

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