

## BARNSELY METROPOLITAN BOROUGH COUNCIL

### REPORT OF: EXECUTIVE DIRECTOR OF PLACE HEALTH AND ADULT SOCIAL CARE AND EXECUTIVE DIRECTOR OF PUBLIC HEALTH & COMMUNITIES

#### TITLE: Unpaid Carers Strategic Review

Barnsley Carers Strategy and Business Case for Commissioning a new Carers Support Service

<b>REPORT TO:</b>	<b>CABINET</b>
<b>Date of Meeting</b>	<b>7 September 2022</b>
<b>Cabinet Member Portfolio</b>	<b>Public Health and Communities Place Health and Adult Social Care</b>
<b>Key Decision</b>	<b>Yes</b>
<b>Public or Private</b>	<b>Public</b>

#### **Purpose of report**

The purpose of the report is to provide an overview of the refreshed Barnsley Carers Strategy 2022/2027 and the outcomes it aims to achieve for the unpaid carers in Barnsley.

For the purpose of the strategy and this report the term “carer” or “unpaid carer” is used in relation to the following definition “People whose lives have changed because they are looking after a family member, partner, or friend, who because of disability, illness, alcohol or drug use, a mental health condition or the effects of old age, cannot manage without help. The care they give is unpaid”.

The report also provides an overview of the business case for the Barnsley Carers Service. The contract for the service is due to expire at the end of March 2023, and the business case provides recommendations for the commissioning of a new support model to commence 1 April 2023.

#### **Council Plan Priority**

The Barnsley Carers Strategy 2022/2027 is aligned to the following priorities of the Council Plan 2021/2024:

<b>Priority</b>	<b>Outcome</b>
Healthy Barnsley	<ul style="list-style-type: none"><li>• People are safe and feel safe.</li><li>• People live independently with good physical and mental health for as long as possible.</li><li>• Reduced inequalities in health and income across the borough</li></ul>
Learning Barnsley	<ul style="list-style-type: none"><li>• People have the opportunities for lifelong learning and developing new skills, including access to apprenticeships.</li></ul>

	<ul style="list-style-type: none"> <li>• Children and young people achieve the best outcomes through improved educational achievement and attainment.</li> <li>• People have access to early help and support.</li> </ul>
Growing Barnsley	<ul style="list-style-type: none"> <li>• People are supported to have safe, warm, sustainable homes.</li> </ul>
Sustainable Barnsley	<ul style="list-style-type: none"> <li>• People live in great places, are recycling more and wasting less, feel connected and valued in their community.</li> </ul>

The new carers support model and its key aims, and priorities will also reflect and contribute to the priorities and outcomes of the Council Plan 2021/2024 and performance management framework.

## Recommendations

That Cabinet:-

- 1 Approves the Final Draft of the Barnsley Carers Strategy 2022, the proposed priority outcomes, and the next steps to develop a multi-agency action plan to achieve the strategy's key aims and priorities.**
- 2 Approves the proposal to re-model the Barnsley Carers Support Service based upon the key priority outcomes of the Barnsley Carers Strategy and findings from the review of the current service, and authorise officers within Barnsley Council to approach the market to re-commission a new carers support model.**
- 3 Authorises the Executive Directors of Place Health and Adult Social Care and Public Health and Communities, to have delegated authority to award the contract for the Carer Support Service following a competitive procurement process.**
- 4 Notes the intention to review the carers one-off payment grant, commencing with public engagement in June 2022, and that a report highlighting findings and any proposed changes to the carers' payment criteria resulting from the consultation will be submitted later in the year.**

## 1. INTRODUCTION

- 1.1 The care provided unpaid by the nations' carers is worth an estimated £132bn per year – considerably more than the total spending on the NHS in England. In Barnsley, the value of such care is estimated to be around £605 million per year<sup>1</sup>.
- 1.2 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.<sup>2</sup> By 2037, Carers UK has

<sup>1</sup> Carers UK and the University of Sheffield (2015) 'Valuing Carers 2015: the rising cost of carers' support.

<sup>2</sup> Valuing Carers 2015 - *the rising value of carers' support*, Lisa Buckner University of Leeds, Sue Yeandle University of Sheffield

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.

- 1.3 In addition, the 2011 Census data also reported that Barnsley has 453 unpaid carers aged under 16, with 354 providing care for under 20 hours per week, 52 over 20 hours, and 47 over 50 hours per week. There are also 1,482 carers aged 16-24, with 1,018 providing care for under 20 hours per week, 249 over 20 hours, and 215 over 50 hours per week.
- 1.4 The amount and type of support that unpaid carers provide varies considerably. It can range from a few hours a week, such as picking up prescriptions and preparing meals, to providing emotional or personal care day and night, seven days a week.

Our carers survey told us that over 50% of respondents have been carrying out the role of a carer for five years or more, with 10% of those highlighting 20 years or more. One in five said they provide over 100 hours of care per week, with some describing this as a 24/7 role.

- 1.5 Carers play a vital role in the health and social care system, and it is widely acknowledged that they contribute significantly to making sure that the person they care for remains independent in their own home for longer. However, being a carer can be both rewarding and frustrating, and it can also be costly in terms of life changes, financial security and health and mental well-being.
- 1.6 Our carers survey told us that;
  - Of the total number of respondents, just over 70% stated that they felt able to spend time doing some of the things they value and enjoy but not enough, and they enjoy some control over their daily lives but not enough. 16% felt that they have no control over their daily life.
  - In terms of describing their current situation, 64% felt they were either neglecting themselves or sometimes are not able to look after themselves well enough.
  - Over 20% of respondents highlighted that they had felt extremely affected by tiredness, disturbed sleep, general feelings of stress, under physical strain, short-tempered and had felt an existing condition worsen.
  - Over 35% of people said they have little social contact and feel socially isolated.
  - 6.5% of participants said that caring had caused them a lot of financial difficulties, and 38.7% stated that their caring role had caused financial difficulties to some extent.
  - 42.7% felt they had some support but not enough, and 33.1% felt they had no support.
- 1.7 These carers need to be recognised for the difficulties they experience, respected for all they are doing, and provided with information, advice, and support to continue providing good quality care whilst also maintaining their health and well-being.

## 2. PROPOSAL

2.1 There have been several changes in legislation that impact the duty of the Local Authority and other public sector organisations to carers. These include The Care Act 2014, The Children and Families Act 2014 and the NHS long term plan 2019. Therefore, there is a need for a refreshed strategy to make sure local compliance with the relevant legislation and to capture the priorities of local carers, so we can offer appropriate support and achieve the outcomes that matter most to them.

### 2.2 Barnsley Carers Strategy 2022/2027

2.2.1 The refreshed strategy sets out a vision that more unpaid carers in our community will be identified and recognised and have access to information, advice, and both practical and emotional support to help them achieve the outcomes which matter most to them.

2.2.2 The aims of the Strategy are that more carers in our community will:

- Be recognised and identified as a carer at the earliest opportunity, so they receive the appropriate information and advice for themselves, their family, and the person they care for.
- Understand their rights as a carer and have access to an assessment, so they receive support and sufficient breaks to look after their own health and mental well-being.
- Be enabled to have a life outside of their caring role and be supported to work or undertake training and education opportunities if they wish to do so.

2.2.3 The vision and aims of the strategy will be achieved through the delivery of seven key priority areas:

#### **Priority 1 – Raising awareness and increasing the identification of carers**

Raising awareness so that more carers are identified, as early as possible, by health and social care organisations, schools and colleges, voluntary sector services, community groups and private businesses and are encouraged to recognise their role and rights as a carer.

#### **Priority 2 – Working with carers**

More carers are supported to participate in decision making and care planning for the person they care for.

#### **Priority 3– Assessing carers' needs**

More carers have a carers assessment and are given the opportunity to discuss what matters most to them, including their own health and wellbeing, social care needs, financial support, work, education, training, and leisure.

#### **Priority 4 – Carers' health and mental well-being**

Support carers to manage their own health and wellbeing and make sure people with caring responsibilities can remain as physically and emotionally well as possible.

#### **Priority 5 - Carers breaks**

Carers are given the opportunity to discuss the value of having a break from caring and the flexible options that are available to them to access.

**Priority 6 – Helping carers stay in work**

Carers are offered supportive working arrangements by workplaces.

**Priority 7 – Young carers**

Support young carers to prevent inappropriate caring and provide the support they need to help them balance their caring role with their rights to be children or young people. We will develop and implement processes for early identification, referral, assessment, support and safeguarding for young carers. We will make the necessary improvements to ensure the profile of young carers is raised and system improvements are made to ensure they get timely and appropriate support. This will include the development of a working protocol to identify young carers which will incorporate a pathway to support.

Appendix B within the Barnsley Carers Strategy gives more detailed information about each of the above priorities including feedback from carers.

2.2.4 The Barnsley Carers Strategy is also closely linked to several local strategies and plans, all of which have aligned priorities and involvement from the same key partners. There will be an opportunity to make improvements for carers through close partnership working across business units and with those external partners and stakeholders. This will include areas such as assessment, respite and carers grants. This is the rationale for only issuing a two-year contract to the carers services as the outcome of the improvements will inform a future service model.

2.2.5 The Strategy has been developed as an online document. This will allow the strategy and its priorities to be “live” and current, ensuring that periodic reviews can take place and amendments can be made, when necessary, particularly in response to any policy changes or the introduction of new legislation.

Once the content of the strategy has been agreed and an easy read version will also be published.

Link to the online strategy.

<https://www.barnsley.gov.uk/services/our-council/our-strategies/carers-strategy/>

2.2.6 Work is taking place with key partners and carers to develop an action plan to implement the priorities of the Strategy. The plan will identify key actions and will include timescales and accountability of who is responsible for leading on specific actions and measures to assess progress and achievement. The plan will be monitored on a quarterly basis and refreshed annually.

2.2.6 Several different partnership delivery groups are also contributing to the development and delivery of the action plan, depending on the priority, to ensure alignment to the Barnsley 2030 ambitions and to avoid any duplication across the various strategies and plans in place across the borough.

- 2.2.7 The multi-agency Carers Strategy Steering Group and Carer Forums will oversee the overall implementation of the strategy and the development and delivery of the action plan.
- 2.2.8 The action plan will be monitored and reviewed quarterly with the publication of an annual report highlighting progress, achievements, and barriers.
- 2.2.9 A performance dashboard will be developed to measure progress and achievement against a range of core activity indicators and outcomes aligned to the strategy's priorities.

### **2.3 Re-commission of the Barnsley Carers Service.**

- 2.3.1 The Barnsley Carers Support Service was commissioned in 2018 in response to findings in the Barnsley Carers Strategy 2017-2020. Central to the strategy was the need to ensure a more co-ordinated whole system approach to Carer support in Barnsley. A key recommendation was to commission an integrated service to support all adult carers aged 18 and above across the borough.
- 2.3.2 The contract was awarded on 1 August 2018 for two years and was reviewed in 2020, where approval was given to extend it until July 2022. To align the development of the Barnsley Carers Strategy 2022 and the procurement timescales to re-commission the service, approval was sought and given to further extend the contract until March 2023.
- 2.3.3 The business case (Appendix A) evaluates the performance and impact of the current Carers Support Service and considers the findings from the development of the refreshed Barnsley Carers Strategy 2022 to inform our future commissioning options.
- 2.3.4 Based on the refreshed Barnsley Carers Strategy, the range of feedback received from carers and stakeholders, and the review of the current Barnsley Carers Support Service, three commissioning options have been considered (as detailed in Section 6 of the Business Case attached as Appendix A):
  - 1. Do nothing.
  - 2. Re-commission the same service model and service specification via a competitive procurement process.
  - 3. Commission a new service delivery model and specification via a competitive procurement process.

It is recommended that Option 3 is approved.

- 2.3.5 The following summarises the rationale for the recommended option (see section 6.3 within the Business Case).
  - 2.3.5a Section 2 of the Care Act (2014) gives local authorities a general responsibility to prevent needs for care and support from developing. One of the ways the authority can do this is by providing a Carers Service it considers will contribute towards preventing, reducing and delaying carers needs from developing and crisis situations happening.

- 2.3.5b Local authorities cannot fulfil their universal prevention duty in relation to carers simply by meeting eligible needs, nor would preventative services always be an appropriate way of meeting their eligible needs.
- 2.3.5c Therefore, the third option is to design and commission a new carer support model and service specification from what is currently in place. We propose that the model is switched to an outcome focused approach that aligns closely with the aims and priorities of the refreshed Carers Strategy and the Council's Corporate plan and Barnsley 2030 Strategy.
- 2.3.5d The new commissioned model/service will also have a strong emphasis on targeted prevention and early intervention with a key aim of preventing, reducing, or delaying carers' needs (and those that they care for) from developing and requiring support from more costly interventions. Central to this approach will be a focus on good quality information, advice and guidance and the health and well-being, independence and resilience of the carer.
- 2.3.5e Consultation and engagement with unpaid carers and key stakeholders is currently taking place to co-produce and design a new carers support model that is aligned to the priorities of the Barnsley Carers Strategy and the Council's corporate plan.
- 2.3.6 The table below provides an overview and timescales of the procurement exercise to commission the new support model.

Procurement activity and timeline	Start Date	End Date
Service specification(s), contract and all relevant procurement paperwork completed		31/08/2022
FTS and Contracts Finder Notice		14/09/2022
Tender Period and associated tender activity	15/09/2021	18/11/2022
Issue intent to award / notify successful & unsuccessful bidders		21/11/2022
Alcatel Standstill Period Minimum 10 days	22/11/2022	02/12/2022
Formally appoint successful contractor / sign contract		05/12/2022
Contract Transition/ Mobilisation	06/12/2022	31/03/2023
Contract Start Date		01/04/2023

## 2.4 Review of the carers' annual one-off grant payment

- 2.4.1 The Council supports over 300 carers with a one-off annual grant payment of between £150-£300 (most people receive £300). This payment is to acknowledge and recognise the valuable caring role, and the Council spends up to £125K per annum on this. The Barnsley Carers Service (Making Space) currently help people to submit a short self-assessment application and then forward on to the Council for officers to approve the application and then process the payment.
- 2.4.2 As part of the review of carer support and the refresh of the Carers Strategy, a

light touch desktop review has been undertaken of the carers one-off payment scheme, and a number of areas for improvement have been provisionally identified.

- 2.4.3 Taking into account the current spend against the allocated grant and to support the new priorities within the Carers Strategy, it is felt that we need to reconsider how the £125K can be best used to support the carers most in need in the borough.
- 2.4.4 To do this effectively, we will need to consult with people who may be impacted by any changes to the criteria. We know that many people have seen the cost of living rise; at the same time, benefits to support them have reduced. In this context, the £300 (that over 300 people receive annually) may be an important part of peoples' budgets and be something they have come to rely on. Any changes to the scheme will therefore need to be considered carefully.
- 2.4.5 The advice received from colleagues in Governance has suggested that changes to the one-off payment scheme would constitute a key decision (*any decision which would have a significant impact, either positive or negative, on people living or working in more than two Wards*). The consultation and review will be subject to robust scrutiny via the Council's governance forums (SMT, Cabinet etc.).
- 2.4.6 It is therefore proposed that we start to consult with members of the public from June 2022 on potential changes to the carers one-off payment scheme.
- 2.4.7 A cabinet report highlighting findings from the review and any proposed changes to the carers' payment criteria resulting from the consultation will be added to the forward plan and submitted through the council's governance process at a later date in 2022.

#### 2.4.8 Carers One-off Payment Grant Consultation Timescales\*

Commence preparation work for the consultation process	01/05/2022	31/05/2022
Commence consultation on carers grant payment criteria	01/06/2022	31/07/2022
Review consultation feedback and develop new/amended criteria and process	31/07/2022	31/08/2022
Desktop analysis of carers one-off payment scheme	31/08/2022	31/09/2022
Approval of proposed changes to grant criteria: DMT SMT Cabinet	Between October 2022 – January 2023 Actual Dates TBC	

\*These timescales are subject to change

## 2.5 Young Carers Service

- 2.5.1 The Young Carers and Sibling Support Service is subject to contracting arrangements with the children's commissioning team. This service is currently being reviewed with a new contract being required from 01 April 2023.



- 2.5.2 The service review and future re-commissioning of the service will ensure alignment to the wider Barnsley Carers Strategy and the re-commissioning of the adult Carers Support Service with appropriate representation on the Carers Strategy Steering Group and involvement in any subsequent action planning.
- 2.5.3 Following the review of the service a Business Case will be completed highlighting findings from the review and to seek approval to re-commission the service.

### **3 IMPLICATIONS OF THE DECISION**

#### **3.1 Financial and Risk**

- 3.1.1 Consultations have taken place with representatives of the Service Director of Finance (S151 Officer) and are summarised below.
- 3.1.2 Barnsley MBC spent **£1.155M** on supporting carers in 2021/22, made up of: direct payments (£121k); respite (£486k); support to carers (£230k), commissioned carers support service (£240k) and Young Carers & Sibling Support (£78k). The above expenditure excludes the cost (including overheads) of social workers undertaking carers assessments and reviews throughout the year.
- 3.1.3 It is unclear at this stage what the financial impact of the refreshed carers strategy would be on direct adult social care spend on carers support (e.g. respite or direct payments) or impact on existing staffing capacity within the social work teams of likely increased volume of carers assessments/reviews. This would be monitored, and actions taken to ensure spend is within ASC care provision and staffing budgets.
- 3.1.4 The contract for the Barnsley Carers Service is due to expire at the end of March 2023. The current provider is Making Space, with the contract currently valued at £240k, which is funded by base budget. It is proposed that a new Carers Support Model / Service is commissioned for a period of 2 years with an option to extend for one year plus one year at the current annual value of £240k (£480k over the two-year period).
- 3.1.5 There are some natural synergies that exist between the roles and functions that the Carers Support Service and Adult Social Care perform in relation to supporting carers. The proposal of a two-year contract allows time for the completion of the transformation of ASC currently being implemented through the Better Lives Programme. The progress and outcomes of the transformational work taking place should then inform the review of the Carers support contract to look at not only achieving value for money but to also identify any duplication or gaps that may exist.
- 3.1.6 The proposal of a two-year contract also allows time for the Healthier Communities to consider all commissioned contracts as part of the MTFS Transformation review, to be implemented from 1<sup>st</sup> April 2025.

- 3.1.7 Included in the £1.1155M spend on carers support by the Council (para 3.1.2) is the 'small carers grant' support (£125k in total per annum) provided to carers – equates to individual grant payment of between £150 and £300 per carer. A review is to be undertaken of the best use of the £125k funding and to do this effectively those impacted will be consulted on its use. Any proposed changes will be subject to Cabinet approval at a future date.
- 3.1.8 As the Integrated Care System and the Primary Care Network continues to develop over the next 12 months, other synergies and possible collaborations with key partners may also be identified and considered.

## **3.2 Legal**

- 3.2.1 The Care Act 2014, the Children and Families Act 2014, the National Carers Strategy 2008-2018, the Carers Action Plan 2018/2020, and the NHS Long Term Plan 2019 all make a significant shift in the approach to how carers are supported, acknowledging the important contribution they make and placing them on the same footing as the person they care for when it comes to accessing the support and services they may need. The Strategy has been developed in response to the needs of carers in Barnsley and with consideration to the statutory requirements.
- 3.2.2 Section 2 of the Care Act (2014) gives local authorities a general responsibility to prevent needs for care and support from developing. One of the ways the authority can meet this responsibility is by providing a Carers Service it considers will contribute towards preventing, reducing and delaying carers needs from developing and crisis situations happening. Local authorities cannot fulfil their universal prevention duty in relation to carers simply by meeting eligible needs, nor would preventative services always be an appropriate way of meeting their eligible needs.

## **3.3 Equality**

- 3.3.1 A Full Equality Impact Assessment has been completed to ensure that any changes resulting from the refreshed Barnsley Carers Strategy and the commissioned service will minimise any adverse impact on Carers across the borough, especially those from groups with protected characteristics. The Armed Forces Community caregivers have also been included in the protected characteristic groupings.
- 3.3.2 We acknowledge that some carers will need to be reached and engaged in various ways and may require different types of support depending on their protected characteristics. Our Equality Impact Assessment will ensure that all carers receive information and advice relevant to them, have equal opportunities to access services, and identify and address barriers so no one is excluded or disadvantaged.
- 3.3.3 A summary of key findings tells us that:

Nationally, women are more likely to be carers than men, and the local position mirrors this. Women have a 50% chance of becoming a carer by the

time they are 59, compared with men, who have the same chance by the time they are 75 years old.

This gender imbalance reduces among older carers; the gender split is 50:50 of carers aged between 75 and 84. Carers over 85 are more likely to be male (59%) than female (41%) – with many caring for their partners. 76% of the carers who have accessed the Barnsley Carers Service are female, and 24% are male. Relatively few carers accessing the Barnsley Carers Service are younger adults (12% are aged 18-34), 82% of carers using the service are 35 and older, and 5% preferred not to give their age.

The Census 2011 states a higher proportion of white British carers compared to the black and minority ethnic populations. Carers UK suggests this is because the black and minority ethnic populations can have a younger demographic and, therefore, are less likely to have older parents or other relatives needing care. However, other evidence suggests that carers who are not white British are less likely to be receiving practical and financial support with caring often because of a lack of advice and struggling to access culturally appropriate services. This is borne out by the demographic ethnicity information from the Barnsley Carers Service, which suggests that more than 97% of carers using the service are white British, Irish, or European.

Little information is available nationally or locally regarding carers' religion or belief, sexual orientation, or marital/civil partnership status. Consultation with the local Equality Forums will be necessary to raise awareness of unpaid carers and the services available to support them and identify any barriers that carers may encounter or perceive in accessing these.

A communication and engagement plan will be developed to promote the support available to carers. This will include targeting hidden carers and groups who are known to be under-represented in the current service.

- Male carers (particularly older men who are more likely to become carers than younger men).
- Younger adults, including parent carers and 'sandwich carers' who may be caring for children and older relatives at the same time.
- Carers from ethnic minorities.
- Kinship carers.
- Other Hidden Carers, including carers from the armed forces community.

### **3.4 Sustainability**

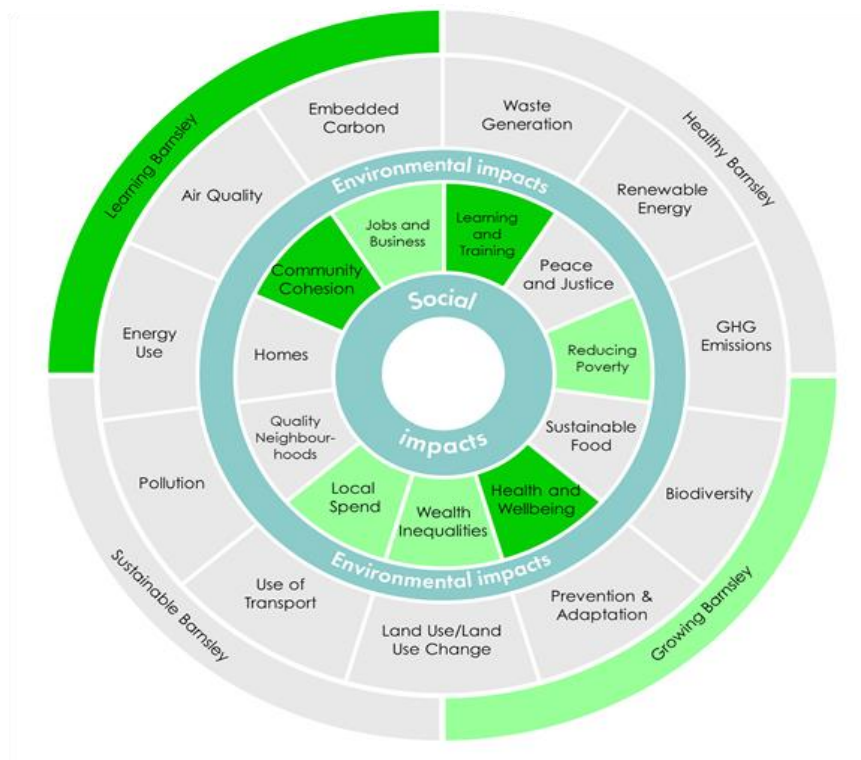
There are no sustainability impacts, either positive or negative, with regards to the environment.

In terms of socioeconomic benefits, the implementation of the Strategy and the delivery of the support provided to carers via the commissioning of the Carer Support Service will result in:

- Support for the physical, mental, and emotional health and wellbeing of unpaid carers throughout the borough, ensuring they are identified at the earliest opportunity, are given access to the right information and help at the right time,

and support and encourage them to balance their health and well-being alongside their caring role.

- Training and volunteering opportunities will be offered to help carers increase their knowledge and skills to help them care safely.
- The strategy and associated services will aim to support all unpaid carers in the borough. Home visits are available to carers when required (e.g. for carers who cannot leave their cared-for person alone). As well as information, advice and support, carers will be offered opportunities to meet with other carers at a range of community venues to build social networks, reduce isolation, and increase community cohesion. The Barnsley Carers Forum will also oversee the implementation of the Carers Strategy action plan.
- The Carers Service will contribute to reducing wealth inequalities and poverty by providing information and advice on welfare benefits, including Carers Allowance and Attendance Allowance and provide support with applying for these and refer on to other services who can assist with debt management advice such as Citizens Advice. The service will also advise working carers on their employment rights as a carer to enable them to balance their employment and caring role, as well as working with employers to ensure their workplace policies are carer friendly.



### 3.5 Employee

3.5.1 There are no employee implications with regards to the Barnsley Carers Strategy 2022.

3.5.2 The current Carers Support Service employs approximately eight members of

staff in a variety of roles which are funded within the contract value.

- 3.5.3 The procurement of a new Carers Service may have implications on employees working in the current service should the new service contract be awarded to another provider. However, it is most likely that TUPE would apply should they have to transfer to another employer.

### **3.6 Communications**

- 3.6.1 A communication plan has been agreed with the Communication and Marketing Team to launch the Barnsley Carers Strategy 2022/2027 and provide information regarding the recommission and procurement of a new service as soon as approval has been given. The communications team are working to develop a supporting, accessible webpage to support the communication of the Strategy.
- 3.6.2 The findings from the various consultations that have taken place to develop the Barnsley Carers Strategy 2022/2027 and the review of the current support service consistently highlight the importance of effective communication to promote the availability of and access to relevant information and support.

This includes both clarity of information provided and utilising a range of communication channels, including digital platforms, to ensure the most appropriate messages reach target audiences. An action arising from the Strategy is to develop a multi-agency communication plan to raise the profile of carers and help residents to identify themselves as carers. The plan will also consider the different types of carers in the borough, so information is targeted.

- 3.6.3 Both the Strategy and the new support model will consider digital solutions to support carers in accessing information, advice, guidance and support.

## **4. CONSULTATION**

- 4.1 Substantive consultation was carried out with a range of stakeholders to inform our understanding of the issues facing carers to help us identify our key priority areas. We have consulted with carers and stakeholders through a range of methods:
- Face to face stakeholder consultation event.
  - Verbal feedback from stakeholders via Teams Meetings.
  - Feedback via a questionnaire provided by stakeholders, including carers, in relation to views and experiences based on the 4 National Action Plan themes; services and systems that work for carers, employment and financial wellbeing, supporting young carers, recognising, and supporting carers in the wider community and society.
  - ADASS Carer Quality Markers Self-Assessment Toolkit completed in consultation with carers and key stakeholders.
  - Interviews with carers that have had a carers assessment via Adult Social Care.
  - Face to Face focus groups with the Carers Forum and regular attendance at the Carer Forum Meetings.

- Public Carers Survey\*.
- Feedback from Carers attending the DISC training courses.
- Survey with service users and staff from the Barnsley Carers Support Service\*.
- Learning from coronavirus pandemic (stakeholder meeting and carer survey).
- Consultation events/focus groups with Young Carers.
- Consultation survey regarding the proposed priorities of the new Carers Strategy.
- The draft Strategy has also been presented to the following groups/boards for comments/feedback:
  - Integrated Care Delivery Group
  - Care Closer to Home Board
  - Mental Health Partnership Delivery Group
  - Dementia and Me Strategy Group
  - Dementia Alliance
  - Health and Well-Being Board

4.2 Meetings and conversations have started to take place with the recently established Barnsley SEND Parent and Carer Alliance to ensure they are involved in the ongoing co-production and monitoring of the Strategy and its action plan.

4.3 Consultation and engagement with carers and key stakeholders is currently taking place to co-produce and design a new carers support model.

4.4 Work will also continue with key stakeholders and carers to co-produce and implement the Carers Strategy Action Plan.

## **5. ALTERNATIVE OPTIONS CONSIDERED**

5.1 There are no alternative approaches to consider with regards to the Barnsley Carers Strategy.

5.2 With regards to the re-tendering of the Barnsley Carers Support Service, three options have been considered:

1. Do nothing.
2. Recommission the same service model and service specification via a competitive procurement process.
3. Commission a new support model and specification via a competitive procurement process as highlighted in Section 2.3.4.

5.3 “Option 1; Do nothing”. If this option is taken, then the current carers service would expire on 31 March 2023. This option is not recommended as the loss of this provision would create a gap in support for carers with the possibility of many carers reaching crisis point and requiring more costly health and social care support for both themselves and the cared-for person.

- 5.4 “Option 2, Recommission the same service model and service specification via a competitive procurement process. The second option would be to recommission the same service model using the existing service specification. The findings from the service review show that the service is broadly meeting its aims and objectives, although its reach to carers is low and some improvements have been identified. Nonetheless, those who access the service report they are happy with the provision provided.

However, in light of the refreshed Carers Strategy and other local strategies and plans, whilst this model would contribute to some of the key priorities, it would restrict the need for a more structured and targeted approach focusing on prevention and early intervention and is therefore not recommended.

## **6. REASONS FOR RECOMMENDATIONS**

- 6.1 The previous Barnsley Carers Strategy has now expired. Therefore, a refreshed strategy and delivery plan is required to ensure that local priorities are agreed and achieved. Hence, we are able to offer the most appropriate support for our carers and achieve the outcomes that matter most to them.
- 6.2 The findings from the Barnsley Carers Strategy refresh and the review of the current carers service demonstrate that there is a need for the provision of carer support.

Based on this feedback, “Option 3 - Commission a new support model and specification via a competitive procurement process” is recommended. Details of the rationale for this option are highlighted in Section 2.3.5 of this report and Section 3.3 of the Business Case.

## **7. GLOSSARY**

ADASS - Association of Directors of Adult Social Services

## **8. LIST OF APPENDICES**

Link to Barnsley Carers Strategy 2022  
<https://www.barnsley.gov.uk/services/our-council/our-strategies/carers-strategy/>

Appendix A: Barnsley Carers Service Business Case.

## **9. BACKGROUND PAPERS**

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

NICE Supporting Adult Carers Quality Standards 2021

[http://oxleas.nhs.uk/site-media/cms-downloads/LD Partnership Boards and Carers strategy.pdf](http://oxleas.nhs.uk/site-media/cms-downloads/LD_Partnership_Boards_and_Carers_strategy.pdf)

Carers UK Research Summary from Carers Week 2019  
[www.carersuk.org/images/News\\_and\\_campaigns/Unseen\\_and\\_undervalued.pdf](http://www.carersuk.org/images/News_and_campaigns/Unseen_and_undervalued.pdf)

[NHS England's Commitment to Carers \(2014\)](http://www.nhs.uk/longtermplan)  
<https://www.longtermplan.nhs.uk/>

Carers Week (2020) Carers Week Research Report – Breaks or Breakdown  
<https://www.britishlegion.org.uk/get-involved/things-to-do/campaigns-policy-and-research/unpaid-carers-in-the-armed-forces-community>

If you would like to inspect background papers for this report, please email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk) so that appropriate arrangements can be made.

#### 10. REPORT SIGN OFF

<b>Financial consultation and sign off.</b>	Senior Financial Services officer consulted and date Avanda Mitchell 27.07.2022
<b>Legal consultation &amp; sign off.</b>	Legal Services officer consulted and date <b>20/04/22 Jason Field</b>

**Report Author:** Jo Ekin

**Post:** Senior Commissioning Manager