

**To the Chair and Members of the
HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL**

Carers Strategy Progress Report 2017

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Rachel Blake	ALL	No

EXECUTIVE SUMMARY

1. A carer is a person who looks after another who could not manage without that help. They do not get paid for doing it and they are not a volunteer for an organisation. A carer is usually a relative or a very close friend or neighbour. It does not include home care or residential care workers when they are undertaking their paid role. Carers are the largest source of care and support. Without them the Health and Social Care Systems would be totally overwhelmed with an unsupportable demand for services.
2. In 2015-16, Doncaster Council, in partnership, created a vision for Carers in Doncaster.
3. “Carers of all ages in Doncaster are recognised for the vital contribution they make, have a strong voice that influences improvement, are respected as partners in care and are able to tap into support they need, when they need it in a way that they choose. Young and young adult carers will not be expected to provide care but if they choose to do so they will be supported to prevent negative impact on their life chances”
4. This vision led to a co-produced Doncaster Carers Strategy 2015 – 2020 (Appendix 1)
5. Since this time a collaborative Carers Strategic Oversight Group (CSOG) has been established to structure, drive and challenge the Council and partners approach and support in delivering this vision and is co-chaired by representatives of carer groups. (Appendix 2)
6. The Carers Strategic Oversight Group and the supporting delivery structure of themed task groups (Appendix 3) have been working towards establishing a robust partnership plan to focus and target improvements for Doncaster carers. A one year on report was compiled in November 2016 (Appendix 4) highlighting some of the key steps taken during this first year of partnership.
7. A draft action plan, covering the previous 2016 actions and the next steps for further improvements through 2017 – 2018 is currently under consideration by the Carers Strategic Oversight Group (Appendix 5)

8. Doncaster is waiting for the confirmation of this year's annual Carers Survey to determine the impact of changes made on carers themselves, which is due in September 2017 to re-prioritise the action plan as appropriate.

EXEMPT REPORT

9. There are no aspects of this report that are exempt.

RECOMMENDATIONS

10. It is recommended that the Health and Adults Social Care Scrutiny Panel note the current work on the Carers Strategy and support the increasing focus and challenge to partnerships to effectively progress this work for Doncaster.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

11. There are over 33,000 people caring in Doncaster. Provision of the right support for them in their carers role (accessible information, advice, financial, care and health) can have a significant impact on their ability to positively contribute to Doncaster's community and economy. This also creates potential for negative impact on quality of life issues, health and wellbeing for themselves and the person they care for. For example, 1200 carers who could be economically active are unemployed due to their caring responsibilities. The Health and Care system could not financially provide the amount of care and support that is being provided by carers to Doncaster people. Carers are therefore a key asset, both for themselves and their cared for person and we must ensure their vital contribution is recognised and appropriately supported.

BACKGROUND

12. The introduction of the Care Act 2014 made a clear move for promotion and improved rights for carers. Doncaster council and partners, co-produced a carers strategy 2015 – 2020 (appendix 1). Internal reviews within the council culminated in the carers strategy being placed within communities wellbeing service in March 2016. At this time there was no identifiable structure, oversight or delivery plan for the strategy, these pieces of work were the first aspects to be put in place in early 2016.
13. Through 2016 – 2017 there have been areas of key success. The creation of a co-chaired group with carer representatives, to identifying clear task groups (Appendix 3) to lead and drive improvements along with an action plan (Appendix 5).
14. Initiatives to improve the profile of carer awareness within the communities and within the council workforce have been successful, with a well engaged Carers week project delivery in 2016 and 2017. This year's project including 10 borough wide carer specific drop ins, a carers fayre at Tickhill Road Hospital and targeted engagement with over 50 community groups. In addition, we have participated in a workforce development group with the ADASS regional team and co-produced Working Carer Top Tips 2017 (Appendix 6).

15. The Council support the provision of voluntary based commissioned support for carers which is planned and assessed. This includes support such as the Carers Emergency Card Scheme to give carers “peace of mind” that when they have an emergency and or unplanned events, support can be provided in the home.
16. These changes for carers are starting to realise positive results for people away from traditional service delivery. 659 Adult Carers newly registered with the Emergency Card Scheme for additional support and a growing number of carers (828) have used the Carer specific support service. Traditional options are still available and yet we are seeing the new flexible approaches changing perceptions within the carer communities and building much more on personal support options, creating increased satisfaction and control.
17. Direct Payment for carers has operated in Doncaster in excess of 10 years. It was originally referred to as a Flexible Support Fund and was a one off payment to support the carer to have a life outside of their caring role and/ or support them in their caring role. For example, white goods were purchased and gym memberships and driving lessons or MOT/ servicing. There is further work to do around promoting and increasing the number of carer direct payments. Building on carers needs for flexible and early support requests, we are reviewing opportunities for front line teams to be more actively involved in dealing with low level carer assessment work and trusted assessor options to improve access, improve personalisation and improve response times.
18. We have done significant training for the care and health teams around the Care Act changes and carer assessment. There is still some work to do to ensure that we are linking people with their rights for a carers assessment and timely support. To underpin this training around holistic and wider support solutions there has been a complete overhaul of the Councils Digital Information, advice and guidance. Your Life Doncaster is an information system containing details about service, support and community for both professionals and citizens. An example of this is a carer who didn't use carer support funding to provide respite but to purchase a laptop which provided contact with family, easy access to further advice and information, community activities, carer support groups and enabled the carer to find things for themselves which suited their aspirations and interests over a longer period of time.
19. Development of technological solutions is an increasing part of the carers offer and we are seeing an increase in their use to aid people and carers to stay at home with independence and choice.
20. There has been some great progress made with the Carers Strategy and we need to continue to drive this agenda. There have been some delays in the process due to staff changes in the Council, in partnerships and within the community. To ensure a high level of focus and partnership commitment the Carers Strategy's governance arrangements have been reviewed and are currently being considered by the Health and Wellbeing Board, who can then hold the task and strategic oversight group to accountability for actions and progress. There are now clear action plans in place for the overall

strategy and associated task groups. (Appendix 7) To maintain a more consistent momentum and focus of attention the Carers Strategic Oversight Group have secured funding for provision of an additional resource, the “Carers Lead Officer” who will be joining the Council in September 2017. This resource will enhance a meaningful commitment from the Council to lead, facilitate, challenge and focus on delivery of the revised Carers Action Plan and Strategy Oversight Group and will take greater steps to achieving our ambitious vision for Doncaster and its citizens.

OPTIONS CONSIDERED

21. Not Applicable

REASONS FOR RECOMMENDED OPTION

22. Not Applicable

IMPACT ON THE COUNCIL’S KEY OUTCOMES

23.

	Outcomes	Implications
	<p>All people in Doncaster benefit from a thriving and resilient economy.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Be a strong voice for our veterans</i> • <i>Mayoral Priority: Protecting Doncaster’s vital services</i> 	<p>The delivery of the Carer strategy to support Carers can have significant impacts on their ability and opportunity to be an active and positive contributor to the economy and employment chances within the borough.</p> <p>In addition, if people did not undertake their caring role, it could have a significant impact on the provision of Health and Care services.</p>
	<p>People live safe, healthy, active and independent lives.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	<p>The delivery of the Carer Strategy is critical to support the safety, health and independence of the cared for person and the carer. Without appropriate advice, information and support people can be disadvantaged by their carer responsibilities</p>
	<p>All families thrive.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Protecting Doncaster’s vital services</i> 	<p>The delivery of the Carer Strategy is family holistic. It includes sibling carers, child carers, parent carers and all associated support for these roles. Individual carers cannot thrive without the right support.</p>

RISKS AND ASSUMPTIONS

24. The assumptions are that the Council and partners who produced the vision and Carers Strategy 2015 – 2020 will commit resource to facilitate its

delivery.

25. Risks associated with lack of commitment and engagement by partners and community would mean that the vision and its associated benefits would not be realized.

LEGAL IMPLICATIONS

26. The Council in all its dealings with carers must comply with the general duty under the Care Act to promote their individual well-being.
27. The Council must also provide or arrange for the provision of services, facilities or resources which it considers will contribute towards preventing or delaying the development by carers in its area of needs for support.
28. In individual cases where it appears to the Council that a carer may have needs for support, the Council must assess whether the carer does have needs for support and if they do, what those needs are and whether they meet the eligibility criteria.
29. If they do the Council must consider what could be done to meet those needs and ascertain whether the adult wants to have those needs met by the Council subject to financial considerations.

FINANCIAL IMPLICATIONS

30. There are currently two Carers cost centres, within Adult Social Care, the Adult Carers Service and the Carers Emergency Service with controllable net budgets of £225,100 and £158,700 respectively. The budgets are used to fund a variety of Carers related services, the majority of which are commissioned. There are also some pooled arrangements between DMBC & the CCG which are aimed at carers. There are no direct financial implications arising from this report.

HUMAN RESOURCES IMPLICATIONS

31. There are no immediate Human Resources Implications, however, as the report mentions 'resources' it is recommended that further discussions with HR take place should this have any impact on staffing.

TECHNOLOGY IMPLICATIONS

32. There are no technology implications.

EQUALITY IMPLICATIONS

33. There are no Equality Implications

CONSULTATION

34. Full partnership and community based consultation was undertaken in 2015 for the production of the strategy. Representative consultation of the carers community has been on-going though the carer oversight steering group and associated action plans / task groups.

35. Annual National and local Carer Surveys are considered as part of the priority setting and action planning for carers.

BACKGROUND PAPERS

36. “State of Caring” Carers UK (Appendix 8)

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