COMMENTS & SUGGESTIONS

The Carers Centre Tower Hamlets welcomes comments and suggestions which might help to improve our current services or develop ideas for new services which will provide support for unpaid carers in Tower Hamlets.

We are always interested in your views and want to hear them so please help us to shape the services that will be of value to you and ultimately, the person you care for, by taking the time to let us know what you think.

Further Information

If you need further information on this or any other subject affecting you as a carer, for example, details of our Carers services, or services offered to Carers by other agencies in Tower Hamlets, please contact the Carers Centre.

We are here to support you

HOW TO FIND US:

Nearest Underground Stations:
Whitechapel, Aldgate East,

Nearest Docklands Light Railway Stations:
Shadwell, Limehouse

Buses: 115, 15 (Commercial Road)

Carers Centre
21 Brayford Square
London E1 0SG

Tel: 020 7790 1765
Fax: 020 7791 5575

e-mail: enquiries@carerscentretowerhamlets.org.uk
www.carerscentretowerhamlets.org.uk

Working in partnership with
LBTH Adult Services &
LBTH Children’s Trust

For Unpaid Carers of Adults & Children with Disabilities or Long Term Conditions

Committed to providing quality services for unpaid Carers in Tower Hamlets

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A carer is someone who, without payment, provides, or intends to provide, help to a friend, relative or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

‘Knowledge is power’ as the saying goes. Knowing your legal rights will help you to get the help and support you need to be able to continue in your caring role and help you to look after yourself.

The legal framework providing rights for Carers is enshrined in the following Acts of Parliament:

- **Carers (Recognition and Services) Act 1995**
- **Carers and Disabled Children Act 2000**
- **Carers (Equal Opportunities) Act 2004**
- **Work & Families Act 2006**

The full text of each Act is available on our Website: [www.carerscentretowerhamlets.org.uk](http://www.carerscentretowerhamlets.org.uk)

### Carers Centre Tower Hamlets - providing quality services to Carers in Tower Hamlets

### Your Rights as an Unpaid Carer

**Carers (Recognition and Services) Act 1995**

This Act provides the power for the local authority to assess the ability of carers to provide care and the support they need to do so i.e. the statutory Carers Assessment.

**Key Points**
- To have a right to an assessment of their needs, a Carer must provide, or intend to provide, unpaid care on a regular basis
- Without a Carers Assessment your access to support services is very limited
- The carers assessment is carried out by the authority in which the cared-for person lives
- A joint assessment with the person you care for is often completed but you do have a legal right to a separate assessment. We recommend you choose this option
- The assessment considers the impact of the caring role on the carer & identifies the support needed
- The Act also includes the provision for voluntary organisations like ours, to work in partnership with statutory providers to supply services on behalf of their local council

If you do not receive a copy of your assessment, ask for one. It is about you and you need to know what it says. Check it thoroughly and, if you don’t agree with the content, don’t be afraid to say so.

**Carers and Disabled Children Act 2000**

When Social Services carries out a Child in Need assessment, this only considers the support needs of the child and the family’s ability to provide for those needs. It is not a Carers Assessment and does not consider the carer’s need for support services.

- The Carer must ask for a Carers Assessment which will be carried out separately
- Social Services should carry out a Carers Assessment – if you are refused one contact the Carers Centre without delay and we’ll follow it up on your behalf, if you wish

### Carers (Equal Opportunities) Act 2004

**Key Points**
- Imposes a duty on the local authority to inform Carers of their legal right to a Carers Needs Assessment (usually referred to as a Carers Assessment)
- It must be a holistic assessment – considering the Carers rights to work, leisure, education, training, social and family life
- The assessor cannot assume that the Carer wants to or will continue to provide cares
- The Act requires co-operation between authorities, at the request of social services, including, education, leisure, housing, employment etc and includes all those organisations & agencies which provide services on behalf of the local authority

### Work & Families Act 2006

- Section 12 amends the Employment Rights Act 1996 & provides the legal right for a carer in employment to ask their employer for a flexible working pattern to enable them to manage the caring role whilst maintaining their employment
- Under this Act, the right to request a contract variation incorporating flexible working is extended to include carers of disabled adults. (Flexible working rights for Carers of Disabled Children under 18 were included in the Employment Act 2002)
- An employer cannot refuse to seriously consider the request and must have a sound business reason for refusal
- Any change agreed is usually treated as a permanent change to your contract of employment but does not have to be treated as such. Some employers will consider an annual review process instead. It might pay you to ask your employer what their policy is.

This Act comes into force on 6th April 2007

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