

Public Document Pack



MEETING:	Overview and Scrutiny Committee
DATE:	Tuesday, 18 June 2019
TIME:	2.00 pm
VENUE:	Meeting Room 11 - Barnsley Town Hall

AGENDA

Administrative and Governance Issues for the Committee

1 **Apologies for Absence - Parent Governor Representatives**

To receive apologies for absence in accordance with Regulation 7 (6) of the Parent Governor Representatives (England) Regulations 2001.

2 **Declarations of Pecuniary and Non-Pecuniary Interest**

To invite Members of the Committee to make any declarations of pecuniary and non-pecuniary interest in connection with the items on this agenda.

3 **Minutes of the Previous Meeting** *(To Follow)*

To approve the minutes of the previous meeting of the Committee held on 4th June, 2019 (Item 3).

Overview and Scrutiny Issues for the Committee

4 **Barnsley Carers' Strategy 2017-20** *(Pages 3 - 34)*

To consider a report of the Executive Director Core Services and the Executive Director Communities (Item 4a attached) in respect of #BarnsleyCares – Carers' Strategy for 2017-20 (Item 4b attached), Barnsley Carers' Strategy Action Plan (Item 4c attached) and Barnsley Adult Carers' Service – Carer Feedback (Item 4d attached).

Enquiries to Anna Marshall, Scrutiny Officer

Email scrutiny@barnsley.gov.uk

To: Chair and Members of Overview and Scrutiny Committee:-

Councillors Ennis OBE (Chair), Bowler, G. Carr, T Cave, Clarke, Felton, Fielding, Frost, Gollick, S. Green, Daniel Griffin, Hand-Davis, Hayward, Higginbottom, Hunt, W. Johnson, Leech, Lodge, Lofts, Makinson, McCarthy, Mitchell, Newing, Noble, Phillips, Richardson, Smith, Stowe, Sumner, Tattersall, Williams, Wilson, Wraith MBE and Wright together with co-opted Members and Statutory Co-opted Member Ms K. Morritt (Parent Governor Representative)

Electronic Copies Circulated for Information

Diana Terris, Chief Executive

Andrew Frostdick, Executive Director Core Services

Rob Winter, Head of Internal Audit and Risk Management

Michael Potter, Service Director, Business Improvement and Communications

Martin McCarthy, Service Director, Governance, Members and Business Support
Press

Witnesses

Item 4 (2:00pm)

- Wendy Lowder, Executive Director – Communities, BMBC
- Jayne Hellowell, Head of Commissioning – Healthier Communities, BMBC
- Jo Ekin, Commissioning Manager – Healthier Communities, BMBC
- Steph Johansen, Area Manager for Barnsley Carers' Service, Making Space
- Barnsley Carer representative
- Sarah Sinclair, Interim Head of Service Commissioning, Governance and Partnerships, People Directorate, BMBC
- Kate Hensby, Manager for Young Carers' Service, Barnardo's

Item 4a

Report of the Executive Director Core Services and the Executive Director Communities, to the Overview and Scrutiny Committee (OSC) on 18 June 2019

Carers' Strategy 2017-2020

1.0 Introduction

- 1.1 The Carers' Strategy 2017-2020 (Item 4b) highlights the importance of recognising the value of unpaid carers both in terms of the support they need themselves to optimise their quality of life and to continue to be effective in their caring role, but also because carers support the most vulnerable to remain healthy and independent and often prevent people from needing more costly interventions.
- 1.2 The purpose of this report is to inform the Overview & Scrutiny Committee (OSC) on the progress of the Carers' Strategy 2017-2020 (Item 4b) and Action Plan (Item 4c). The report also includes details and progress of the local commissioning and social care responses to supporting unpaid carers in Barnsley.

2.0 Background

- 2.1 The number of unpaid carers recorded in Barnsley by the 2011 Census was 27,167. This was equivalent to approximately 12% of the population of the borough. By 2015, a national research study stated that the number of carers in Barnsley had increased by 4.6% to 28,429; the value of such care is estimated to be around £605 million per year¹.
- 2.2 By 2037, Carers UK have calculated that the number of carers in the UK will increase by 40%, which would mean the number of carers would increase to 39,800 in Barnsley. However, there is a significant difference between the number of carers identified through the UK Census and Carers UK data and the number of carers who are known to services in Barnsley.
- 2.3 The Carers' Strategy 2017-2020 #BarnsleyCares was co-produced with carers, service providers and key stakeholders and launched in August 2017. The Strategy defines carers in Barnsley as:-

“Ordinary people whose lives have changed because they are looking after a relative or friend, who because of disability, illness, substance misuse, special condition or the effects of old age, cannot manage without help”

- 2.4 The key aims of the Strategy are to ensure unpaid carers are:-
- informed and empowered
 - individually resilient
 - providers of good quality care
- 2.5 Based on the aims of the Strategy, a number of objectives and outline actions were identified which have helped to develop and shape the Carers' Strategy Action Plan. A steering group was set up to develop and implement the Action Plan to ensure the successful delivery of the Strategy.

¹ Valuing Carers 2015 - *the rising value of carers' support*, Lisa Buckner University of Leeds, Sue Yeandle University of Sheffield

- 2.6 Central to the Strategy and Action Plan, was the need to ensure there was a more co-ordinated whole system approach to carer support in Barnsley, which builds on and adds value to existing partner resource. To achieve this, a key recommendation was to commission a new Barnsley Integrated Carers' Service.
- 2.7 The option to procure an integrated Carers' Service as a whole (adults and children) was explored and considered. However, in order to meet the needs of young carers specifically, and in accordance with statutory duty, it was agreed to maintain current commissioning arrangements. It is important that we recognise young carers as children in their own right and minimise the potential negative impact of caring responsibilities on their life chances. Therefore, it was felt that young carers should be supported for all their needs through a holistic offer and this would be best achieved through connectivity with other children and young people's support services.
- 2.8 Although this is best achieved through a dedicated and expert response, the Barnsley Carers' Service and the Young Carers' Service need to ensure there is an effective collaborative working relationship between the two services. In particular, they are required to join up the response for young people in transition between services and to offer joint working where there may be both adult and young carers within the family unit.

3.0 Current Position

- 3.1 Work took place last year to strengthen the governance arrangements for the carer work stream. Changes were made so that the Carers' Steering Group reports progress against the Strategy to the Early Help Adults' Delivery Group which in turn reports to the Stronger Communities Partnership. The Terms of Reference and membership for the meeting have also been revised to reflect the changes. The Action Plan was also reformatted to align to the three key priorities of the Early Help Adults' Strategy (which are: the right help in the right place at the right time; ensuring a whole system approach to early help with strong partnership working and system leadership; empowering local people and communities to build capacity and resilience to enable them to do more for themselves) whilst also reflecting the Carers' Strategy and its aims.
- 3.2 Whilst this work took place the actions regarding young carers were also looked at and it was felt that they needed to be reviewed and new ones developed in consultation with young carers and the provider of the Young Carers' Service. Once this work has been finalised the actions will be incorporated back into the Carers' Strategy Action Plan.

Barnsley Carers' Service – Adult Carers

- 3.3 Following a competitive tendering process, the Barnsley Carers' Service was commissioned and commenced on 1 August 2018. This service is delivered by Making Space and provides information, advice and support to improve the mental, physical, emotional and economic well-being of carers. This is so they can continue in their caring role, look after their own health and wellbeing and have a life of their own in terms of opportunities for work, training, education, leisure and social interaction.
- 3.4 The service also has a preventative focus to ensure that carers are able to access appropriate information and support as early as possible to help them improve their health and wellbeing, and to prevent any problems they may be facing from getting worse or reaching a crisis point. Reaching out to hidden carers is a particular priority for the service.

- 3.5 The Service has a central hub based at Priory Campus and also delivers information, advice and support through a number of community venues across the borough including Barnsley Hospital and three GP practices (which are Walderslade Practice in Hoyland, Ashville Medical Practice in Kendray and Penistone Practice). Since 1 August 2018 the service has received 608 referrals and provided a variety of support including information and advice, group activities and peer support and assistance in developing emergency plans. The service operates between 9.00am and 5.00pm on Monday, Wednesday, Thursday and Friday, 9.00am to 7.00pm on a Tuesday and 9.30am to 12.30pm on a Saturday. Feedback is regularly sought from carers accessing support from the Barnsley Carers' Service which can be found at Item 4d.
- 3.6 The service is responsible for assisting carers to ensure they have arrangements in place in the event of an emergency and to develop an emergency plan. Both the Barnsley Carers' Service and Adult Social Care have worked closely to review the previous scheme and develop a new offer. The revised offer has improved access to a range of support including a Carer's Assessment (if required) to ensure that emergency respite is pre-arranged/agreed prior to an emergency occurring which did not happen previously.
- 3.7 The successful delivery of the Barnsley Carers' Service plays a fundamental part in the achievement of a number of the objectives and actions within the Carers' Strategy Action Plan.
- 3.8 Following the development of the Carers' Strategy, Adult Social Care has reviewed their policy 'Protocol for Supporting Informal Carers' (available upon request) to ensure the vital role of carers is recognised and valued. The revised policy sets out a framework for Adult Social Care to support the delivery of the Strategy and to confirm their approach in relation to supporting unpaid carers. The offer to carers includes:-
- carer's assessment
 - information, advice and signposting to Barnsley Carers' Service and other support
 - personal budget (if assessed as eligible for support)
 - small one-off payments for carer support
- 3.9 In line with the Carers' Act 2014, all carers are eligible for a carer's assessment and this is currently offered by Adult Social Care. During 2018-19, 138 stand-alone care act carer's assessments were undertaken. It should be noted that a carer's needs are also considered within the majority of service user assessments (i.e. the cared for person) where there is an informal carer supporting them. These are known as 'joint assessments' and during 2018/19, 1152 of these were completed. Therefore, in total during 2018/19, 1290 carer's assessments have been carried out.
- 3.10 Not all carers will accept the offer of a carer's assessment or be eligible for support through Adult Social Care, however this does not mean their caring role is not having an impact on their health and wellbeing. Therefore, the Council has introduced a small one-off payment grant between £150 to £300.
- 3.11 Carers can apply for this grant via the Barnsley Carers' Service. Eligibility is based on a simple assessment and scoring criteria and is not means tested. Carers can use the payment in a variety of ways including a short break; domestic items such as a washing machine; domestic help; access to courses or materials to develop carer skills or personal development; leisure or relaxation; driving lessons; short term care or sitting service. Since the commencement of the one-off payments, 130 applications have been received from carers and approved which so far amounts to the total of £39,000.

Young Carers' Service

- 3.12 The young carers' contract is currently let to Barnardo's who have an integrated delivery pathway with Children's Social Care. Further developments to integrate the service within Early Help arrangements will be a key focus within the pending service review and new service specification. The Service will be re-tendered, with the successful provider delivering the service from April 2020. The Service retender will be based on the outcome of the scheduled service review which will explore all aspects of service quality, delivery and best value.
- 3.13 The overall aim of the Young Carers' Service is to ensure that young carers receive the support they need to learn, develop, thrive and enjoy a positive childhood as directed by national strategy. The service is required to ensure that caring responsibilities do not impact on education, health and wellbeing and that young carers are supported to carry out 'appropriate' caring responsibilities via a multi-agency service response. This includes a joint and coordinated approach, workforce development and awareness-raising across the children and young people's system.
- 3.14 The service is provided on both a 1:1 support and group work basis. All young people are assessed in relation to need and a personalised programme of support implemented. A six week activity programme has been especially designed to meet the needs of young carers covering a number of topics which include mental health and wellbeing.
- 3.15 During 2018/2019, 108 children and young people accessed the carers' service provided by Barnardo's. The impact of the services on children and young people outcomes are monitored via established contract monitoring arrangements.
- 3.16 The local authority has a statutory obligation under the Children and Families Act 2014 to:-
- proactively identify young carers who have needs for support
 - carry out a young carers' assessment

Barnardo's are commissioned on behalf of the local authority to assist with this work, working closely with children's social care.

- 3.17 The introduction of a Young Carers' Council empowers the young people who attend and gives them a voice. This work impacts on service development at both an operational and strategic level. It also provides the opportunity to maintain links with their peer group which builds on the targeted support offer in place.
- 3.18 Partnership working with Berneslai Homes and the Young Carers' Council has resulted in a short film being produced which has been shortlisted for the 2019 Northern Housing awards in the Resident Support / Advice Programme of the Year category. Members of the Young Carers' Council have also attended assemblies at schools across the borough which has not only raised awareness but provided opportunities for personal development. One young carer now supports the Aiming High Service, a short breaks service for Special Education Needs & Disability (SEND) children, in the role of volunteer via his participation in the Duke of Edinburgh award scheme. Another young person has work directly with the Head of his school to develop a Young Carers' Policy which will be implemented across the Academy Chain.

4.0 Future Plans & Challenges

Carers' Strategy Action Plan

4.1 The Carers' Strategy Action Plan will be reviewed over the coming weeks to produce a more focused and streamlined plan outlining specific pieces of work with clear lines of responsibility and accountability. The Action Plan will focus on the following four key themes:-

- services and systems that work for carers
- employment and financial well-being (including working with employers)
- supporting young carers
- recognising and supporting carers in the wider community

4.2 The findings from a recent Adult Social Care Carers' Survey have shown a slight decline in carer satisfaction in some areas. A plan will be developed outlining the actions required to address this which will then feed into the Carers' Strategy Action Plan.

4.3 The Council has recently commissioned Red Quadrant to undertake a consultation exercise to help shape future support for people with a learning disability, their families and carers. They have collected valuable information from carers and we will work with them to translate this information into actions within the Carers' Strategy Action Plan and current carer support provision.

Governance Arrangements

4.4 Governance arrangements will be strengthened further and the function and effectiveness of the Carers' Steering Group will be reviewed. Initial thoughts are that the Early Help Adults' Delivery Group, will pick up the function of the steering group to drive the delivery of the Barnsley Carers' Strategy and facilitate any system changes required. Members of the Early Help Adults' Delivery Group include Barnsley Council officers across all directorates, Barnsley Clinical Commissioning Group (CCG), Barnsley Hospital, Department for Work & Pensions (DWP), South Yorkshire Fire & Rescue (SYFR) and the voluntary sector.

4.5 The Carers' Steering Group will therefore be disbanded and the Carers' and Friends' Service User Group will act as a consultative group; with the chair of this group attending the Early Help Adults' Delivery Group (mentioned in 4.4).

Communications

4.6 Reaching out to hidden carers, both adult and young, is a particular priority for the Council as we know many people with caring responsibilities do not always recognise themselves as a carer. We are currently developing a media and communications plan to raise awareness and promote the support that is available. The plan will look at targeting different audiences in a bid to help people recognise that they are a carer and how to access the relevant support.

4.7 The commissioned services will continue to promote the service and work collaboratively with key partners and agencies within the public, voluntary and private sectors to identify carers and offer support. The Barnsley Carers' Service is also developing befriending activities/networks to reduce isolation and will be offering volunteering opportunities for people wishing to work with Carers over the next quarter.

Barnsley Carers' Service (Adults)

- 4.8 A review of the Barnsley Carers' Service will commence in September 2019 to ensure we are providing the right support and meeting the needs of unpaid carers. The review will include an evaluation of the current provision offered and consultation will take place with carers and key stakeholders to seek their views and experiences of the service.
- 4.9 Findings from the review will then inform our future commissioning intentions with regards to the service and the support provided and whether or not any changes are required. The Council has the option to extend the current contract for a further two years from August 2020. However, the funding contribution received from the Better Care Fund ceases in August 2020 so we will need to develop a business case to source additional funding if we wish to continue to commission the Barnsley Carers' Service.

Young Carers

- 4.10 Although a strong service offer currently exists for young carers, it is acknowledged that further work is needed to improve referral rates and ensure we meet the needs of our most vulnerable children, young people and families. This will be implemented via a joint strategy - the Vulnerable Adolescents' Strategy and driven via contract management and wider governance arrangements.
- 4.11 Referrals into the young carers' service are low from other adult services (who may come into contact or identify a young carer). This is a key area of development being undertaken by the service and a future development opportunity to explore within the Carers' Strategy and revised Action Plan.

Carers' Strategy

- 4.12 The current Carers' Strategy will be reviewed in 2020. Whilst we will build on what we have achieved already, the focus will remain on ensuring carers are valued and receive recognition of the contribution to the health and wellbeing of those who they care for. The re-refresh will also have a greater focus on young carers which will reflect their needs as well as the needs of adult carers. This will include joint development objectives, particularly in relation to life outcomes, assessment, transitions and parent carers.

5.0 Implications for Local People

- 5.1 The ambition of the Barnsley Carers' Strategy and commissioned services (adults and young carers) is to improve outcomes for carers and to encourage, support and empower individuals and their families to optimise their quality of life whilst continuing to be effective in their caring role.

6.0 Invited Witnesses

- 6.1 The following witnesses have been invited to today's meeting to answer questions from the committee:
- Wendy Lowder, Executive Director – Communities, BMBC
 - Jayne Hellowell, Head of Commissioning – Healthier Communities, BMBC
 - Jo Ekin, Commissioning Manager – Healthier Communities, BMBC
 - Steph Johansen, Area Manager for Barnsley Carers' Service, Making Space
 - Barnsley Carer representative

- Sarah Sinclair, Interim Head of Service Commissioning, Governance and Partnerships, People Directorate, BMBC
- Kate Hensby, Manager for Young Carers' Service, Barnardo's

7.0 Possible Areas for Investigation

7.1 Members may wish to ask questions around the following areas:-

- Can you give an example of the kind of information, advice or guidance that is given to carers and how that positively impacts upon their life?
- Which of the aims outlined in the strategy have had the most positive impact upon carers to date and how do you know?
- Where are the largest gaps in service provision and how can these be addressed?
- What respite services are available to carers and how quickly can these be accessed?
- Can you give an example of how the Carers' Survey results will be used to improve the quality of carers' lives and which areas scored the highest levels of dissatisfaction or concern?
- How often do you review the personalised programme of support for young people to ensure it evolves to constantly reflect their changing needs? Do you proactively do this or do you rely on young people informing you of the changes?
- How do you ensure that young carers transitioning to adult services are dealt with effectively?
- What evidence will be used to drive changes to the Action Plan?
- What are the options for the future funding of the service once the Better Care Fund ceases in 2020?
- How do services for carers in Barnsley compare with other local authority areas?
- How do you ensure local organisations and services are carer-friendly, including local employers as well as GP practices?
- What can Elected Members do to support carers and the work carried out by services?

8.0 Background Papers and Useful Links

- Item 4b - #Barnsley Cares: Barnsley Carers' Strategy 2017-2020
- Item 4c - Barnsley Carers' Strategy Action Plan
- Item 4d - Barnsley Adult Carers' Service, Carer Feedback
- BMBC 'Protocol for Supporting Informal Carers' – available upon request
- Barnsley Carers' Service - Making Space:-
<https://makingspace.co.uk/services/centres/barnsley-carers-service>
- Barnardo's:-
<https://www.barnardos.org.uk/what-we-do/helping-families/young-carers>

- 'Young Persons' Guide to the Children & Families Act 2014' – Department for Education:-
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/359681/Young_Person_s_Guide_to_the_Children_and_Families_Act.pdf
- 'Valuing Carers 2015 - the rising value of carers' support', Lisa Buckner University of Leeds, Sue Yeandle University of Sheffield:-
https://www.sheffield.ac.uk/polopoly_fs/1.546409!/file/Valuing-Carers-2015.pdf

9.0 Glossary

BMBC	Barnsley Metropolitan Borough Council
CCG	Clinical Commissioning Group
DWP	Department of Work and Pensions
OSC	Overview & Scrutiny Committee
SEND	Special Education Needs & Disability
SYFR	South Yorkshire Fire and Rescue

10.0 Officer Contact

Anna Marshall, Scrutiny Officer, 10th June 2019

#BarnsleyCares

Carers' Strategy for 2017-2020

A strategy by carers for carers



BARNSLEY
Metropolitan Borough Council

Your Voice Barnsley

Giving a Voice to Service Users and Carers

Why we need a carers' strategy for Barnsley



In 2013 we developed a three-year carers' strategy called 'Caring Together, Building a Future for Barnsley'. In this, we recognised the need to support carers as one of our most valuable assets to the health and wellbeing of Barnsley residents. As a council, we have been working with carers and our partners to continue to find ways to make sure that carers are not forgotten, and can receive the support they deserve.

We knew this was something that could not be quickly or easily achieved and over the last few years we have been presented with new and different challenges; therefore, it is right that we should review and look again at how we can best support carers in Barnsley.

We define carers in Barnsley as:

“Ordinary people whose lives have changed because they are looking after a relative or friend, who because of disability, illness, substance misuse, special condition or the effects of old age, cannot manage without help”

This definition recognises anyone of any age including:

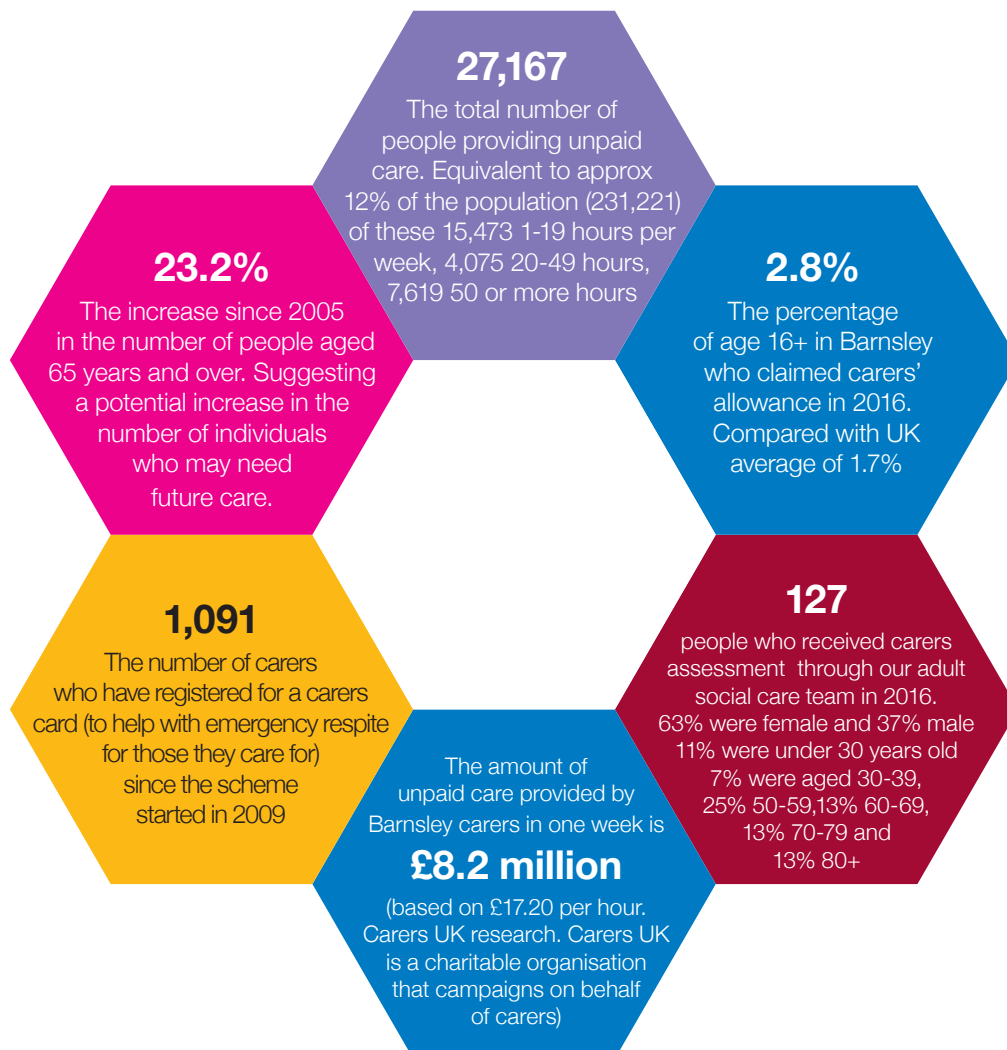
- Adult carers
- Parent carers
- Young carers
- Working carers
- Kinship carers
- Carers from community backgrounds



The definition recognises that carers in Barnsley are diverse. They could be disabled carers, LGBT (Lesbian, Gay, Bisexual or Transgender) carers, BME (Black or Minority Ethnic) carers. This strategy recognises that different carers may require a different type of support and may need to be engaged in a variety of ways. The strategy will, therefore, aim to be flexible to carers varying needs and differences, as well as ensuring that all carers have equal access to the services and support outlined within this strategy (particularly consideration will be given to those carers who may face an additional barrier to accessing these services).

What we know about carers in Barnsley

Anyone can become a carer at any time and because of this, we do not know the full extent of carers in our borough. This information can be difficult to find because many people do not see themselves as a carer or label themselves as one in any data we collect. There is currently no central registration or support centre in Barnsley therefore we have to rely on a number of other measures to get a picture of who our carers are and the impact they have on health and social care in the borough.



We all have a responsibility to support carers but we know that carers can find it difficult to access the support and advice they need. People like GP's, Social Workers and Pharmacists play an important role in ensuring carers are identified and connected to support services. The Care Act 2014 says that Local Authorities and Health bodies must work together to identify carers.¹

¹Department of Health Care and support statutory guidance, Paragraph 2.35 <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

What have we achieved?

Our Carers and Friends group have worked hard alongside our partners and providers to support carers in many different ways and the small grants fund has enabled people to work together to find solutions.



Our objectives 2013-2016:	Some examples of how we achieved these:
Improved Services Develop and implement processes for early identification, referral, assessment and support.	A pilot programme to help identify carers in GP surgeries by Healthwatch. Delivery of carer Information Support Programme (CRISP) by Alzheimer's.
Enable carers to co-produce and co-deliver solutions to the delivery of services.	Carers were involved in commissioning process for new home care contracts with Barnsley Council. Carers testing of Barnsley Council on-line assessments for social care.
Develop opportunities for support outside caring roles and for carers to be treated as individuals in their own right.	Engaging, learning and creative activities programme with young carers at Barnardo's by QDOS creates. Programme of support for carers of terminally ill through Barnsley Hospice.
Access to advice on financial management and support to employment.	Drop-in carer specific sessions delivered by Citizen's Advice Bureau. Parent support programme for children with Autism and Asperger's.
Promoted health and wellbeing of carers including emotional and physical wellbeing.	Promoted informal support for carers via carers' newsletter. Supported a healthy lifestyles programme at 360 Engagement. Provided health and wellbeing through carers support programmes at Barnsley Beacon.

Understanding what more we could do

Whilst we know that what we have accomplished has made a big difference, there is still more that can be done to achieve our goals set out to support our carers in Barnsley.

Over the latter part of 2016 and into early 2017 we asked carers, partners and providers to work with us to identify the focus of our strategy for the next three years.

These included:

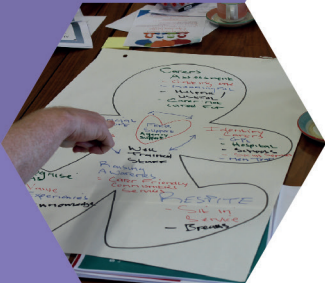
- Carers and Friends Group
- Carers at Carers week and Carers Right Day 2016
- Carers via Providers, social media and electronic newsletter
- 360 Engagement
- Age UK
- Alzheimer's
- BIADS
- BMBC Commissioners
- Barnsley Advocacy service
- Barnsley Beacon
- Barnsley council cabinet spokesperson for communities
- CCG
- Healthwatch
- Making Space
- NHS GP Liaison Service
- Parkinson's UK
- Public health
- Recovery college (SWYFT)
- Royal Voluntary Service
- South Yorkshire Eating Disorders Association (SYEDA)
- South Yorkshire Housing Association
- Together for Mental Health



Together we identified the gaps that still exist in the support for carers

- Lack of information and communication, on-line, in person and on paper.
- Support; financial, emotional, practical and psychological.
- Support to maintain employment.
- Developing IT skills.
- Relationships with GP's.
- Being recognised and listened to as a carer by professionals.
- Isolation.
- Support to maintain independence and respite provision.
- Supporting young carers in their transition to adults.
- Greater recognition for kinship carers.
- Support with hospital visits for carers.
- Better awareness across the community.
- Fragmented services for carers.

Our strategy is based on valuing the role carers play by ensuring they are supported.



Our aims for carers

We have based our aims on three outcomes we want for all carers.

Informed and empowered

- Access to good quality information and advice. To not be disadvantaged by the role of carer.
- Knowledge and understanding of the services and policies that support carers in their role and the ability to influence and contribute to these.
- Education and training to support all members of our communities to raise awareness and value the role of carers.

Individually resilient

- Support and improve the physical and emotional health and wellbeing of all carers.
- Enable carers to continue to lead and enjoy their own life through work and play.
- Ensure carers remain safe within their role and free from harassment in the wider community.
- Enable carers to participate fully in their community and increase social connections.

Providers of good quality care

- Ensure carers have the knowledge and skills necessary to support those they care for.
- Improve recognition of carers and their contribution to health and wellbeing of those they care for.
- Work with health care providers to ensure that carers are valued and can be seen as part of health care process.



Achieving our aims

To achieve our aims we will need to focus our future efforts on:

- Carers being placed at the heart of the health and wellbeing strategy including the planning.
- Working together to create solutions that we can all contribute to and will work for everyone.
- Making the best use of the resources we have available through commissioning and funding, which not only responds to needs but enables sustainable solutions.

Carers at the heart of health and wellbeing

Maintaining the health and wellbeing of everyone is a high priority for Barnsley.

We have already acknowledged the role carers have in this, not only regarding the economic value they add to social care, but also the massive contribution carers make in supporting the most vulnerable to remain healthy and independent. There are many factors in our approach to maintaining health and wellbeing and as we develop these we will need to consider:

- What do carers contribute to this?
- How does this affect carers?
- How can we support any additional needs this creates for carers?



Working together to create solutions

Our strategy planning workshop informed us how we would need to focus our attention to support carers and offered some potential solutions. Based on our aims we identified the following outline actions for our future strategy action plan.

	Aim:	Outline actions:
Informed and empowered	To improve access to good quality information and advice ensuring carers are not disadvantaged.	<p>To develop Information Hubs and availability of helplines</p> <p>To support carers to develop their digital skills</p> <p>To develop networking opportunities for young carers through social media</p>
	To improve the knowledge and understanding of the services and associated policies that support carers. Carers to be more involved in the development and review of these.	<p>Improve communications between health and social care services, carer engagement and provider feedback. Co-produced services and commissioning.</p>
	Education and training to support all members of our communities to raise awareness and value the role of carers.	<p>Work with schools, Voluntary community and social enterprise sector, faith groups and businesses to raise awareness of carers and help identify hidden carers.</p>





Individually resilient	Enable carers to continue to lead fulfilling lives.	<p>Improve access to respite care.</p> <p>Check and challenge how carer friendly the major employers in Barnsley are</p> <p>Develop more activities for young carers</p>
	Ensure carers remain safe within their role and free from harassment in the wider community.	<p>Develop and improve access to safeguarding awareness for carers</p> <p>Develop Peer Support for Carers</p>
	Enable carers to participate fully in their community and increase social connections.	<p>Work with Area Councils to develop awareness of carers.</p> <p>Develop 'spot' (ad hoc) support for carers to enable short breaks</p> <p>Develop more befriending and volunteer schemes for carers</p> <p>Work with Universal Services such as Libraries to develop the offer for carers</p>
	Ensure carers have the knowledge and skills necessary to support those who are in their care.	<p>Deliver Carer support programmes such as CRISP (Carers Resource, Information and Support Programme)</p> <p>Provide First aid training and post-care support.libraries.</p>
Providers of good quality care	Improve recognition of carers contribution to health and wellbeing of those who are in their care.	<p>Continue to develop the carer registration scheme with the potential to link this to the carers card (an emergency respite care card)</p> <p>Utilise social media to raise awareness of the role and contribution of carers and campaigning where we see disadvantage.</p>
	Work with health care providers to ensure that carers are valued and are seen as part of the health care process.	<p>Work in partnership with health care providers in reviewing the approach to carers in terms of policies and practice.</p>

Making the best use of resources

As part of our strategy planning, we are committed to making sure that any available resources are put to best use. To achieve this, we will need to consider all resources to help achieve the outcomes we have identified; this could include some or all of the following over time.



The next steps in taking our strategy forward

Establish the carers' strategy steering group to build an action plan to show how we can meet the aims we have identified in our strategy, and regularly check the progress on this over the next three years.	April 2017 - March 2020
Build and develop a business case for the options available to provide a comprehensive solution to meet the outcomes we have identified.	Spring - Autumn 2017
Continue to work with all stakeholders to deliver the strategy and report into the Health & Wellbeing Board on progress.	



For more information about this strategy
please contact us:

lovewhereyoulive@barnsley.gov.uk

Tel: 01226 773555

📍 www.facebook.com/YVBarnsley/



BARNSLEY
Metropolitan Borough Council

Your Voice Barnsley
Giving a Voice to Service Users and Carers

arnsley Carers' Strategy – Action Plan

April 2019 Update

Ref	Objective	Task	Lead	Timescale	Progress
Put in place the right help, in the right place at the right time					
1a	Review and implement new process to replace carers card	1. Review the current carers emergency respite scheme and pathways to develop and promote a new offer	Making Space/BMBC Adult Social Care (ASC)	September 2018	<ul style="list-style-type: none"> The Carers emergency respite scheme has been reviewed and a new offer has been developed to replace the previous scheme. Literature to promote the new offer is currently being designed. A report regarding the new offer was presented to the Early Help Adults Delivery Group on 13 September 2018. Referral and care pathways to be developed and implemented. Making Space meeting with social care team managers on 17th October at 2pm. Following this separate meetings with ASC teams will be agreed to promote both the referral pathways and the carers service. Process complete. Ongoing monitoring will take place via contract reviews/joint meetings with ASC/J Moore
1b	Management of the carers grant	2. Develop new eligibility and access to grant criteria and implement administration of the grant	Making Space	November 2018	<ul style="list-style-type: none"> New process, eligibility criteria and paperwork submitted and proposed process agreed at the Carers' Steering Group (CSG) in October 2018. Proposed process submitted to Early Help Adults' (EHA) Delivery Group in November 2018 and approved.

1c					<ul style="list-style-type: none"> • Completed - Monitoring of grants will be monitored via the contract review process with Barnsley Carers' Service (BCS).
		3. Annual evaluation of Carers Grant allocations to identify gaps, and target Grant provision	Making Space/Jo Ekin	July 2019	<ul style="list-style-type: none"> • See above – evaluation of carers grant payments will allow identification in gaps and enable targeted provision. • Information gathered at 3a (17) will also feed into the process. • Summary report to be shared with steering group
	Work with employers to raise awareness of carer needs	4. Employer recognition scheme #BarnsleyCares and link to regional 'working carers' project, ensuring links are made to the Carers Charter	Jo Ekin	2019-2020	<ul style="list-style-type: none"> • To be progressed in 2019-2020 as part of the work planned to engage with employers. • Link to the Carers UK umbrella membership that BMBC have recently signed up to which includes an Employer for Carers resource. • Links to 2c 14 – carers charter
Develop strong partnership working and leadership					
Ref	Objective	Task	Lead	Timescale	Progress
2a	Communications plan that raises the profile of carers and enables further support to carers.	<p>5. Develop a communications plan that sets out the annual plan for raising the profile of carers. Plan to include links to;</p> <ul style="list-style-type: none"> • regional and national campaigns events • Public health campaigns • Local events and campaigns <p>Communication plan to include a specific campaign to target and reach hidden carers</p>	<p>Making Space /BMBC Comms</p> <p>Input from range of agencies</p>	March 2019	<ul style="list-style-type: none"> • Communications plan developed for 2019/2020. The plan has been broken down into months with specific themes and target audiences. This will enable effective and timely planning for campaigns / promotional events etc and links to other campaigns ie Public Health,DementaiAction Alliance (DAA) etc. • to be updated as and when required throughout the year

	6. Provide dedicated good quality information and advice for carers in a range of formats and venues.	Provider groups	31 January 2018	<ul style="list-style-type: none"> • Barnsley Carers Service (BCS) have established a number of spokes to offer information, advice and support to carers across the borough as well as their Hub. • BCS to produce Carers Newsletter in-conjunction with Carers and Friends Forum. • Information provided through Live Well Barnsley. All agencies have checked their information is accurate • BMBC recently signed up to Carers UK umbrella membership which includes carers access to a 24/7 online resource and national forum. This will be launched across the borough during Carers Week in June 2019. • Completed - Periodic review of information to take place
	7. Consider information held in GP surgeries and any new or improved information required to promote services and support to carers.	Making Space with support from other agencies	31 December 2018	<ul style="list-style-type: none"> • Initial enquiries to speak with GPs at their protected learning meetings have been made by BCS. Currently going through process of getting approval for this to take place. • Making Space have presented information and promoted the BCS at a Practice Nurses Forum on 14th November. 70-80 nurses attend this forum. • At a recent DAA meeting it was agreed to target all GP surgeries from January to March inclusive,

				<p>with a view to encouraging Carer Champions as well as Dementia Champions (it is hoped that this will be one in the same person) in each surgery. See 3b (18) also. Update required from DAA</p> <ul style="list-style-type: none"> • Ensure links are made to 6 and 7 above • To review this action to look at improved working and referral pathways between GP Practices and support services.
8. Develop a new branding for the new carers service.	Making Space	August 2018	<ul style="list-style-type: none"> • The branding of the service was completed prior to the service launch on 1 August 2018. The service will be known as the Barnsley Carers Service and a logo has also been designed. • Completed 	
9. Update Live Well Barnsley to ensure that information to carers is easily accessible through 'information prescriptions'.	Jo Ekin - BMBC	30 September 2018	<ul style="list-style-type: none"> • A range of information regarding carer support including Barnsley Carers Service is included on Live Well Barnsley. • All agencies to check and confirm that their details are also up to date on the website. • Completed 	
10. Improve communications between health and social care services including access to a carers assessment.	Making Space – People, BMBC	31 October 2018	<ul style="list-style-type: none"> • Making Space to attend Adult Social Care Team Meetings to promote the Barnsley Carers Service and referral route and vice versa. • The Barnsley Carers Service is based at Barnsley Hospital every 	

				<p>Monday with two “spokes” in the morning and afternoon. BCS also deliver support and advice on the Acorn Unit. The service is supported by Vicky Foxon-Wastnage, hospital nurse, who is ensuring that BCS literature is circulated widely throughout the hospital.</p> <ul style="list-style-type: none"> • See Action 2a (8) regarding work with GP practices • Making Space and Adult Social Care have developed the Carers Offer in partnership. The new offer will improve communication and improve access to a range of support including a Carers Assessment and/or respite if required – see 1a (1). • Ongoing monitoring to take place to ensure communication/joint working takes place • Action to be reviewed to look at specific pieces of work to improve joint working, referral pathways and communication with carers.
11. Ensure that Carers are aware of respite provision available and are supported through the Carers assessment process to enable them to access this.	Making Space – People, BMBC ASC	31 October 2018	<ul style="list-style-type: none"> • This will be promoted via the BCS and crisis planning support and the BMBC “one off” grant payments - See above action (11) • Ongoing monitoring at six monthly periods 	
12. Ensure carers have information and access to discounted services in our communities.	Making Space/Jo Ekin	31 March 2019	<ul style="list-style-type: none"> • To be rolled over to 2019-2020 plan. 	

2b	Governance	13. Improve carer engagement and provider feedback mechanisms through co-produced services and commissioning.	Making Space/ Jo Ekin – through Early Help Adults Delivery Group	31 March 2019	<ul style="list-style-type: none"> • Carers and providers were involved in the scoping of the new service model. Carers were also consulted on the service specification and 2 carers were part of the tender evaluation panel. • Making Space regularly attend the Carers and Friends Group to obtain feedback. Commissioners also attend the group as and when appropriate. • Carers were involved in the recruitment of all posts to the BCS staff team. • Four ex carers have come forward as new volunteers for the BCS in the first 8 weeks of the service starting. • BCS introducing satisfaction/feedback survey to be rolled out in quarter 1 2019-2020. Will be monitored through quarterly contract reviews. • BMBC Service user and carer engagement process currently under review – update to be given once finalised and approved. Ensure carers agenda is covered. • Barnsley Hospital are undertaking a survey in June 2019 to seek feedback from carers • Ongoing monitoring of engagement and feedback process
2c	Develop stakeholder pledge	14. Develop Carers Charter to include stakeholder pledge.	Jo Ekin/Carers & Friends Group	30 June 2019	<ul style="list-style-type: none"> • Draft charter has been developed by the Carers and Friends group. Circulated at the CSG meeting and

					<p>amendments made from comments received.</p> <ul style="list-style-type: none"> • Final draft to be circulated to wider consultation before going to the EHA Group for approval. • Link to 1c 4.
Empower people and communities to build capacity and resilience, so they can do more for themselves					•
Ref	Objective	Task	Lead	Timescale	Progress
3a	Communication map for carers including where to go and how to take things forward, complaint procedure	15. Develop information that enables carers to get timely access to support.	Making Space	December 2018	<ul style="list-style-type: none"> • Information and literature has been developed to promote the service ie Leaflets, posters and newsletter • The service also has its own Facebook page and links to the local service are included on the Making Space website, Live Well Barnsley and Dementia web site • The BCS held a very successful launch on 24 October to promote the opening of the service and the support available. • Links to the Communication plan • Access to BCS service is available via 12 community spokes and a central hub. • Ongoing monitoring and review of information provided
		16. Map and raise awareness of activities and groups to support carers and the cared for.	Jo Ekin/Making Space/Barnardos	31 March 2019	<ul style="list-style-type: none"> • Awareness-raising will be built into Communications Plan – see 2a (5). • BCS promote activities and support via BCS Hub, Spokes and Social media • Carers Newsletter promoting support and activities • Activities promoted on Dementia website site. • Mapping exercise to be conducted

					in 2019-2020
3b	Carer Ambassador in communities	17. Develop volunteer role as community champions and increase peer support activities	Healthier Communities/ Debbie Lindley	31 October 2019	<ul style="list-style-type: none"> • Update to be given at the next CSG meeting following review of service user and carer engagement process. • Making Space to be involved in development of peer support/volunteering. • <i>This needs reviewing and linking into area councils.</i>
3c	Access to training and support for carers	18. Carer support programmes developed (including links to programmes already in place ie Carer Information and Support Programme [CrISP])	Making Space /other providers/groups	31 March 2019 On-going	<ul style="list-style-type: none"> • Stepping Stones training course in place and delivered by Beacon South Yorkshire. • Training regarding Alcohol and Older People being delivered as part of Safeguarding Awareness Week (SAW) 2019 by BCS and Barnsley Recovery Steps. • BCS currently developing a 6 module course to be run three times per year. Modules will be delivered by BCS staff, volunteers and external specialists in the subject areas. • Stress management course tailored for carers developed by Northern College with support from BCS is available in June 2019. Further course to benefit carers being looked at.

This page is intentionally left blank

Barnsley Adult Carers' Service - Carer Feedback

"It is good and reassuring to feel supported and listened to – not used to this – so I found it quite overwhelming. Thank you for making me feel confident and supported. I haven't had any support for 18 and half years so this is new and very welcomed by myself and my small family".

"I have received the best support at this difficult time for me caring for my husband".

"The support I have received from Barnsley Carers Service has been wonderful. Angie has been brilliant. She has helped in many ways. It's been lovely to have someone to talk to who understands what you're talking about. Angie is a lovely young lady and I hope me and my daughter see more of her".

"I would like to thank you for bringing the grant to my attention, and for the cheque I received from you for £100. This will go into my account next week and I have already started looking for my pamper day experience. I just cannot wait – it will be pure bliss".

"Felt reassured having help, and someone to give assistance. Gave us a lot of information to take forward. Referred to suitable other areas e.g Aids and Adaptations, sensory team. Angie visited us at home, then arranged a Priory Campus visit and massage. Quickly rearranged 2nd visit when I was poorly. Lots of help and assistance in looking where help is and what to do to obtain help. Reassuring re: the future".

"I know I can rely on Kat to be there should I need to talk to someone".

"I get telephone calls off Kat after first meeting her at Royston Library (a community spoke). It is good to have support from Kat as no one else contacts me regarding caring for my Mother and my Mothers' health. When you feel isolated sometimes a telephone call is all you need to know someone cares. A massive thank you to Kat".

"I have been made aware of groups and services available for carers and Dementia support. I have been for Carers complimentary therapy and I am hopefully taking my Mother to the Butterflies support group. My contact with Kat has been really helpful and supportive as I have no contact form anywhere else".

This page is intentionally left blank