen to the voices of carers.” (Orla Oakey, Lead Commissioner at Lambeth Integrated Commissioning, Adults and Health)

How the elements of our strategic plan fit together



Measuring our impact

In order to improve our services and better support carers throughout their journey, we need to effectively measure the impact of our work and monitor the progress we're making. We have defined tangible outcomes that will help us make progress towards our mission and vision.



Measuring our achievements against performance and targets

TRACKING OUR ACTIONS

- Tracking the activities we deliver
- Ensuring the team has the right tools to collect and store data

TRACKING OUR PERFORMANCE

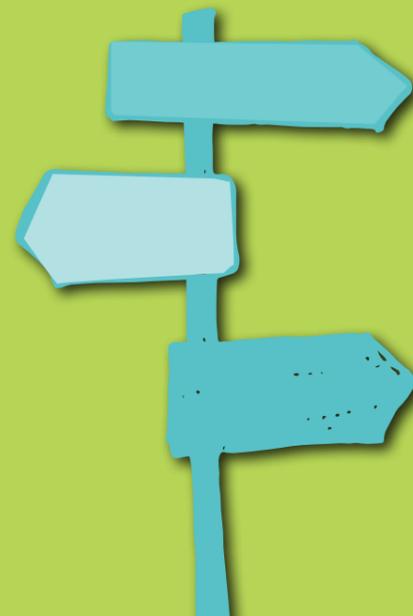
- Recording data about who accesses our services to ensure we represent everyone in the borough
- Gathering feedback from carers (feedback forms, surveys focus groups) to improve our services

TRACKING OUR PROGRESS

- Defining and tracking clear actions and milestones
- Tracking the real impact of Carers' Hub on carers by looking at changes to their whole lives

By combining all this, we will be able to evaluate how well we are fulfilling our Mission:

“To improve carers’ lives in Lambeth through quality services and community engagement”



Getting involved in our work

We can achieve so much more for carers by working together. There are many ways you can get involved.

PARTNER WITH US

Schools

How can your school make a difference?

- Host a school assembly to raise awareness of young carers and the challenges they face
- Host a workshop for staff to ensure that your teaching and non-teaching staff can identify and support young carers
- Request resources to help assess and support the needs of young carers and their families
- Host a drop-in session for young carers at your school through our schools project

Contact our Young Carers team if you would like to arrange any of the sessions above: youngcarers@carershub.org.uk

Local businesses

How can your business make a difference?

- If you are a café, pub or restaurant co-host a carers coffee morning and donate refreshments
- Put up a poster to raise awareness of our services with your customers and community
- If you work in an office, offer meeting space or event space for one of our activities
- Donate equipment such as computers or mobile phones
- Volunteer your time to support our work

Contact our team if you would like to support our work: connect@carershub.org.uk

FUNDRAISE FOR US

Fundraise

There are lots of ways you donate or raise money to support Carers' Hub

- Donate online via JustGiving [<https://www.justgiving.com/carershub>]
- Donate via cheque
- Take part in a sponsored event
- Host a pub quiz or a sweepstake
- Hold a bake sale

A final message from our CEO

Over the last five years, I have worked closely with both adult and young carers in our borough, and I've been struck by the courage, resilience and love shown towards their loved ones who need proper care and support. I've also seen the challenges that carers and young carers face every day, and how difficult it can be for them to navigate support systems. I believe that we can only improve carers' lives by working together and supporting them through their journey, and that's why our strategy draws strongly on the views and experiences of our carers and young carers.

The Covid-19 pandemic exposed existing gaps in support for unpaid carers and exacerbated the challenges they face. With healthcare services stretched beyond limits, our carers are confronted with additional physical and emotional burdens, and the worsening of their living conditions. But we firmly believe that by raising carers' voices and making caring everyone's business, we can achieve positive change and improve outcomes for carers in Lambeth.

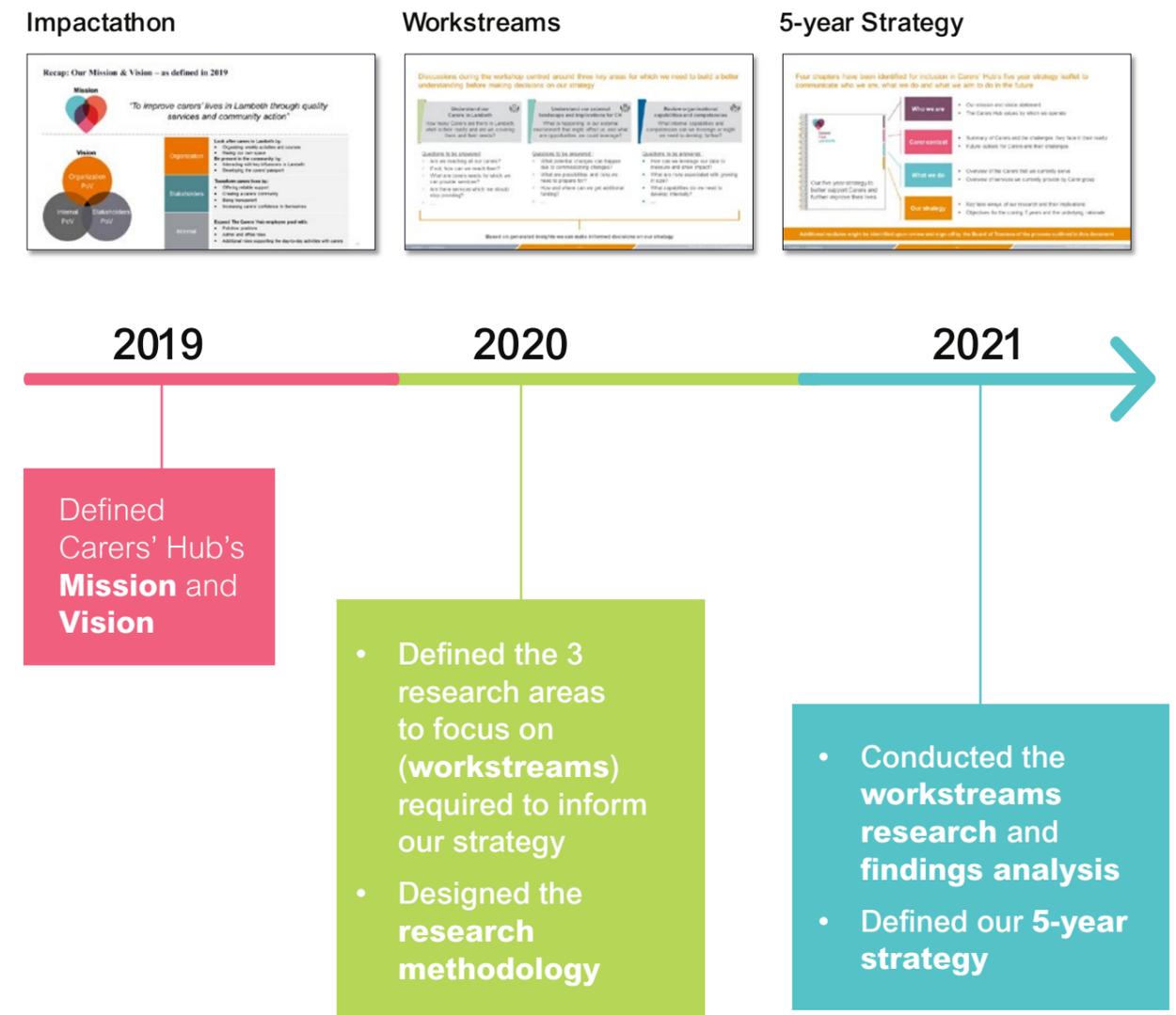
While we have made a difference since we started, we can't achieve our mission alone. We rely on the support of our commissioners, benefactors, partners and carers to ensure that our services continue to be delivered at a high standard and fulfill the unmet needs of carers. So, let's work together and help carers lead better lives.

Alice Dias

Appendix

Over the years, we have created a strong foundation for Carers' Hub, and we chose to define our five-year strategy based on the unmet needs of carers. To build our strategy, we adopted a method that would identify the right questions and generate a range of insights. Our three-step approach allowed us to chart a clear course of how to improve our services and reach more carers.

First, we identified key steps to draw up our strategic plan.



Appendix

After defining the mission and vision, 3 key research areas were conducted to collect relevant insights and make informed strategic decisions

Workstream 01

Understand our carers in Lambeth

What is the reality for carers in Lambeth and are we covering all their needs?

Questions to be answered:

- Are we reaching all our carers?
- What are the services we can provide, and can we improve any existing services?

Workstream 02

Understand our external landscape and implications Carers' Hub

What are the opportunities we can leverage relative to our external environment?

Questions to be answered:

- What changes can we expect?
- What are the possibilities and risks we need to prepare for?
- How do we secure additional funding?

Workstream 03

Review organisational capabilities and competencies

What internal capabilities and competencies can we leverage?

Questions to be answered:

- How can we leverage our data to measure and show impact?
- What are the risks associated with growth?
- What additional capabilities do we need?

Based on generated insights we can make informed decisions on our strategy

Appendix

Lastly, we defined a phased approach to build a strategic plan and ensure its effective roll out.

01.

Analysed our learnings, and identified key findings

- Understood the **workstreams' research objectives & findings**
- Identified **key findings** to be further explored/discussed

03.

Defined strategic plan for each prioritised finding

- Identified the underlying cause/need for each finding and articulated how to address this need
- Identified **potential barriers / challenges** that could prevent us from being successful

02.

Grouped and prioritised findings

- Recapped **research objectives** & discussed the identified key findings
- Grouped key findings into **themes** and **prioritised** them to understand focus areas

04.

Developed a strategic roadmap

- Built a **high-level timeline** on how we will execute our strategic plans
- **Defined high-level roles & responsibilities** for each opportunity identified

Acknowledgements

We would like to thank all those who were involved in developing our strategy. Carers, commissioners, councillors, local voluntary sector partners, and NHS colleagues who generously shared their experiences of our work and their priorities for the future. ZS Consulting kindly offered to support our strategy work, and they have diligently partnered with us throughout this process. We are grateful for their invaluable contribution and thank them for their generosity in helping us build this exciting plan for the future.

Social Media



Website



Facebook



Twitter -
Carers' Hub
Lambeth



Twitter -
Lambeth
Young Carers

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