

## CABINET

18 June 2019

<b>Title:</b> Procurement of Carers Support Service	
<b>Report of the Cabinet Member for Social Care and Health Integration</b>	
<b>Open Report</b>	<b>For Decision</b>
<b>Wards Affected:</b> None	<b>Key Decision:</b> No
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<b>Accountable Director:</b> Mark Tyson, Commissioning Director, Adults' Care and Support	
<b>Accountable Strategic Leadership Director:</b> Elaine Allegretti, Director of People and Resilience	
<b>Summary:</b> <p>Carers provide a vitally important contribution to the health and social care economy, saving £132 billion in the UK per annum<sup>1</sup>, equivalent to the running cost of a second NHS. Carers provide unpaid care and support to their loved ones and are experts by experience in the provision of their care.</p> <p>This report outlines the proposed procurement strategy for the re-tender of the provision of the Carers Support Service, with the current service coming to an end on 31 January 2020. The proposals build on the success of moving the original support service to a digital platform with the provision of face to face support, satellite support and increasing GP outreach.</p> <p>The service will:</p> <ul style="list-style-type: none"><li>• Provide information, advice and signpost carers onto additional support</li><li>• Develop and provide peer support groups</li><li>• Identify hidden carers</li><li>• Complete intermittent carer's assessments as required and develop the carers market</li><li>• Work closely with health and social care to provide access to an integrated service for carers</li><li>• Provide strategic input in the development of the carers strategy and developing the market</li><li>• Work in partnership with the borough to develop resilience and work towards a carer friendly community.</li></ul> <p>The new service specification will incorporate the recommendations made in the national Carers Action Plan 2018-2020 which builds on the existing National Carers Strategy and bridges the gap in anticipation of the Health and Social Care Green Paper.</p>	

<sup>1</sup> Valuing Carers 2015, Carers UK

## **Recommendation(s)**

The Cabinet is recommended to:

- (i) Agree the procurement of a Carers Support Service for a period of three years commencing February 2020, with the option to extend for up to two years at the sole discretion of the Council; and
- (ii) Delegate authority to the Director of People and Resilience, in consultation with the Cabinet Member for Social Care and Health Integration, the Director of Law and Governance and the Chief Operating Officer, to conduct the procurement and award and enter into the contract and all other necessary or ancillary agreements with the successful bidder in accordance with the strategy set out in the report.

## **Reason(s)**

To assist the Council to achieve its priorities of “Empowering People”, by supporting residents to take responsibility for themselves and their loved ones and increase resilience, and “A New Kind of Council”.

## **1. Introduction and Background**

1.1 The Care Act 2014 put in statute for the first time the needs of carers and their right to be recognised for the work that they do. The Care Act and the Children and Families Act 2014 introduced significant and welcome measures to improve the rights of adult carers. These measures include:

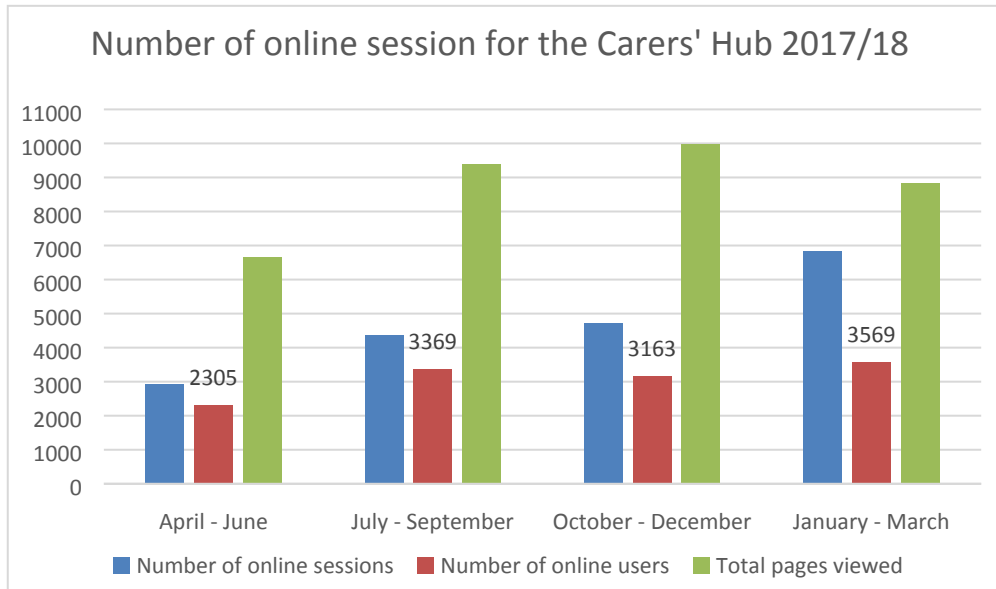
- A duty on local authorities to promote the physical, mental and emotional wellbeing of carers and their participation in work, education and training;
- A duty on local authorities to provide information, advice and access to a range of preventative services which reduce carers’ need for direct support;
- New assessments which put carers on an equal footing with the person they care for;
- Giving carers, for the first time, a clear right to receive services, via a direct payment if they choose;
- A national eligibility threshold, bringing greater clarity around entitlement for carers and those they care for;
- Processes in place to ease the transition between child and adult services.

1.2 Informal carers make up a large proportion of the population with 16,200 identifying themselves as providing care according to the 2011 Census. Based on the mid-year estimates for 2017, the estimated number of carers in the borough now stands at 23,178 of which 6,930 local carers are registered for support with commissioned services. There are therefore a large proportion of ‘hidden carers’ not known to support services. *Valuing Carers 2015*, a report written by Carers UK, puts the value of the contribution that carers make to the local economy at an average of £19,000 per carer, per annum.

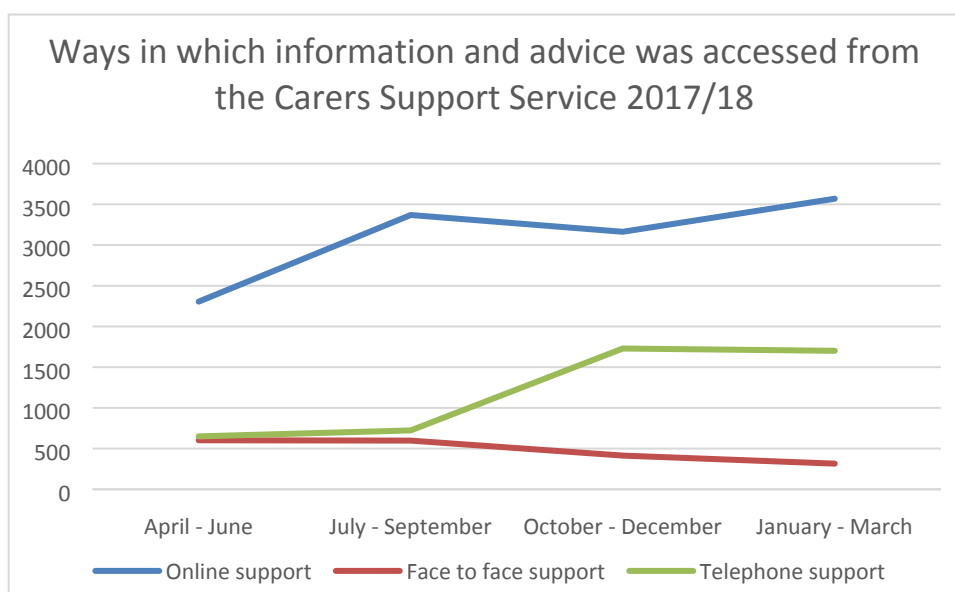
- 1.3 In 2016, the Government launched a carers' Call for Evidence consultation. The call for evidence showed that carers felt pride and satisfaction in their caring role, but also highlighted the many practical frustrations and difficulties they face, and the profound impact caring can have on their own health, employment and lives outside caring.
- 1.4 The Carers' Action Plan published in June 2018, builds on the National Carers Strategy and was developed following the carers' Call for Evidence. This was put in place in anticipation of the Green Paper on Health and Social Care and the new National Carers Strategy when it is published. The action plan works to focus on following five primary themes to improve the health and wellbeing of carers:
- Services and systems that work for carers
  - Employment and financial wellbeing
  - Supporting young carers
  - Recognising and supporting carers in the wider community and society
  - Building research and evidence to improve outcomes for carers.
- 1.5 The Action Plan will be used to inform the specification for this support service and develop the Carers Strategy locally, building upon and replacing Let's Care for Carers: A Carers Strategy for Barking and Dagenham 2015-18, whilst we anticipate the release of the Green paper, and the subsequent National Carers Strategy. The local Carers Strategy will be developed over the coming months and will be published towards the end of 2019.
- 1.6 The Carers' Support Service is jointly funded by the local authority and the CCG via the Better Care Fund (BCF). A Section 75 arrangement with the CCG is already in place for all schemes under the Better Care Fund.
- 1.7 The current support service will come to an end on 31 January 2020. When the original service was retendered in 2016 it was reshaped in response to feedback from carers, service users and professionals and reflected the priorities of the Care Act.

### **Current Service Model and Feedback**

- 1.8 The Carers' Hub is the service model currently implemented to provide carers with information and advice. The service includes an online platform to provide access to information and advice at any time. The service also includes face to face support and over the phone support for carers that prefer to speak to someone as well as onward referral for a formal carer's assessment. This service also allows for a co-ordinated offer across universal and specialist services through signposting. Since launching the digital platform there has been a significant increase in the number of people accessing support. For example, 101 face to face support sessions were delivered in the second quarter of 2018/19 in comparison to 2938 individuals accessing information online, with a total of 3,651 sessions, in the same quarter. The chart below shows the online activity for the Carers' Hub for 2017/18 and continues to illustrate how the move to a digital platform has increased the reach of the service.



1.10 To put this in context, when initially the online service was discussed in the focus groups and with professionals as part of the development of the specification, there was a lot of skepticism in moving to the digital platform and how local carers and their families would use this service. Data from the last financial year shows that there has been a steady increase in the number of service users accessing information online and the number of carers accessing support face to face and over the phone has decreased slightly as shown in the following chart. Feedback from the current provider has shown that the cases that are presenting face to face are now more complex, which is thought to be down to the fact that the website filters and addresses the low-level information, advice and signposting needs of carers.



- 1.11 Along with providing information and advice to carers, the service also provides peer support groups for carers to attend. To build on this further and have more co-production as part of the service, the peer support groups were moved to a more self-sustaining model within the current specification. Initially, it was very difficult for carers to find the time to do this or have the willingness to take on the responsibility. There were also issues about including everyone's input into the groups. The groups started to suffer, with attendance dropping and groups cancelled, therefore the decision was made by the Commissioner and the provider to re-introduce facilitated groups. A couple of groups that organically grew into independent small peer support groups have remained and have steady attendance, however membership is low. This is an area for improvement and development in the next iteration of the carers support contract.
- 1.12 The new service will build on the success of the digital hub to include a focus on carer's assessments and the development of the carers market. Carer's assessments are currently undertaken in-house by the Adults' Care and Support operational teams. The data shows that we are currently doing well in completing the number of carer's assessments when compared with other London Boroughs. However, by including carer's assessments within the specification, the local authority has the option to aid the completion of the number of carer's assessments should the need arise. At present there is enough capacity within the social work team to support this, however, should the need arise the provider will provide additional capacity to complete the assessments. Moreover, in looking at the outcomes of carer's assessments, the new contract will require the provider to work with Commissioners and operational teams to develop the market to ensure that interventions and preventative measures are in place to cater for the needs of carers. The option to complete carer's assessments and the role of the provider in supporting market development will form key elements of the next stage of the carer's support service.
- 1.13 The new service will also work closely with Community Solutions in delivering information and advice and providing training to frontline staff to further support identifying and supporting hidden carers.
- 1.14 The Carers' Hub service has done very well in linking in with GP's and mental health services. There was a distinct absence from the GP radar of the Carers Support Service prior to this contract. Getting access to GP's was a continuous battle, however, through some strategic facilitation from the borough's strategic lead and the CCG lead for Carers the service was able to establish a regular stall at the GP protected time initiative meetings. This raised the profile of the service and subsequent offers to run satellite services from GP practices were made. The service is now in a position where all GP requests cannot be physically met and the surgeries are now supported on rotation. In addition to this satellite services were also instigated in Children's and Community centres and the two hospitals to support easy access to the service across the borough.
- 1.15 Between November 2018 and January 2019 consultation sessions were run with carers, alongside consultation with professionals, to inform the specification development. These sessions included a wide cross-section of carers including Learning Disability (LD) Family Carers, Arabic-speaking Carers, Asian Carers and a group representing a cross-section of carers of different ages and backgrounds and

whose cared for had different support needs. Feedback from these groups was as follows:

- Carers were happy with the support that they had received from the Carers Support Service.
- Carers stated that they preferred the face to face support over online support. The data regarding the online service was highlighted and as most carers had smartphones, accessing the service from them was also discussed.
- Carers wanted support around employment options once their caring roles had come to an end or changed in some way.
- Carers discussed focused groups for different areas such as LD. These groups are currently running independently of the Carers Support Service and have been setup historically.
- Carers identified a need for respite services and services for carers to support carers in their caring role.
- Carers wanted more carer friendly community building such as working with employers, ambulance service and police.

1.16 The feedback from the consultations along with the data analysis, Carers' Strategy Group feedback and best practice from other boroughs will be used in completing the service specification.

## **2. Proposed Procurement Strategy**

### **2.1 Outline specification of the works, goods or services being procured**

2.1.1 The Carers Support Service will be delivered via the Carers' Hub model detailed above – a digital information and advice platform with an option for telephone and face to face contact where required, particularly where the support needs of the carer are complex. The carers support service will also develop peer support groups as well as work strategically in partnership with the borough and other partners to deliver the vision for carers.

2.1.2 The successful provider will work with the Council as a strategic partner to deliver a service that can be adapted to the changing needs of the residents and fluctuating budgets. The Council intends to identify a strategic partner that will bring several additional layers to the borough, including the ability to seek out potential funding streams to strengthen sustainability throughout the service.

2.1.3 The strategic partner will deliver a needs-based carers support service that meets national guidelines for carers support commissioning and fulfils the Council's obligations and commitments to carers; and enable in partnership with other strategic partners a carer friendly community. This will allow for the identified strategic partner to adjust service delivery to respond to emerging trends, population changes and/or budget changes, whilst delivering against key outcomes.

2.1.4 It is proposed that a tender is undertaken with a view to award a three-year contract with the option to extend for a further two years at the sole discretion of the Council. The successful provider will provide a Carers' Hub service that will fulfil the following criteria:

- A digital based platform providing information, advice, signposting and referral for a formal assessment for carers
- Provision of telephone support services
- Provision of face to face support services including outreach provision
- Provision for flexible service delivery including out of hours and weekends
- Work with local GPs and pharmacies to raise awareness of carers and identifying hidden carers
- Work with local health partners including mental health services to raise awareness of carers and support carers to access mental health services
- Draw up and review In Case of Emergency, (ICE), plans and load onto LiquidLogic
- Complete intermittent carer's assessments as required and develop the carers market
- Develop and enable Peer Support Groups.
- Strategic partnership working to inform and develop the carers strategy, carers market and identify opportunities to promote resilience and empower carers.
- Strategic partnership working towards a carer friendly community
- Champion the high skill base and support carers' opportunities to maintain, find and upskill into the employment market

## 2.2 Estimated Contract Value, including the value of any uplift or extension period

2.2.1 The service will be jointly funded by the Council and CCG under the BCF. The pooled fund for the Better Care Fund is governed by a Section 75 arrangement.

2.2.2 The local authority is the strategic lead for carers and will procure the Carers Hub on behalf of itself and the CCG, as governed by the Section 75 arrangement. KPIs will be jointly agreed between LBB, the CCG and the provider.

2.2.3 The main allocated budget for the Carers Hub is £120,000 per annum and is made up of two funding streams. £20,000 of the funding will be used to fund invest to save schemes that will deliver on local outcomes and develop the market. The breakdown of the budget is as follows;

- £44,170 funding from the CCG
- £75,830 funding from LBB

2.2.4 The contract value for the Carers Hub is therefore as follows:

Service Detail (funding)	2019/20	2020/21	2021/22	Optional 1yr ext.	Optional 1yr ext.	Total cost
Main funding (LBB & CCG)	£120,000	£120,000	£120,000	£120,000	£120,000	<b>£600,000</b>

2.2.5 In addition to this there will be a further envelope of funding for the provision of additional carer's assessments as required with a budget of £6500 per annum funded by LBB and the CCG. This will be drawn down on an ad hoc basis as required.

<b>Ad Hoc Service</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Optional 1yr ext.</b>	<b>Optional 1yr ext.</b>	<b>Total cost</b>
Main funding (LBBD & CCG)	£6,500	£6,500	£6,500	£6,500	£6,500	<b>£32,500</b>

### 2.3 **Duration of the contract, including any options for extension**

2.3.1 The Carers' Hub service will be for a period of 3 years from February 2020 until January 2023 with the option to extend for a 2-year period on an annual basis at the sole discretion of the council and is dependent on satisfactory performance in line with the specification.

### 2.4 **Is the contract subject to (a) the (EU) Public Contracts Regulations 2015 or (b) Concession Contracts Regulations 2016? If Yes to (a) and contract is for services, are the services for social, health, education or other services subject to the Light Touch Regime?**

2.4.1 This procurement is subject to the (EU) Public Contracts Regulations 2015 and as a social care contract is subject to the Light Touch Regime. However, because the estimated value of the contract is higher than the set threshold 750,000 euros (the current sterling equivalent is £589,148), it needs to be advertised in the Official Journal of the European Union (OJEU) as required by the Regulations and would be subject to the customary EU procurement principles of transparency, non-discrimination and equal opportunity for bidders.

### 2.5 **Recommended procurement procedure and reasons for the recommendation**

2.5.1 The service will be procured in line with the Public Contract Regulations 2015 through a competitive open market tender under the 'light touch regime' in line with the Council's contract rules. The tender opportunity will be advertised on OJEU the Council's e-tendering portal Bravo, Contracts Finder, and the Council's website. The process will widen the competition and ensure the Council gets best value for money for this service.

**Reasons:** There are a small number of organisations that have the experience and specialist knowledge to deliver the Carers' Hub both locally and nationally. The application of an open tender allows the maximum number of applicants to apply for the contract and opens the market to smaller providers.

### 2.6 **The contract delivery methodology and documentation to be adopted**

2.6.1 The standard Public Service Contract 2015 will be used for these contracts with a no-fault break clause allowing notice to be given by either party.

2.6.2 In terms of the Carers' Hub service, the Council will procure the service on behalf of the local authority and the Clinical Commissioning Group. This will therefore be a two-way contract between the local authority and the commissioned provider. As already happens with current services, the local authority will pay the provider for all services commissioned as part of the Carers' Hub. We have an invoicing arrangement in place as part of the Section 75 and that will deal with the recharging



of carers' services. As stated above, the funding agreement is governed by the Better Care Fund Section 75.

- 2.6.3 The contracts will be further tightened with service specification requirements and expected outcomes. Key performance indicators will be outlined in the service specification and agreed with the providers. Performance management will be carried out by the Council.
- 2.6.4 A soft market engagement event will be put in place prior to the launch of the tender to gauge market interest in the tender.
- 2.6.5 The Carers' Service tender procurement timetable is as follows:

<b>Activities/ Tasks</b>	<b>Date</b>
Market Engagement Event	June 2019
Issue ITT	w/c 8 July 2019
Develop Service User Questions and Evaluation criteria – focus group and workshop	Ongoing
Deadline for clarifications	5 September 2019
Return Tenders	12 September 2019
Service user evaluation	23- 27 September 2019
Tender Evaluation	16 September -4 October 2019
Prepare award report/ get approval	7- 16 October 2019 2019
Provisional Award (notify successful/ unsuccessful Tenderer's)	17 October 2019 2019
Standstill period	18 October -29 October 2019
Final award	30 October 2019
Mobilisation including potential TUPE transfers	31 October -31 January 2020
Contract commencement	1 February 2020

## **2.7 Outcomes, savings and efficiencies expected as a consequence of awarding the proposed contract**

- 2.7.1 The intended outcome of the service is to improve the early identification and support of carers through the provision of information, advice and signposting to carers and through a carers assessment. This helps to deliver the duties that are outlined in the Care Act 2014 and the Children and Families Act 2014 towards carers. The service will meet the needs of the local community and provide a high quality, needs-led service which will target hidden and known carers in the borough.
- 2.7.2 As outlined above, it is intended that the carers support service will provide efficiency savings through the invest to save model. This allows for flexible and innovative approaches in providing services that support carers to maintain their caring role. Supporting carers through investment in preventative services maintains carers health and wellbeing and contributes to reducing pressures on social care budgets as carers maintain their caring role.

## **2.8 Criteria against which the tenderers are to be selected and contract is to be awarded**

2.8.1 The contract will be awarded on the basis of the most economically advantageous tender with a split 70% Quality and 30% Price. Price will be assessed on the tenderers proposed prices based on the specification.

2.8.2 The Quality element will be formed of two parts, the tenderers method statement response and service user evaluation. The tenderers method statement will consist of their responses to a number of questions set which will cover:

- Service delivery and quality
- Service user involvement
- Safeguarding
- Choice and control
- Innovation and creativity
- Business continuity
- Staffing model
- Social value
- Equalities and diversity in service delivery

2.8.3 The carer evaluation element will consist of a carer focus group who will develop questions on areas that are important to them in service delivery.

2.8.4 Approximately 8 carers will be identified from the initial consultation process who can commit to the initial training for the tender and the development of the tender questions. These individuals will then be trained on the evaluation process, what answers they anticipate and how those answers will be evaluated.

2.8.5 On the day, carers will ask the tenderers to answer these questions in a 'speed dating' exercise and will evaluate and score their answers. The 'speed dating' model consists of tenderers moving around a number of different tables at which one or two service users are sat. Service users ask providers two or three questions over a five-minute period before a bell sounds and providers move to the next area in which service users are sat. This has worked very well in previous tenders run by commissioning and has also been commented on by providers as a refreshing way to evaluate the tenders. The marks are then collated, weighted and incorporated into the overall tender score.

2.8.6 It is anticipated that the 70% quality score will therefore be made up of:

- 60% assessment of the method statement
- 10% assessment of responses to service user questions obtained at the speed dating event with service users

2.8.7 Clarification meetings may be held with individual providers on any clarifications that are required in the method statement. This will not be scored.

2.8.8 In terms of the evaluation of the ad hoc draw down for the carers assessments, this element of the evaluation is being developed with the advice of Corporate Procurement and will be finalised shortly.

## 2.9 **How the procurement will address and implement the Council's Social Value policies**

2.9.1 The Council's social value responsibilities are taken through its vision: One borough; One Community; London's growth opportunity. The Civil Society Strategy stresses the need for the provision of social value within contracts.

2.9.2 To address this the proposed procurement of the Carers Support Service will work with local residents and carers to access opportunities in entering into the employment market. The Carers Support Service will also work as a strategic partner in promoting the needs of carers and attracting investment for carers into the borough.

## 2.10 **Contract Management methodology to be adopted**

2.10.1 The contract will be monitored through quarterly contract monitoring meetings and annual reviews.

2.10.2 The procurement activity will be overseen by Adebimpe Winjobi, Senior Procurement and Programme Manager, and the contract will be managed by Arabjan Iqbal, Commissioning Manager, Adult's Care and Support.

## 3. **Options Appraisal**

3.1 **Do Nothing** - This option is not viable as the Council has a duty to provide access to information and advice under the Care Act 2014. The Carers' Support contract has been extended for the maximum duration and a re-tender of Carers Support services is required. A subsequent direct award is in place to enable the Carers Action Plan to be incorporated within the service specification.

3.2 **Open Tender (Recommended)** - An open tender allows for carers' services to be remodelled in line with the Care Act 2014 and the Children and Families Act 2014 as well as the new national Carers Action Plan. The services will provide access in various formats and allow carers assessments to be completed on an ad hoc bases as required by the Council. The services also allow for signposting to other services as well as providing a coordinated offer across universal and specialist services. The service will build on the success and strengths of the current service provision including access to information and advice through a digital platform as well as further developing the carers market through co-producing the invest to save model of developing the offer through innovative small pilots. The open tender route allows for a wider net for potential bidders and opens the market for this service.

3.3 **Continue current service** - This option would continue the service as it currently stands and would not develop the service specification in line with the national Carers Action Plan. The current service has come to the end of the contract period and will need to be re-tendered.

## 4. **Waiver**

4.1 Not applicable.

## **5. Consultation**

- 5.1 This service will be provided in line with the Equalities Act 2010 by providing an open access service for carers open to all adults and young people. The service will help to identify 'hidden carers' from across our diverse population. The Equalities Act protects carers against direct discrimination and harassment because they are counted as being 'associated' with someone who is protected by the law because of their age or disability.
- 5.2 Consultation has taken place with carers and professionals regarding the service specification.
- 5.3 An Equalities Impact Assessment will be completed before the tender commences.
- 5.4 The proposals in this report were considered and endorsed by the Procurement Board at its meeting on 18 February 2019.

## **6. Corporate Procurement**

Implications completed by: Adebimpe Winjobi, Senior Procurement and Programme Manager

- 6.1 This report is seeking approval to procure a contract for the provision of the Carers Support service. The service being procured falls within the description of services covered by the Light Touch Regime under the Public Contracts Regulations 2015. As the estimated value of the contract is higher than the set threshold (currently EUR 750,000), it needs to be opened up to competition and be advertised in the Official Journal of the European Union (OJEU) as required by the Regulation.
- 6.2 In keeping with the EU procurement principles, it is imperative that the contract is tendered in a competitive way and that the process undertaken is transparent, non-discriminatory and ensures the equal treatment of bidders. This procurement also has to be in line with the Council's Contract Rules which require contracts with a value of £50,000, or more, to be advertised and opened up to competition.
- 6.3 The proposed procurement route to tender this service via EU Open Procedure will widen the competition, provide best competition to get best value for money for the Council and will be compliant with the Council's Contract Rules and EU Regulations. The report gives details of the procurement procedure, evaluation criteria, award criteria and the timetable for the procurement exercise.
- 6.4 Corporate procurement will provide the required support to commissioners throughout the entire process.

## **7. Financial Implications**

Implications completed by: Abdul Kayoum, Finance Business Partner

- 7.1 The programme is grant funded (BCF) and the Council would need to consider alternative sources of funding if it was to come to an end.

- 7.2 There is already budget provision in the BCF for the current carers support scheme which continue funding the new programme.

## 8. Legal Implications

Implications completed by: Jonathan Bradshaw, Solicitor

- 8.1 It is clear that consideration has been given to the Public Contract Regulations and the proposal is compliant.
- 8.2 The proposal also complies with the Council's contract rules.

## 9. Other Implications

- 9.1 **Risk and Risk Management** - The current provider has been providing services to carers in the borough for over 20 years. The new services will provide a re-modelled carers' service which will be in line with the Care Act 2014 and the Carers Action Plan 2018-2020. The service users and their carers will need to be kept informed of the changes in the service delivery prior and post the tender process. It is also worth noting that the borough provides only 25% of the funding for all the services that carers of Barking and Dagenham provide in supporting carers locally. The remaining funding is sourced from other sources.
- 9.2 **TUPE, other staffing and trade union implications** – There are TUPE implications for the services which legal services will be providing advice.
- 9.3 **Corporate Policy and Equality Impact** – As detailed above, providing the Carers' Hub will help support carers in their caring role and identify hidden carers earlier so that they can access the support that they need to maintain their caring role. This also includes support with maintaining their health and wellbeing to maintain their caring role, as well as empowering carers to have their voices heard in the treatment and management of their loved ones in line with the Carers Action Plan.

This service will be provided in line with the Equalities Act 2010 by providing an open access service for carers open to all adults and young people approaching transition to Adult Carers support services. The service will help to identify 'hidden carers' from across our diverse population. The Equalities Act protects carers against direct discrimination and harassment because they are counted as being 'associated' with someone who is protected by the law because of their age or disability.

- 9.4 **Safeguarding Adults and Children** - The service will reduce inequalities amongst young people and children by providing support through transition from Children's' to Adult Services and providing support to parent carers.
- 9.5 **Health Issues** - Carers are known to have significant health inequalities compared to the general population. The service has provision for the early identification of 'hidden carers', those that are not known to carers support services, through GP's and pharmacies. There is also provision within the service to facilitate carer access to mental health services and to promote awareness of the mental health needs of carers in various forums.,

- 9.6 **Crime and Disorder Issues** - The service promotes the safety of Carers' and encourages the reporting of hate crime against carers and the cared for.
- 9.7 **Property / Asset Issues** - The current provider leases a property from the Council as a base for the service. The current contract represent only a fraction of the organisations income and they may well remain in the building whatever the outcome of the tender. Depending on the outcome of the tender , alternative accommodation arrangements may need to be considered by the provider.

**Public Background Papers Used in the Preparation of the Report:**

- Let's Care for Carers: A Carers Strategy for Barking and Dagenham 2015-18  
[https://search3.openobjects.com/mediamanager/barking/asch/files/carers\\_strategy\\_v4.pdf](https://search3.openobjects.com/mediamanager/barking/asch/files/carers_strategy_v4.pdf)
- Carers Action Plan 2018 to 2020:supporting carers today  
<https://www.gov.uk/government/publications/carers-action-plan-2018-to-2020>
- Valuing Carers 2015 – the rising value of carers' support  
<https://www.carersuk.org/for-professionals/policy/policy-library/valuing-carers-2015>

**List of appendices:** None