Hillingdon's Joint Carers Strategy 2025 – 2030

Summary



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What is the Strategy about?

This strategy sets out how Hillingdon Council, the NHS and local voluntary organisations will work together to support unpaid carers – people who look after family or friends who couldn't manage without their help.

It covers all types of carers:

- Adult carers (18 + caring for another adult)
- Parent carers (caring for a disabled child)
- Young carers (under 18)

Vision and Goals

By 2030, the aim is for most carers in Hillingdon to say:

- "I'm supported to care in a way that works for me."
- "I know where to get help and advice."
- "I'm recognised and respected as a carer."
- "I can take breaks and have a life outside caring."
- "I've had training to care safely."
- "My family's needs are understood and supported."

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Key Principles

- **Carer-first thinking**: Always consider the carer's needs.
- **Recognition**: Identify and value carers early.
- **Respect**: Treat carers as experts in the care of their loved ones.
- **Choice**: Offer flexible support options.
- **Innovation**: Try new ways to support carers.
- **Inclusion**: Reach hidden and underrepresented carers.

What we know about carers in Hillingdon

- **22,465 people** identified as carers in the 2021 Census.
- Many carers **don't recognise themselves** as carers and miss out on support.
- **Women** are more likely to be carers, but **male carers are underrepresented**.
- **Young carers** and **parent carers** can go unnoticed.
- Many carers provide **over 35 hours of care per week** but are unaware that they can get financial support.

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What support is available

- **Carer Support Service**: A one-stop shop for advice, breaks, training, and social activities.
- **Carers Assessments**: Help to identify what support you need.
- **Financial Advice**: Help with access to benefits like Carer's Allowance.
- **Training**: Learn how to care safely.
- **Short Breaks**: Time off from caring responsibilities.
- **Support for Young Carers**: Help in schools and through youth activities.

What will change by 2030?

The strategy outlines six key outcomes:

1. Carers are recognised and listened to.

- Carer registers, champions in GP surgeries, and better hospital recognition.

2. Carers can easily find information and advice.

- Clearer guidance, especially for diverse communities and those not online.

3. Carers' health and wellbeing are supported

- There is a range of breaks, social opportunities, and mental health support to meet carer need.

4. Carers are not left out of pocket.

- Clearer access to benefits and employer guidance.

5. Carers have the skills they need for safe caring.

- Available training options on safe caring, including end-of-life care, supports carer need.

6. Young carers are protected and supported.

- Available school-based support and age-appropriate break options supports the needs of young carers.

How this will be delivered

- A Delivery Plan sets out actions for the short, medium, and long term.
- Progress will be monitored by the **Carers Strategy Group**, which includes carers and former carers.
- An annual update will be shared with the Council, our partners and the public.

Why this matters to you

If you're an unpaid carer in Hillingdon:

- **You are not alone.**
- **Support is available**—whether you need a break, advice, training, or just someone to talk to.
- **You have a voice**—and this strategy is designed to listen and respond to your needs.

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