

RICHMOND CARERS CENTRE – BRIEFING PAPER

'A Carer is someone of any age, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.'

Background Information

Richmond Carers Centre (RCC) is based at 5 Briar Road, Twickenham. The premises are fully accessible at ground floor level, with staff offices located in offices on the first floor.

RCC was established in June 2002, and is a network partner of the Carers Trust. RCC is a company limited by guarantee, and a registered charity.

According to the 2021 census, around 7.2% of the population are estimated to be carers within Richmond, which is an estimated 14,054 residents. It is widely thought this is a significant underestimation. Just over 22% are known to existing organisations. Richmond Carers Centre seeks to find more of these 'hidden' carers, listen to what they say, identify their needs, help them to access and navigate appropriate services and support and respond to identified unmet needs.

As of May 2026, RCC has 2720 registered carers that comprises of 2134 adult carers and 586 young carers.

RCC currently leads the Carers Hub Service – a contract to develop, manage and deliver services to carers, commissioned by London Borough of Richmond upon Thames. This currently includes subcontract arrangements with 5 other voluntarily organisations in the Borough of Richmond to deliver local carer focussed services.

Our Values

We reflect our values in all that we do, namely:

- **Innovative:** We are creative and solution focused, using our knowledge and experience to continually improve our offer
- **Responsive:** Listening, caring and empathy underpin our approach
- **Collaborative:** We are committed to working with our team, with carers and others to deliver the best service we can
- **Reliable:** Integrity and respect are important to us. We will do what we say
- **Driven:** We believe in what we do and strive to make a positive difference

Strategic Objectives 2025 - 28

1. Build on success of schools work
2. Provide a gateway into other services
3. Promote universal responsibility for young adult carers 16 – 25 (links with education services and employers (connects to objective 5)
4. Aim to have a presence in all areas of the Borough
5. Continue to deliver against existing contractual and funding agreements/arrangements

Services for Carers

RCC has two main service offers for carers. These are:

- **Adult Carers Service** – for adult carers over 18 years of age and includes parent carers (caring for a child under 18 with additional needs).
- **Young Carers Service** – for young carers aged 5 to 18. This includes sibling young carers affected by the care needs of a brother or sister. Young carers provide care and support or are affected by the care needs of an adult in the family.

In addition to direct support services for carers, RCC is also engaged in activities to raise awareness of carer's needs and issues with other professional services for example:

- Schools and education establishments

- GPs and pharmacies
- Other local organisations who might become aware of carers
- Work with statutory services on staff training and awareness such as social care teams, hospital discharge services and community health services

Support and information service for adult carers. This includes but is not limited to:

- Individual support (information, advice, emotional, signposting, a listening ear) through telephone support service, face to face contacts and online for adult and young adult carers
- Referral to and liaison with other voluntary and statutory sector organisations
- Planning and provision of events and activities
- A wellbeing and activities programme
- Counselling service
- Provision of learning opportunities for carers through coordination and delivery of an annual training programme and promotion of a range of learning opportunities delivered by other training providers
- Sharing opportunities for carers to be involved in engagement activities and share their views, experience and knowledge
- An active volunteer recruitment programme

Support for young carers and sibling young carers. This includes but is not limited to:

- On referral to the service, an appointment with a Young Carers Support Worker to fully explain the Young Carers Service, start building relationships with wider family members and assessment of support needs
- Individual mentoring sessions for young carers either in school or after school at Richmond Carers Centre or another suitable location
- Referral to and liaison with other voluntary and statutory sector organisations
- After school group activity programme during term time and ad hoc activities
- School holiday programme to give young carers a respite break during holiday periods
- Support for young carers where safeguarding or child protection is involved
- Schools engagement programme supporting schools in their identification of and engagement with young carers and their families
- Targeted communication to promote our service to young carers and relevant policy and practice information

Strategic Leadership

In addition to providing direct services for carers, RCC engages in influencing strategic decision making between Social Services and Housing, Health and Community services, our local Council for Voluntary Services and other carer focused organisations. This is achieved through:

- RCC works with a wide range of partners to strengthen the delivery of support to unpaid carers of all ages, ensure carers are considered as a priority group in strategic planning and review, help shape and improve strategies to support recognition, identification and support of carers
- Promoting and raising awareness of issues relating to carers within health, social services and voluntary sector environments
- Taking a lead role in reviewing and implementing and reviewing the local Carers Strategy
- Participating in local service reviews and planning exercises along with other strategic groups lead by Social Services and Health
- Continually reviewing our service offer to carers to ensure we are striving to meet perceived and changing needs and expectations
- Contract management of Carers Hub Service

Communication and information

To promote our services to carers and professionals, help carers self-refer, and raise awareness about carer's issues with the community. RCC has a number communication strategies. These include:

- A digital service update and regular promotion of relevant news, activity programmes and engagement opportunities
- Richmond Carers Centre website www.richmondcarers.org
- Posters and leaflets promoting Richmond Carers Centre Services
- Attending local community events
- Promotion of information about local services