

VISION AND AIMS

Enfield Carers Centre (ECC) is a small, local charity offering support and advice for all unpaid carers who either live in Enfield or care for someone who lives in the borough. Its mission is a commitment: “To improve the lives of carers in Enfield by championing their right to have choice about how their needs are met and to have a voice in shaping how services are developed for those they care for”. The Centre supports both adult and young carers (aged 5 upwards).

Enfield Carers Centre has been appointed by Enfield Council as its Trust Assessor to conduct carers assessments for adults caring for someone over 18 and for young carers at transition age (16+).

The Centre’s merger with Carers Trust Lea Valley Crossroads represents an ideal opportunity to bring together services for carers under one roof in Enfield. Crossroads have developed a solid reputation for delivering quality care in Enfield and surrounding boroughs for over 30 years. ECC Trustees feel that joining forces will capitalise on the complementary services offered by both organisations and provide a foundation for diversifying the range of services available and increase income streams to meet the future, growing, needs of carers in the area. The forward-thinking approach also improves the sustainability of care support for local residents against a backdrop of an increasingly challenging funding environment for charities and other voluntary sector organisations.

Enfield Council’s last Carers’ Strategy stated that “The development of Enfield Carers Centre has begun to provide a central focus for carers services and support to other carers’ organisations. This will also provide carers with a central point of contact within the Borough”. ECC is therefore playing a key role in implementing the main strategic aims of enabling carers:

- To be respected as expert care partners and have access to the integrated and personalised services they need to support them in their caring role
- To be able to have a life of their own alongside their caring role
- To be supported so that they are not forced into financial hardship due as a result of their caring role
- To be supported to stay mentally and physically well and treated with dignity

BACKGROUND

A carer is someone of any age who provides unpaid support to family or friends who could not manage without help. Anyone can become a carer at any time in their life and around one in eight of the UK's adult population is a carer. The latest Census has identified just approximately 30,000 unpaid carers living within the Borough of Enfield. However, in recognition that no two caring roles and no two carers are the same, ECC works closely with other local organisations to deliver a high quality service for carers that is responsive to individual carer needs.

ECC is an independent Charity set up in 2009 with the assistance of funding from the London Borough of Enfield to facilitate implementation of Enfield's Joint Carers Strategy.

OBJECTIVES

Enfield CCG (Clinical Commissioning Group) and Enfield Council have jointly identified the improvement of Adult Carers Services as a key local priority. Some of the key joint objectives which ECC will be helping to meet are to ensure that:



- **100% of carers assessed have their own support plan**
- **More Carers are identified earlier and better supported**
- **Improved Carer involvement via forums, consultation and training**
- **All GP surgeries display information for Carers**
- **Increased numbers of Carers are supported by the Emergency Card scheme and Emergency Respite provision**
- **Better information that's easily accessible and appropriate**
- **All Carers have access to counselling services**
- **Carers are supported with training and access to employment**

SERVICES AND FINANCIAL RESOURCES

Services provided by ECC:

Access to information and advice	Legal Information Sessions
Carers Drop-ins/Support Group Meetings	Information Days and Training Sessions/Workshops
Carers Assessments	Working Carers Support Groups
Carers Emergency Card Scheme	Complementary Therapy Sessions
Benefits Advice	Hospital Discharge Support Project
Carers' Time For A Break Scheme	GP Liaison Project
Counselling Services	Young Carers Support (5-18yrs)
Replacement Care & Emergency Respite Services	

The services at ECC are delivered by the following integrated staff team:

- Chief Executive Officer
- Director of Operations
- Business Manager
- 1.5 Carers Support & Advice Officers
- 2.5 part time Young Carers Officers
- Older Carers Benefits Advice Officer
- 3 Carers Assessment Officers
- Finance Officer
- Senior Administrator
- Receptionist/Administrator
- Carers Hospital Discharge Support Officer
- Carers GP Liaison Officer

In order to help meet the challenges of delivering the outcomes identified in the Government's Carers Action Plan 2018-2020, ECC is actively pursuing additional funding resources to expand the above team.

Having the support of the local Council and the Borough's health services, ECC is therefore, in a strong position to develop its services further and meet the challenges ahead of delivering better services for Enfield carers.