

HEALTH AND WELLBEING BOARD

17 March 2015

Title: Carers Strategy 2015-2018	
Report of the Corporate Director of Adult and Community Services	
Open Report	For Decision
Wards Affected: ALL	Key Decision: YES
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Sponsor: Anne Bristow, Corporate Director of Adult and Community Services	
Summary: <p>In October 2014, the Health & Wellbeing Board received a draft set of outcomes for improving support to carers in Barking and Dagenham and the critical role that they play in supporting people to remain healthy and independent for as long as possible.</p> <p>Following further work, including consultation events with carers and service providers, the Board is now presented with a Strategy for approval covering the period 2015 to 2018. The broad outcomes are as agreed by the Health & Wellbeing Board in October, with an action plan for the first year of the Strategy demonstrating how the outcomes will be improved over that period.</p>	
Recommendation(s) Members of the Board are recommended to:	
<ul style="list-style-type: none">• Approve the attached Strategy as the basis for future joint work on the development of carers' services in Barking & Dagenham;• Delegate authority to the Corporate Director of Adult & Community Services to work with partners including carers, carer service providers and health partners in the development of proposals of a specification for future carers' services; and• Delegate authority to the Corporate Director of Adult & Community Services in consultation with:<ul style="list-style-type: none">• the Cabinet Member for Adult Social Care & Health,• Divisional Director of Legal Services,• Chief Finance Officer, and• partners through the Carers Strategy Group and Joint Executive Management Group for the Better Care Fund,to proceed to tender for carers' support services for April 2016 onwards, in line with	

the intentions set out in the Carers' Strategy.

Reason(s)

Carers' support is a major plank of social care reform as set out in the Care Act 2014. It is also one of the 11 schemes in the Better Care Fund plan agreed by the Board through recent meetings. The Council's priority around **enabling social responsibility** frames the Council's intentions around supporting residents to take greater responsibility for their own wellbeing; protecting the most vulnerable and ensuring that everyone can access good quality healthcare when they need it.

The proposed Carers' Strategy will be core to the delivery of these aims within a challenging financial climate.

1. Introduction

1.1 At its meeting on 28 October 2014, the Health & Wellbeing Board received an outline of a strategy to improve support for carers, based on extensive consultation and analysis undertaken by CarersUK, commissioned on behalf of all borough partners by the Council and Clinical Commissioning Group. That report set out the background for the development of carers' support services, including the new duties placed on the Council by the Care Act 2014 and the commitments made by the Council and Clinical Commissioning Group in agreeing their plans under the Better Care Fund.

1.2 The discussion at the Board broadly welcomed the seven-outcome structure for the proposed strategy, and the emphasis on better identification of carers, on preventive support, and on ensuring that support is targeted at key points in a carer's journey, such as crisis or when caring comes to an end. The Board further observed that it was currently difficult to predict demand for formal assessment and packages of services as envisaged by the Care Act reforms.

1.3 The Board further agreed the general approach to the recommissioning of carers' services that was set out. This report provides further detail on how the recommissioning of carers' support services will proceed over the coming year.

2. Carers in Barking & Dagenham

2.1 The October report contained background on the contribution carers make to the health and social care system in Barking & Dagenham. From the wealth of information collated by CarersUK, a further summary is included in the body of the Strategy that is now presented for approval.

2.2 Key points from this analysis include that:

- Carers' support services need to be available at a wider range of times, and need to make more use of peer-led approaches which have proved successful;
- There need to be more services available for working carers and for those who wish to return to the workforce either during or after their period of caring;

- Support needs to respond effectively to crises and changes of circumstances in carers' lives;
- Statutory services need to be more proactive at identifying carers, including in general practice, and more knowledgeable about the support options that are available for them;
- There needs to be greater diversity in the targeting of carers' services at different types of carer, different demographic demands and different locations and times of service delivery.

2.3 The work provided by CarersUK will continue to inform further development of the Strategy over its first year, and be a source of analysis to support the work of commissioners and the Carers' Strategy Group.

3. The structure of the strategy

3.1 The Strategy includes a number of components:

- i) An overview of the Care Act and Better Care Fund and what they are seeking to achieve in respect of carers' services;
- ii) An overview of the data and demography around carers in Barking & Dagenham;
- iii) A clear statement of the outcomes that we want to see delivered for carers, including expression of these outcomes in 'I' statements in the spirit of *Think Local Act Personal*;
- iv) A set of messages to the market about the carers services we want to see delivered, which will be expanded and developed into a new Carers section in the Market Position Statement, to be refreshed for late summer 2015;
- v) Two pictorial representations of the new carers' system, one focusing on service provision, the other seeing the world with the carer at the centre – and both of which will need continued development as the action plan is implemented and the Carers' Strategy Group gets underway;
- vi) An action plan for 2015/16 setting out particular milestones to see the outcomes delivered; and
- vii) Governance arrangements, including how we are encouraging comments and contributions from carers, service providers and other stakeholders at any point in order to continue to strengthen the Strategy.

3.2 It is important to note that the focus for the first year, 2015/16, is very much on ensuring that the core changes to the way that services are provided, including arrangements for carers' assessments under the Care Act are in place. The Carers' Strategy Group, established in February 2015 to provide final input to the Strategy, will have a task in 2015/16 to develop the longer term, and perhaps more ambitious, action plans to deliver the Strategy's aims.

3.3 In October 2015, the Health & Wellbeing Board discussed the relationship between this Strategy, focusing primarily on adult carers, and work with young carers. A further document is under development which will describe this relationship, led by Children’s Services with participation from adult services and third sector partners. Commissioning intentions with respect to carers’ services have been worked on jointly to ensure that consistency of approach, where appropriate, is being achieved. Completion of this work will be reported to the Board.

4. Commissioning of future carers services

4.1 As outlined in the October report, an extension of the contract with Carers of Barking & Dagenham to March 2016 for the provision of support services to carers has been implemented. As part of this extension, Carers of Barking & Dagenham will no longer be required to undertake the formal assessment of carers (as it is set out in the Care Act), but will continue to provide a screening and referral services, with a range of support services provided. As part of the contract extension, the Council has committed to continue to work with Carers of Barking & Dagenham to support the organisation’s development to meet the requirements of the changed social care system described in the Care Act, and areas for that joint work will be set out in the contract terms.

4.2 Working with the Carers’ Strategy Group as appropriate, the intended timeline for commissioning new carers’ services is now as follows:

Task Timescales	
Review of market, opportunities and Care Act impact	To July 2015
Completion of tender documents	September 2015
Issuing of tender docs	September 2015
Completion of ITTs returned	November 2015
Panel evaluation completed	December 2015
Notice of award of contracts	January 2016
Contract ‘go live’	April 2016

4.3 The Board may also wish to note that there are discussions taking place about pan London commissioning for information and advice services for carers, including a carers’ telephone advice line.

5. Mandatory Implications

Joint Strategic Needs Assessment

5.1 The implications of this Strategy for the JSNA were identified in the October report to the Health & Wellbeing Board, in summary:

- the impact of migration into the borough and their particular needs, reflected in the recognition that a greater diversity of services would be required;
- the impact of welfare reform and austerity, reflected in the emphasis on working carers and supporting skills development for return to the workplace;

- the health inequalities associated with ethnicity, reflected again in the needs for diversity in the services provided, as well as the proactive emphasis on identification of carers;
- the requirement for more information and advice services to support service access and choice for carers, which is central to the Strategy.

Health and Wellbeing Strategy

- 5.2 The October report noted that the Health and Wellbeing strategy identifies a number of key principles which include to enable increased choice and control by residents who use services with independence, prevention and integration at the heart of how choices can be made and to seek to reduce health inequalities with themes early recognition and intervention and upon the promotion of positive health and wellbeing.
- 5.3 The new Joint Carers Strategy and commissioning proposals reflect these principles.

Integration

- 5.4 As noted in October, integration is supported through our steps to improve support to family carers which is a key scheme within our Better Care Fund supported by both our pooled funds and through the joint commissioning of services, review of their effectiveness in delivering required outcomes and oversight by the H&WBB.

5.5 Financial Implications

Implications completed by: Roger Hampson, Group Manager, Finance (Adults and Community Services)

The Better Care Fund plan for Barking and Dagenham provides resources of £925,000 for support for family carers provided by the local authority and the CCG.

There are a number of areas as a result of the implementation of the Care Act where additional resources are needed. These are currently being evaluated in order to prepare proposals for the Health and Wellbeing Board to consider on how these are to be funded within the limited resources available. In the first instance, it is the intention to use the New Burdens Grant in 2015/16 of £773k to fund additional carers services as the need for these services is likely to be on-going. If this is not possible, a request will be made for a further call on the departmental reserve (on top of the £500k previously agreed for Care Act implementation costs).

5.6 Legal Implications

Implications completed by: Dawn Pelle, Adult Care Lawyer

There are no legal implications for the following reasons:

- Duties to Carers under Care Act 2014 has been recognised;
- The Strategy aims to be carer centred;

- The relevant statutes have been referred to e.g. Care Act 2014 & Children and Families Act 2014.

6. Consultation

- 6.1 During the development of our new joint strategy we worked with Carers UK to undertake engagement with the local community. They combined this with an extensive analysis of the data around caring in Barking & Dagenham to produce a set of recommendations on which this strategy is based.
- 6.2 The engagement involved:
- 48 individual carers, providing care to people with a range of different care needs;
 - Social workers;
 - GPs;
 - Hospital staff;
 - Voluntary sector and local support groups including Carers of Barking and Dagenham;
 - Commissioners;
 - North East London Foundation Trust;
 - Health and Wellbeing Board.
- 6.3 On 23 February, a workshop was convened with service providers and carers to review the strategy aims and to provide comment.

7. Public Background Papers Used in the Preparation of the Report:

Report to the Health & Wellbeing Board, 28 October 2014
Joint Carers' Strategy and Commissioning Priorities For Future Contract(s)

8. List of Appendices:

Appendix 1: Carers Strategy 2015-2018