

## VISION AND AIMS

Enfield Carers Centre is a local charity offering support and advice for people who either live in Enfield or care for someone who lives in the borough.

Our mission is a commitment: “Improving the lives of family/unpaid Carers, so that they are: recognised by statutory service providers as experts in care; aware of their rights: well-equipped to care; not financially disadvantaged; able to enjoy a life outside caring; prepared and involved in the planning of services or provision of care for their loved ones. The Centre supports both adult and young Carers (aged 5 upwards).

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

Our Trustees are committed to partnership working with both statutory and voluntary organisations. We offer complementary services for Carers and those they care for. We want to diversify the range of services available and increase income streams to meet the future, growing, needs of Carers in our area.

Enfield Carers Centre provides Carers with a central, physical 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 approximately 25,000 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 Carers' needs.

Enfield Carers Centre is an independent Charity, set up in 2010 with funding from the London Borough of Enfield. Our Charity has been awarded a 9 year 2025-2034 contract to provide Carers support services in the borough.

## **OBJECTIVES**

The North Central London Integrated Care Board, Enfield Borough Partnership and Enfield Council have jointly identified the improvement of Adult Carers Services as a key local priority.

Some of the key joint objectives which Enfield Carers Centre 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 provided by Enfield Carers Centre:

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

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

- Chief Executive Officer
- Service Development Manager
- Carers Advice & Support Manager
- Carers Support & Advice Officer
- Benefits Advice Officer
- Carers Assessment Officers x 3
- Receptionists/Administrators x 2
- Counselling Administrator
- Carers Hospital Discharge Support Officer
- Director of Operations
- Healthcare Support Manager
- Young Carers Manager
- Young Carers Officers x 2
- Finance Manager
- Senior Administrator
- Carers GP Liaison Officer
- Mental Health Coordinator

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