

**Officer Decision Record Template**

Record of Decision of Phil Hollingsworth  
Acting Service Director, Safer Stronger Healthier Communities,  
Communities Directorate

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Subject

Approval to procure an integrated carers' service that will provide a single point of contact for all carers to access good quality information, advice and support.

Description of goods & services

The newly commissioned service will deliver against the outcomes identified for Carers in the strategy to ensure they are;

Informed and Empowered  
Individually resilient

The aim of the Carers Resource Service will be to promote, support and improve the mental, physical, emotional and economic well-being of carers, 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.

A preventative focus will also be required to enable Carers to access appropriate support as early as possible to help them improve their health and wellbeing, prevent any problems getting worse and reduce the demand for specialist interventions/services for both themselves and the person they care for. The service will also provide a range of structured interventions and support that will be personalised and service user focussed.

The service will focus on the achievement of key outcomes for Carers to help them to optimise the quality of their life and well-being and to support them continue to be effective in their role as a Carer. An outcome framework tool will be used to measure improvement across the following seven areas;

- Health and well-being
- The caring role
- Managing at home or that of the person cared for
- Time for yourself
- How you feel
- Finances
- Work.

The service will also be responsible for administering the Carers Grant on behalf of the Council to ensure we continue to promote and build capacity to support carers within our communities.

To maximise both resources and outcomes the service will work collaboratively with key partners to develop effective referral and care pathways to ensure Carers receive the right information and support they need at the right time.

The service will also be required to encourage and assist Carers to undertake a statutory Carers Assessment and will develop a joint working process with Adult Social Care to enable this to happen.

Adult Social Care has reviewed their Carers Policy and is considering a number of options with regard to allocating one-off payments to carers who may not be eligible for support via a carer's assessment or who have not had an assessment. This process is in its early stages of development particularly around the eligibility criteria and management of the payments however, the new Carers Resource Service will need to ensure that carers are supported to access this support. There is also an opportunity to look at the possibility of integrating this process into the Carers Resource Service and the provider hosting the funding on behalf of the council to provide the allocation of payments to carers.

#### Authority

As referenced by the Scheme of Delegation


#### Decision Taken

To go out to market to procure a provider to deliver the above services.

The aim is to procure a 2 year contract with an option to extend for 1 year. We have considered what funding is currently available and have identified a sum of £240,000 per annum. This is made up of £100,000 from the Better Care Fund and a maximum of £140,000 from Healthier Communities.

Date of Decision

3<sup>rd</sup> January 2018

Signature   
(Insert Officer name) P. HOLLINGSWORTH

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(Insert more Officer names as  
required)

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Signature  
Cabinet Spokesperson  
(if required)

*Scan / email the completed form and appendices to the Council Governance  
Unit and keep the original on the project file*

