

Ensuring Unpaid Carers are Visible, Valued and Supported

Healthier Communities Select Committee

17 September 2024

Our shared vision

Lewisham Council's ambition is to improve the health and wellbeing of Unpaid Carers by providing better access to information, advice and support as well as opportunities for Unpaid Carers to connect with one another across the community

What Unpaid Carers tell us they need and what we are doing to meet these needs

Needs	How we aim to meet these needs
Mechanism for capturing needs of Unpaid Carers	<ul style="list-style-type: none"> • Monthly Open Unpaid Carer Forum • Relevant questions asked at initial contact • Through carer assessments • Annual satisfaction survey
Services are regularly reviewed to ensure they continue to meet the needs of this hugely diverse group	<ul style="list-style-type: none"> • Quarterly contract monitoring meetings with Imago Community. Unpaid Carers represented in these meetings.
First contact is meaningful	<ul style="list-style-type: none"> • Clarity on relevant Information, advice and support available at initial contact
Services for the 'cared for' are joined up with those for the Unpaid Carer where possible	<ul style="list-style-type: none"> • Working with colleagues across the system to enable health and care services to be integrated
Access to counselling support is vital	<ul style="list-style-type: none"> • Free counselling is now available at Glass Mill leisure centre seven days a week
Access to bereavement is available to support transitioning from caring role	<ul style="list-style-type: none"> • Bereavement support continues to be offered by Saint Christopher's hospice

How Lewisham Council deliver services to Unpaid Carers

The Maximising Wellbeing of Unpaid Carer service provided by Imago Community and consists of seven core elements:

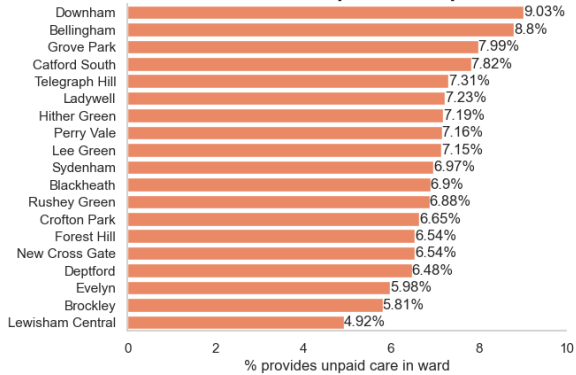
1. Lewisham Unpaid Carer Hub and Spoke model
2. Unpaid Carer Primary Care Coordinator
3. Young Carer Schools Facilitator
4. Championing Unpaid Carers Lead
5. Wellbeing Carer Coordinators
6. Unpaid Carer Activities Coordinator
7. Specialist Wellbeing coaches

Contact:

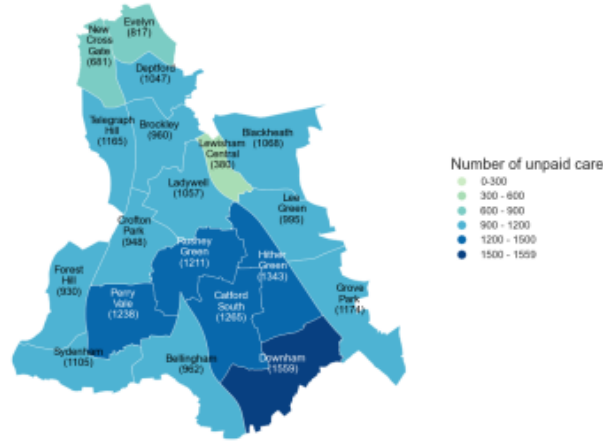
- Telephone 0300 373 5769. Phone lines are open from Monday to Friday, 8:30 a.m. to 5:00 p.m.
- Carer Hub: Glass Mill leisure centre, 41 Loampit Vale, London SE13 7FT
- Additional Unpaid Carer hubs in development and will be located at:
 - Downham Health & Leisure Centre
 - Bellingham Leisure & Lifestyle Centre
 - Wavelengths Leisure Centre

We have 19,957 Unpaid Carers in Lewisham but to date have only identified 2,045

Proportion of all usual residents aged 5 and over in each ward who provide unpaid care



All usual residents aged 5 and over who provide unpaid care

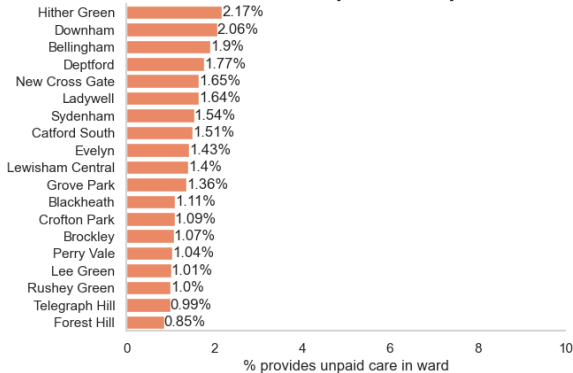


Data sources: Unpaid carers data from Census 2021
Lewisham Council Data Science and Insight Team

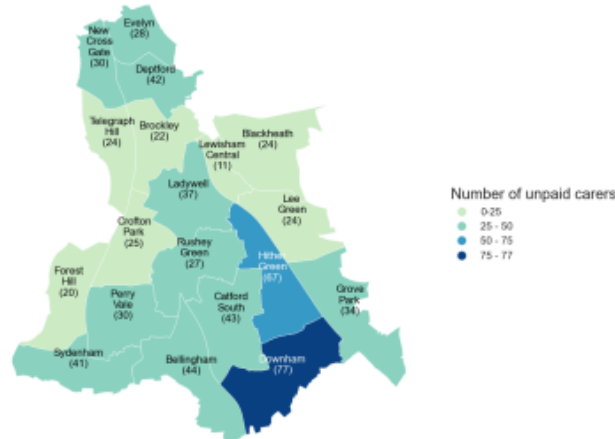
Ward	Number of Unpaid Carers aged 18 and over	Number of residents aged 18 and over	% provides Unpaid Carers in ward
Downham	1559	17273	9.03
Bellingham	962	10927	8.80
Grove Park	1174	14701	7.99
Catford South	1265	16166	7.83
Telegraph Hill	1165	15935	7.31
Ladywell	1057	14627	7.23
Hither Green	1343	18689	7.19
Perry Vale	1238	17288	7.16
Lee Green	995	13920	7.15
Sydenham	1105	15846	6.97
Blackheath	1068	15485	6.90
Rushey Green	1211	17594	6.88
Crofton Park	948	14263	6.65
Forest Hill	930	14210	6.55
New Cross Gate	681	10411	6.54
Deptford	1047	16160	6.48
Evelyn	817	13667	5.98
Brockley	960	16514	5.81
Lewisham Central	380	7715	4.93

We have 414 Young Carers (aged 17 and under) in Lewisham and to date have identified 300

Proportion of all usual residents aged 17 and under in each ward who provide unpaid care



All usual residents aged 17 and under who provide unpaid care

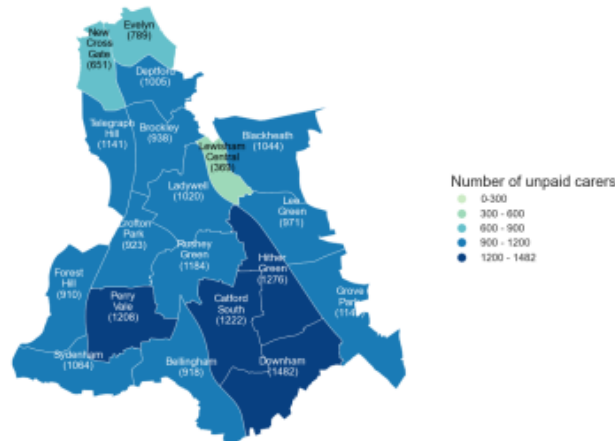


Data sources: Unpaid carers data from Census 2021
Lewisham Council Data Science and Insight Team

Ward	Number of Unpaid Carers aged 18 and over	Number of residents aged 18 and over	% provides Unpaid Carers in ward
Hither Green	67	3087	2.17%
Downham	77	3742	2.06%
Bellingham	44	2313	1.90%
Deptford	42	2375	1.77%
New Cross Gate	30	1818	1.65%
Ladywell	37	2252	1.64%
Sydenham	41	2670	1.54%
Catford South	43	2854	1.51%
Evelyn	28	1963	1.43%
Lewisham Central	11	784	1.40%
Grove Park	34	2497	1.36%
Blackheath	24	2170	1.11%
Crofton Park	25	2291	1.09%
Brockley	22	2057	1.07%
Perry Vale	30	2891	1.04%
Lee Green	24	2374	1.01%
Rushey Green	27	2710	1.00%
Telegraph Hill	24	2417	0.99%
Forest Hill	20	2357	0.85%

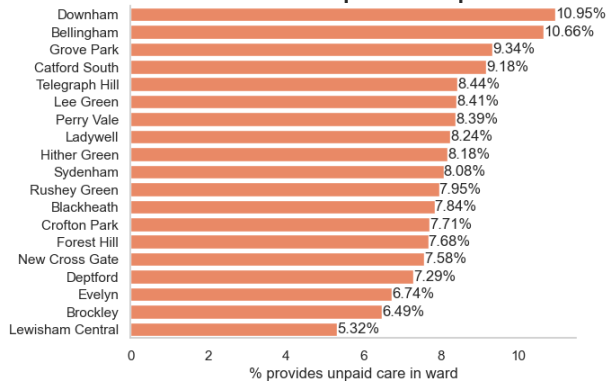
We have 19,543 Unpaid Carers (18+) in Lewisham but to date have only identified 1,745

All usual residents aged 18 and over who provide unpaid care



Data sources: Unpaid carers data from Census 2021
Lewisham Council Data Science and Insight Team

Proportion of all usual residents aged 18 and over in each ward who provide unpaid care



Ward	Number of Unpaid Carers aged 18 and over	Number of residents aged 18 and over	% provides Unpaid Carers in ward
Downham	1482	13531	10.95%
Bellingham	918	8614	10.66%
Grove Park	1140	12204	9.34%
Catford South	1222	13312	9.18%
Telegraph Hill	1141	13518	8.44%
Lee Green	971	11546	8.41%
Perry Vale	1208	14397	8.39%
Ladywell	1020	12375	8.24%
Hither Green	1276	15602	8.18%
Sydenham	1064	13176	8.08%
Rushey Green	1184	14884	7.96%
Blackheath	1044	13315	7.84%
Crofton Park	923	11972	7.71%
Forest Hill	910	11853	7.68%
New Cross Gate	651	8593	7.58%
Deptford	1005	13785	7.29%
Evelyn	789	11704	6.74%
Brockley	938	14457	6.49%
Lewisham Central	369	6931	5.32%

Carers Forum

Purpose

- To amplify the collective voice of unpaid carers on matters that affect them;
- To inform members of the Forum about Carers Rights and promote better general awareness;
- To promote the positive contribution that carers make to our local community and the economic benefits of this;
- To engage and collaborate with other agencies to encourage a culture of positive attitudes and language about caring and the role of carers as partners in care, support and treatment;
- To create a collaborative and inclusive space, which embraces our diverse community, to discuss challenges faced by unpaid carers, share experiences, offer peer support and propose solutions.

Note: The Carers Forum meets at the Civic Suite on the last Tuesday of the month from 13:00 – 15:00. The Forum currently has a membership of 400 Unpaid Carers and is continuing to grow. The Forum is open to all Unpaid Carers

Lewisham Council's priorities going forward

- Targeted approach to increasing the number of Unpaid Carers
- Diversifying range of activities available to Unpaid Carers
- Promoting Carers Rights Day which is on Thursday 21 November 2024
- Increasing number of carer assessments completed
- Improving the transition from Young Carer to Adult Carers
- Ensuring front line practitioners will ensure that carers who don't want or need a statutory carer's assessment are still offered information about how to access support.