



# Doncaster Council

## Agenda

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To all Members of the

# CABINET

Notice is given that a Meeting of the Cabinet is to be held as follows:

**Venue:** Council Chamber - Civic Office, Waterdale, Doncaster, DN1 3BU

**Date:** Wednesday, 11th May, 2022

**Time:** 10.00 am

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Please Note: For those who are attending the meeting, please bring a face covering, unless you are exempt (face coverings can be removed once seated in the Chamber).

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**Damian Allen**  
Chief Executive

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Issued on: Tuesday, 3 May 2022

**Governance Services Officer for this meeting:**

Amber Torrington  
01302 737462

**Doncaster Metropolitan Borough Council**

[www.doncaster.gov.uk](http://www.doncaster.gov.uk)

## Items

1. Apologies for Absence.
2. To consider the extent, if any, to which the public and press are to be excluded from the meeting.
3. Public Questions and Statements.

**(A period not exceeding 20 minutes for questions and statements from members of the public and Elected Members to the Mayor of Doncaster, Ros Jones. Questions/Statements should relate specifically to an item of business on the agenda and be limited to a maximum of 100 words. As stated within Executive Procedure Rule 3.3 each person will be allowed to submit one question/statement per meeting. A question may only be asked if notice has been given by e-mail to the Governance Team no later than 5.00p.m. on Friday, 6th May 2022. Each question or statement must give the name and address of the person submitting it. Questions/Statements should be sent to the Governance Team, Floor 2, Civic Office, Waterdale, Doncaster, DN1 3BU, or by email to [Democratic.Services@doncaster.gov.uk](mailto:Democratic.Services@doncaster.gov.uk)).**

4. Declarations of Interest, if any.
5. Decision Record Forms from the meeting held on 30th March 2022 for noting (previously circulated).

### **A. Reports where the public and press may not be excluded**

#### **Key Decisions**

- |  |         |
|--|---------|
| 6. Doncaster Early Help Strategy 2022-2025.                  | 1 - 36  |
| 7. Changing Places Grant Funding Offer.                      | 37 - 48 |
| 8. The All Age Carers' Strategy for Doncaster (2022 - 2025). | 49 - 90 |

## **Cabinet Members**

### **Cabinet Responsibility For:**

**Chair – Ros Jones, Mayor of  
Doncaster**

Budget and Policy Framework

**Vice-Chair – Deputy Mayor  
Councillor Glyn Jones**

Housing and Business

Councillor Lani-Mae Ball

Portfolio Holder for Education, Skills and  
Young People

Councillor Nigel Ball

Portfolio Holder for Public Health, Leisure,  
Culture and Planning

Councillor Joe Blackham

Portfolio Holder for Highways, Infrastructure  
and Enforcement

Councillor Rachael Blake

Portfolio Holder for Children’s Social Care,  
Communities and Equalities

Councillor Phil Cole

Portfolio Holder for Finance and Trading  
Services

Councillor Mark Houlbrook

Portfolio Holder for Sustainability and Waste

Councillor Jane Nightingale

Portfolio Holder for Corporate Resources

Councillor Andrea Robinson

Portfolio Holder for Adult Social Care

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## Doncaster Council

### Early Help Strategy 2022-2025: Cover Report

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**Date: 11 May 2022**

**To the Chair and Members of the  
CABINET**

**Report Seeking Ratification of the Doncaster Early Help Strategy 2022-2025**

<b>Relevant Cabinet Member(s)</b>	<b>Wards Affected</b>	<b>Key Decision</b>
Cllr Lani-Mae Ball	All	Yes

#### **EXECUTIVE SUMMARY**

1. This report sets out the rationale for the new partnership Early Help Strategy and seeks the approval of the Chair and Members of Cabinet. It provides an overview of the content and the proposed strategic direction for the early help system and seek members of Cabinet to champion the early help system and future activity in the coming years
2. In short, this strategy sets out a 4-pronged approach to delivering a high quality and sustainable early help system that is built on our strengths and aligned to local and national approaches to early intervention and prevention. We will focus on families, communities, leadership, and our workforce to, in summary.
  - i) Cement families as the central element of the early help system by; keeping them at the centre of the support they receive, giving them a greater a voice in designing the support available to them, and building trusting relationships with them to destigmatise seeking support.
  - ii) Ensuring communities have a role shaping and delivering support to families and to become focal points for practitioners, volunteers, and community members to organise around. By investing in these arrangements and building the mechanisms that allow them to thrive we will build resilience into the wider system and give

communities a stake in the supportive services available to them

- iii) Deliver shared and accountable leadership across the partnership that prioritises early intervention and prevention and models a culture of transparency, high support, and high challenge
  - iv) Building a cohesive and consistent workforce that utilises evidence-based approaches to improving outcomes solidifying whole family working as central to Doncaster's approach to supporting families.
3. The strategy is the culmination of activity that tracks back as far as 2018 when we commissioned the Innovation Unit to assess demand on the children's social care front door. This set a direction of travel in our development journey that focused on empowering staff, embedding integrated approaches, and focussing on early intervention and prevention.
  4. The impact of the pandemic also shaped the final strategy. The increased demand and pressure on key partners that came with the pandemic identified key areas for development; this is set out in more detail within the report. However, the key takeaway from this period was the impact the early help system had on the wider social care system and the speed at which investment and focus translated into positive outcomes for the people of Doncaster and the services supporting them.
  5. Taking all of this into account, the Early Help Strategy is underpinned by a unifying vision and a series of commitments that the partnership will be led by for the life of the document. The vision statement is as follows.
  6. *In Doncaster, we want early help to be a priority for all. For families, we want support to be available in their community and accessible, without difficulty or stigma, in a way that allows families to tell their story once and fosters trusting relationships between them and professionals. For professionals, we want early intervention and collaboration to be second nature with arrangements in place that make multi-agency working effortless and enable all professionals from across the partnership to adopt the whole family working approach in a meaningful way.*
  7. Our commitments set out a series of behaviours and expectations that, when followed, will ensure the partnership are consistent in their approach to early intervention and prevention. They will also ensure that our vision for the future of early help is delivered effectively. Those commitments, expanded on in the body of the report, are as follows.
    - Never Do Nothing
    - Build Stronger Relationships
    - Always Build on Strengths
    - Work with Families for as Long as it Takes
    - Empower Families and Communities
    - Be Transparent

- Be Flexible
- Work Together
- Ensure Accountability at Every Level

## **EXEMPT REPORT**

8. The report does not contain exempt information.

## **RECOMMENDATIONS**

9. To agree the Doncaster Early Help Strategy 2022-2025.
10. To champion and advocate for Early Help in Doncaster.
11. For Cabinet to receive an annual report on the progress and impact of the Early Help Strategy.

## **WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?**

12. Early help is, as set out by the Supporting Families Unit, “the total support that improves a family’s resilience and outcomes or reduces the chance of a problem getting worse”. As such, our early help offer is designed to ensure that citizens of Doncaster have access to high quality supportive services that are designed to improve resilience and support them to overcome challenges.
13. Our impact is effectively monitored through things like Outcome Stars and, in short, is a key part of our approach to ensuring children and families thrive. Whenever we engage with children, young people, and families, this is what they tell us they want; the support to meet their potential and thrive.
14. Furthermore, through the effective delivery of the strategy, our residents should notice and experience various improvements. There are commitments within the strategy to embed relationship-based practice across the partnership, which means staff and residents will build stronger, more trusting relationships which will lead to better support being provided and better outcomes being achieved.
15. As a partnership, we have taken great strides in recent times to give communities greater voice and to seek input on a host of different issues and initiatives; this can be evidenced in the excellent work that has been completed by the Well Doncaster Team. The Early Help Strategy contains similar commitments that build on this partnership wide drive to involve families and communities in decision making and to truly understand the borough that we serve.

## **BACKGROUND**

16. Early Help is not a service but a way of thinking and working. It is a collaborative approach between services with families that provides support as soon as a need is identified. Early Help is focused on prevention, early intervention, and the provision of support for families. By working with

families to identify their strengths, Early Help is focused on building resilience and creating sustainable change that enables families to overcome any future challenges.

17. The Working Together to Safeguard Children 2018 document outlines the key benefit of having an effective Early Help strategy, stating that it is far more effective to be proactive and promote the welfare of children than to be faced with the need to implement reactive measures. This was reinforced in our previous strategy (2017 to 2021).
18. Nationally, the early help agenda is inextricably linked with the national Supporting Families Programme that began in 2012. This dual-focused programme offers local authorities funding to directly support families within a set criterion on a payment by results model, whilst also providing local authorities with financial support to develop and embed service transformation to ensure that early help support is functional in modern circumstances.
19. The Supporting Families Programme also incorporates a self-evaluation, which defines early help as *“the total support that improves a family’s resilience and outcomes or reduces the chance of a problem getting worse”*. It also compartmentalises the early help system into 4 distinct but aligned areas of focus.
  - i) **Families**; ensuring that families are willing and able to engage in the support available to them and have a positive experience when they do.
  - ii) **Communities**; ensuring communities have access to local support from public and third sector organisations that collaborate to ensure resilience and sustainability in the early help system.
  - iii) **Leaders**; ensuring there is shared leadership and accountability across the early help system, led by an ambitious shared strategy, with effectively integrated services and support.
  - iv) **Workforce**; ensuring practitioners have the tools they need to deliver effective and collaborative early intervention and prevention within a shared understanding of local circumstances and strong case management oversight.
20. The pandemic had a notable impact on the early help offer within Doncaster:
  - i) There were fewer cases open to early help than before. Prior to the pandemic, the number of people receiving early help support in Doncaster was 323.24 per 10,000 people. By the end of December 2020, this had fallen to 297.50 per 10,000 people.
  - ii) The overall capacity of the early help system had fallen as key partners were consumed by their role in the response to the pandemic. Prior to the pandemic, 77.7% of early help cases were held by partner organisations. By the end of September 2021, this had fallen to 48.9%.
  - iii) These changes within the early help system were accompanied by an unsustainable increase in the number of people being referred into the Multi-Agency Safeguarding



## Hubs (MASH).

21. The combination of these factors meant that our system for keeping children safe was becoming overburdened and required intervention to ensure sustainability. The partnership acted quickly and adopted an Improvement Board with independent oversight, to ensure improvements were identified and embedded as quickly and efficiently as possible across the system and across the partnership.
22. This board adopted a partnership improvement plan across 5 key themes.
  - i) The Multi-Agency Safeguarding Hub
  - ii) Early Help
  - iii) Multi-Agency Frontline Practice
  - iv) Intelligence Led Performance and Quality Assurance
  - v) Leadership & Governance
23. Within early help, this led to a series of key interventions that saw notable improvements on the performance of the early help system. The improvement plan saw an investment of £0.5m in early help services which saw the recruitment of 15 new early help staff; this was alongside other investments in the wider social care system through the Recovery & Resilience Programme. This also led to improvements in the working arrangements and relationships between early help and children's social care and general improvements to business processes across the partnership.
24. The evidence of the impact of this focus and financial investment is clear as cases open to early help are at a **2 year high** of 353.02 per 10,000 people; this number is now above the number of Children in Need cases. Furthermore, the number of contacts into the Multi-Agency Safeguarding Hub have also stabilised in the wake of this intervention. This is also, more importantly, translating to a positive impact on family's outcomes; 92% demonstrates an increase in confidence from the support they've received and 60% of families supported through early help demonstrated an increased resilience.
25. As mentioned before, this improvement is a testament to the hard work of staff across the Council and its partners in Doncaster. However, to truly embed these improvements and ensure the early help system remains fit for purpose and sustainable into the future, we are unequivocal in our assertion that this strategy is needed. It will enable us to have an even greater impact on the lives of children and their families and to fully embed the excellent work of the last 12 to 18 months into the early help system sustainably.

## OVERVIEW OF STRATEGY

26. Our vision is clear and central to the content of the strategy. In Doncaster, we want early help to be a priority for all. For families, we want support to be available in their community and accessible, without difficulty or stigma, in a way that allows families to tell their story once and fosters trusting relationships between them and professionals. For professionals, we want early intervention and collaboration to be second nature with arrangements in place that make multi-agency working effortless and enable all professionals from across the partnership to adopt the whole family

working approach in a meaningful way.

27. To deliver against this vision, there are a series of commitments and priorities that are set out within the strategy. The 9 commitments within the strategy, designed to shape the partnership approach to delivering early help, are.
- **Never Do Nothing:** We will provide families with the appropriate support they need at the first time of asking.
  - **Build Stronger Relationships:** We will have strong trusting relationships with families, communities, and colleagues.
  - **Always Build on Strengths:** We will work with families, will build on their strengths, and empower them to grow.
  - **Work with Families for as Long as it Takes:** We will work with families in a person and child-centred way for as long as support is needed.
  - **Empower Families and Communities:** We will work on enabling families and communities to have a voice and become self-sufficient.
  - **Be Transparent:** We will be open and honest with each other and the families we work with to build trust.
  - **Be Flexible:** We will support families creatively in a way that suits them.
  - **Work Together:** We will collaborate with all partners and families to maximise their impact.
  - **Ensure Accountability at Every Level:** We will work with staff and families to own their role within the support being offered.
28. In line with the 4 areas that govern the supporting families programme, the strategy is built on 4 priorities.
- **Priority One:** Build Family Resilience and Trust in the System
  - **Priority Two:** Strengthen Local Community Services & Support Networks
  - **Priority Three:** Cohesive, Consistent, and Collaborative Leadership across the Partnership
  - **Priority Four:** Support Professionals across all Services to maximise their Impact
29. **Priority One** focuses on our desire for families to be more resilient and trust the support that is available to them, as we know this will lead to better outcomes for everyone. It also outlines our commitment to effectively engaging with families as, by incorporating the voice of families at every stage, we will ensure that the support available is right and that families trust us to deliver what is needed.
30. **Priority Two** focuses on the need for communities to have a role shaping and delivering support to families, and to become focal points for practitioners, volunteers, and community members to organise around. It is our belief that, by investing in these arrangements and building the mechanisms that allow them to thrive, we will build resilience into the wider system and give communities a stake in the supportive services available to them. The Localities Model is central to this.
31. **Priority Three** sets out our ambition for decision makers across the

partnership to proactively adopt the vision and values of this strategy and take deliberate and co-ordinated steps to deliver against the strategic aims in a collaborative way; this means leaders championing early intervention and prevention, engaging with, and delivering the associated implementation plan, and taking shared accountability for our successes and our challenges.

32. **Priority Four**, focusing on practitioners, sets out our desire for all practitioners to embrace the whole family model of working, and to have the knowledge and skills to deliver effective support. This means developing and implementing a coherent practice framework for the entire partnership that allows for both consistency and bespoke delivery.
33. Each of these priorities are underpinned by a series of activities that will, upon completion, lead to a more effective and successful early help system. These activities, it should be noted, are designed to be achieved within an environment of emergent change; this means that they set a direction or outline an area of focus for us as a partnership to achieve but they do not constitute a detailed roadmap towards delivery.
34. This approach is reflective of the circumstances that the early help system is operating in. Whilst there is some certainty provided by the Supporting Families Programme funding and the partnership commitment to early intervention and prevention, we must have the flexibility to work within the circumstances that we find ourselves in, over the coming years. It is also vitally important that the partnership is able to work within their organisational environments, whilst still delivering the improvements needed to ensure sustainability within the early help system.
35. Furthermore, by operating in an environment of emergent change, it will enable us, as a partnership, to evolve in an iterative process. It is a responsive change management model that ensures progress can be made in a timelier fashion, best practice can be identified and embedded sooner, and lessons can be learnt and embedded more effectively. It also accounts for the complexity of the early help system which, as mentioned before, is pluralistic in nature by enabling organisations to act within a framework that minimises bureaucracy and maximises impact.
36. Whilst most of the funding is core and/ or secure grant funding for the next three years, there is £0.824m that is scheduled to end in March 2023 (details of the services provided are in pt 56). This creates a risk in terms of being able to deliver the whole strategy. The longer-term aim is that this would be covered by savings made in children's social care, as families are supported earlier and less children need social care services. However due to the current situation locally (the transition of DCST) and the national challenges faced with increased demand in social care, it feels sensible to see how things progress over the next six months. At this point all things will be considered, with the ambition being not to request on-going funding of £.0824m, however it does need to be noted that this may be a request.
37. To ensure this approach to delivery is effectively defined and managed, we have committed to a robust and thorough implementation plan that will be created, overseen, and implemented in a completely partnership environment. The implementation plan will be created by September 2022 through a host of partnership workshops and will then be transferred to the

early intervention steering group for adoption and oversight with accountability sitting at the Doncaster Safeguarding Children Partnership Board. These partnership governance arrangements will be responsible for ensuring progress against the implementation plan for the life of the early help strategy.

## OPTIONS CONSIDERED

38. Two options were considered:
- i) Do nothing and allow all elements of the early help system to act and evolve independently. **This option is not recommended.**
  - ii) Develop a partnership strategy that provides direction and leadership to the early help system. **This is the recommended option.**

## REASONS FOR RECOMMENDED OPTION

39. As mentioned throughout this report and the new Early Help Strategy, the early help system in Doncaster is an integral component of our approach to keeping children safe and to ensuring that children and their families thrive in this borough.
40. Support available in the early help system focuses on building resilience and supporting families to overcome their challenges; the impact of this is tracked through the use of Outcome Stars. This approach is evidence based and matches up with what families want and expect from the support they receive.
41. It is also important to note that, by focusing on early help we can reduce expensive costs in high needs services. Analysis for the Children’s Services Funding Alliance found that, between 2010– 11 and 2019–20, local authority spending on early intervention services decreased by 48%, meanwhile expenditure on late interventions (such as youth justice services, looked after children and safeguarding) increased by 34%. By stabilising and increasing resources in the early help system, we will be able to avoid the currently unsustainable financial burden high need and acute services are placing on the system.
42. The main point driving this strategy, that should not be overlooked, is that children, young people, and their families are telling us that this is what they want. They want quick and easily accessible support in their communities that deals with their challenges and helps them to reach their potential and thrive. This strategy is a key part of our approach to making this a reality.

## IMPACT ON THE COUNCIL’S KEY OUTCOMES

43.

	<b>Outcomes</b>	<b>Implications</b>
	<b>Doncaster Working:</b> Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future.	Early Help services can support families pursue their ambitions through work by linking them up with supportive services that reduce the barriers to employment that families can

	<ul style="list-style-type: none"> <li>• Better access to good fulfilling work</li> <li>• Doncaster businesses are supported to flourish</li> <li>• Inward Investment</li> </ul>	<p>face.</p> <p>Furthermore, employment and progress to work are headline outcomes within the Supporting Families Programme.</p>
	<p><b>Doncaster Living:</b> Our vision is for Doncaster's people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time.</p> <ul style="list-style-type: none"> <li>• The town centres are the beating heart of Doncaster</li> <li>• More people can live in a good quality, affordable home</li> <li>• Healthy and Vibrant Communities through Physical Activity and Sport</li> <li>• Everyone takes responsibility for keeping Doncaster Clean</li> <li>• Building on our cultural, artistic, and sporting heritage</li> </ul>	<p>By improving outcomes for children, young people, and families in the borough, the Early Help system ensures that residents are able to access the opportunities that help them thrive.</p> <p>They can also support communities by making them more resilient and improving accessibility to supportive services making them more likely to be places that people enjoy spending time</p>
	<p><b>Doncaster Learning:</b> Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling.</p> <ul style="list-style-type: none"> <li>• Every child has life-changing learning experiences within and beyond school</li> <li>• Many more great teachers work in Doncaster Schools that are good or better</li> <li>• Learning in Doncaster prepares young people for the world of work</li> </ul>	<p>Strong Early Help services improve the number of children and young people accessing and staying in education. They can also ensure better outcomes for children and young people who are accessing education.</p> <p>The early years offer is central to the Early Help system and, as such, gives children and young people every opportunity to have the best start in life.</p> <p>Finally, these services can support adult's access education if required.</p>
	<p><b>Doncaster Caring:</b> Our vision is for a borough that cares together for its most vulnerable residents.</p> <ul style="list-style-type: none"> <li>• Children have the best start in life</li> <li>• Vulnerable families and individuals have support from someone they trust</li> <li>• Older people can live well and independently in their own homes</li> </ul>	<p>The early years offer is central to the Early Help system and, as such, gives children and young people every opportunity to have the best start in life.</p> <p>Early Help is also designed to support vulnerable families and individuals to ensure they reach their full potential and do not require more intrusive interventions required for families meeting higher thresholds.</p>
	<p><b>Connected Council:</b></p> <ul style="list-style-type: none"> <li>• A modern, efficient, and flexible workforce</li> <li>• Modern, accessible customer</li> </ul>	<p>The evolution of the Early Help system is built on improving the connectivity between services and building efficiencies into the</p>

	<p>interactions</p> <ul style="list-style-type: none"> <li>• Operating within our resources and delivering value for money</li> <li>• A co-ordinated, whole person, whole life focus on the needs and aspirations of residents</li> <li>• Building community resilience and self-reliance by connecting community assets and strengths</li> <li>• Working with our partners and residents to provide effective leadership and governance</li> </ul>	<p>system.</p> <p>There are also clear, and well-developed work streams, aimed at modernising and improving data collection, embedding whole family working, and delivering services within the localities model; all of which are aligned to this outcome</p>
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## RISKS AND ASSUMPTIONS

44. **Risk:** The Council needs organisations to work collaboratively to ensure that early intervention and prevention services are prioritised and delivered effectively across Doncaster. Failure to do this in a structured and coordinated way will lead to a host of risks and issues for the Council to face. The reputational risk is twofold as the Council will lose strategic influence in the early help system and preside over a preventable worsening of outcomes.
45. **Mitigation:** The development of the strategy and its link into the Doncaster Safeguarding Children Partnership Board, is itself a mitigation as it demonstrates our focus on ensuring a sustainable early help system. The strategy also sets out numerous approaches to improving outcomes.
46. **Risk:** Insufficient funds to deliver the whole strategy as flagged in pt 36 above.
47. **Mitigation:** Use the next 12 months to continue to provide early support families to reduce the demand on children’s social care. Alternatively, there may be a request for £0.824m to extend the current offer.
48. **Risk:** There is a risk associated with workforce practice and performance as well. Without a coordinated approach to developing and improving workforce practice and performance, the Council and wider partnership will lose its ability to understand the need and vulnerability being experienced in communities and will oversee a lowering of practitioner impact as the system fragments and evidence-based approaches to intervention become diluted.
49. **Mitigation:** The strategy tackles this directly by committing to maintain the strong arrangements that are currently in place and ensures that they will not erode over time.
50. **Risk:** Without a comprehensive early help strategy, there would also be a notable financial risk to the council and its partners. As mentioned previously, early help supports high cost, acute services, like children’s social care, by ensuring they do not become overburdened with demand. However, this is compounded by our obligations under the Supporting

Families Programme.

51. If the council, and the partnership as a whole, are unable to evidence the adoption of key elements of the programme, notable service transformation and, more importantly, reaching the target for the number of families we need to support, there will be substantial financial penalties. The withdrawal of Supporting Families Funding would add substantial pressure to the council budget as well as budgets of partner organisations where they have posts funded through it.
52. **Mitigation:** The Early Help Strategy addresses this in two ways. Firstly, it ensures that the partnership prioritises early intervention and prevention which should ensure that acute services are given the support required to maintain sustainability. Secondly, the Early Help Strategy fully integrates the Supporting Families Programme into early help system. The priorities in the strategy mirror the thematic areas set out in the early help self-assessment toolkit, the requirements of the programme are built into the activities within those, and the governance structure incorporates a group focused solely on the Supporting Families Programme.

#### **LEGAL IMPLICATIONS [Officer Initials HP Date 30/03/2022]**

53. As set out in the body of the report, Local authorities, under Section 10 of the Children Act 2004, have a responsibility to promote inter-agency co-operation to improve the welfare of all children. s11 provides that statutory bodies including Local Authorities must make arrangements for ensuring that their functions are discharged having regard to the need to safeguard and promote the welfare of children. There is also a duty on schools outlined in Keeping Children Safe in Education 2021, issued under the Education Act 2002, which places a statutory responsibility on schools to safeguard children.

#### **FINANCIAL IMPLICATIONS [Officer Initials AB Date 04/04/2022]**

54. There are no specific financial implications arising from this report.
55. The 2022/23 gross controllable budget for Early Help Services (including Early Years) totals £4.964m and is funded from a combination of General Fund budget of £1.543m, Public Health Grant £0.472m, Dedicated Schools Grant (DSG) £1.969m, of which £1.100m requires annual approval from Schools forum, Supporting Families Grant £0.156m (allocated for three years 2022 - 2025), and temporary funding for one year of £0.514m from Supporting Families Grant Earmarked Reserve for the 15 temporary Early Help posts referred to in paragraph 23 plus 2 temporary Business Support posts, and £0.310m Better Care Funding for the 1001 Days Pilot which was due to end in September 2022 but due to slippage in the funding of the pilot is to be extended until March 2023.
56. The service need to consider an exit strategy for the temporary Early Help posts x 15 and Business Support posts x 2, and the 1001 Days Pilot, as currently only funding available until March 2023, and if there are any risks of not achieving that date, or whether some/all the posts would potentially need to go on beyond March 2023 either on a temporary or permanent basis, which would require a funding solution to be found.

## **HUMAN RESOURCES IMPLICATIONS [Officer Initials JC Date 04/04/2022]**

57. There are no direct HR impls associated with this report.

## **TECHNOLOGY IMPLICATIONS [Officer Initials PW Date 29/03/2022]**

58. Technology is a key enabler that will underpin the delivery of the Early Help Strategy. Early engagement with Digital and ICT will be needed in relation to any technology requirements, including plans for new community hubs, as there may be significant lead times for third party suppliers to commission new services.

## **HEALTH IMPLICATIONS [Officer Initials CW Date 31/03/2022]**

59. As the authors acknowledges, preventative measures enacted early in a child's life can indeed prevent more serious issues in adulthood and ensure a more positive trajectory for health and wellbeing, educational achievement and economic status across the life course. Evidence shows the greatest return on investment for human capital is on programmes targets during pregnancy and early childhood.
60. We know much of what determines our health and wellbeing lies outside the control of individuals and can include environmental, commercial, social, and economic factors. Early Help interventions should endeavour to access and address 'root' causes of issues within the families and incorporate supportive measures that help families navigate the unfair environments they live in. The strategy includes partners such as housing, jobcentre and 'benefits' which goes some way to addressing the wider determinants of health.
61. Health services play a key role in the Early Help agenda. Our universal health services are vital in delivering a universal preventative offer that can support families with the tools to build resilience to cope with adversity and adapt to change. The role our health services in the Early Help offer should be clearly defined and agreed to ensure the most efficient and effective use of staff within those services.

## **EQUALITY IMPLICATIONS [Officer Initials CH Date 24/03/22]**

62. Our aim, as a Council, is to improve the quality of life for everyone who lives, visits, or works in Doncaster, through promoting inclusion and diversity, tackling inequalities and removing barriers which may prevent people from fulfilling their true potential. Early Help plays a vital role in this by supporting vulnerable families and communities address need effectively.
63. Improved outcomes in all phases will ensure that all children' and their family's needs are met; this will increase and strengthen the Early Help Offer and support our obligations under the Equality Act 2010.
64. The Council's responsibility to ensure accessible, good quality Early Help as set out in Working Together 2018 and is central to our current and future approaches to delivering support. Our partnership ensures fair access to



Early Help for all Doncaster children, young people and their families.

65. All of this is captured within the strategy itself with firm commitments to equality and inclusive approaches to engagement, service development, and service delivery. The firm actions required to translate these commitments into reality will be set out in the accompanying implementation plan due to be developed by the partnership in the coming weeks.

## **CONSULTATION**

66. Different elements of the strategy and its content have gone through various levels of consultation during the creation of the document. The quotes from residents that appear sporadically throughout the document come from the “I” and “We” statements that residents provided feedback on. Furthermore, the strategy itself has regularly been shared and commented on within partnership meetings, such as the Early Intervention Steering Group, and bespoke workshops.
67. We are also very clear in our commitment to develop the implementation plan in partnership with Team Doncaster colleagues meaning this key document will also be co-produced.
68. This also does not detract from the firm commitments within the strategy to strength our engagement mechanisms with families so that, in the future, all appropriate service design and delivery decisions will be made in consultation with residents or in response to the concerns and needs they share with us as a partnership.

## **BACKGROUND PAPERS**

69. The Early Help Strategy itself is included as Appendix A of this report.

## **GLOSSARY OF ACRONYMS AND ABBREVIATIONS**

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## Doncaster Early Help Strategy

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2022-2025



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## FOREWORD

I am pleased to present Doncaster's Early Help strategy which outlines our joint approach to responding to the needs of children, young people, and families in Doncaster in 2022 - 2025. This strategy continues the progress already made in developing a strong and resilient Early Help model through our current strategy. Early Help is not a service or an agency it is a way of doing things to ensure families receive the right help in the right place at the right time, whether that is advice, information and guidance or more structured support. We want all families, whatever their circumstances to know that they can seek out support. The ethos of the strategy is to ensure that everyone is getting the right support at the right time. We want to provide a holistic approach to families, be embedded within our communities and be accessible. There is a great deal of evidence that shows good Early Help is effective in preventing families moving into crises and needing statutory support services, this strategy focusses on doing just that. It sets out a vision, a set of values, key priorities and what will be done to achieve them, building on what we do well and where we need to make some improvements.

I am committed to championing Early Help and this strategy and am excited to see the progress we can make together in delivering it.

**Lani-Mae Ball**

*Portfolio Lead for Education, Skills & Young People*

## INTRODUCTION

### WHAT IS EARLY HELP?

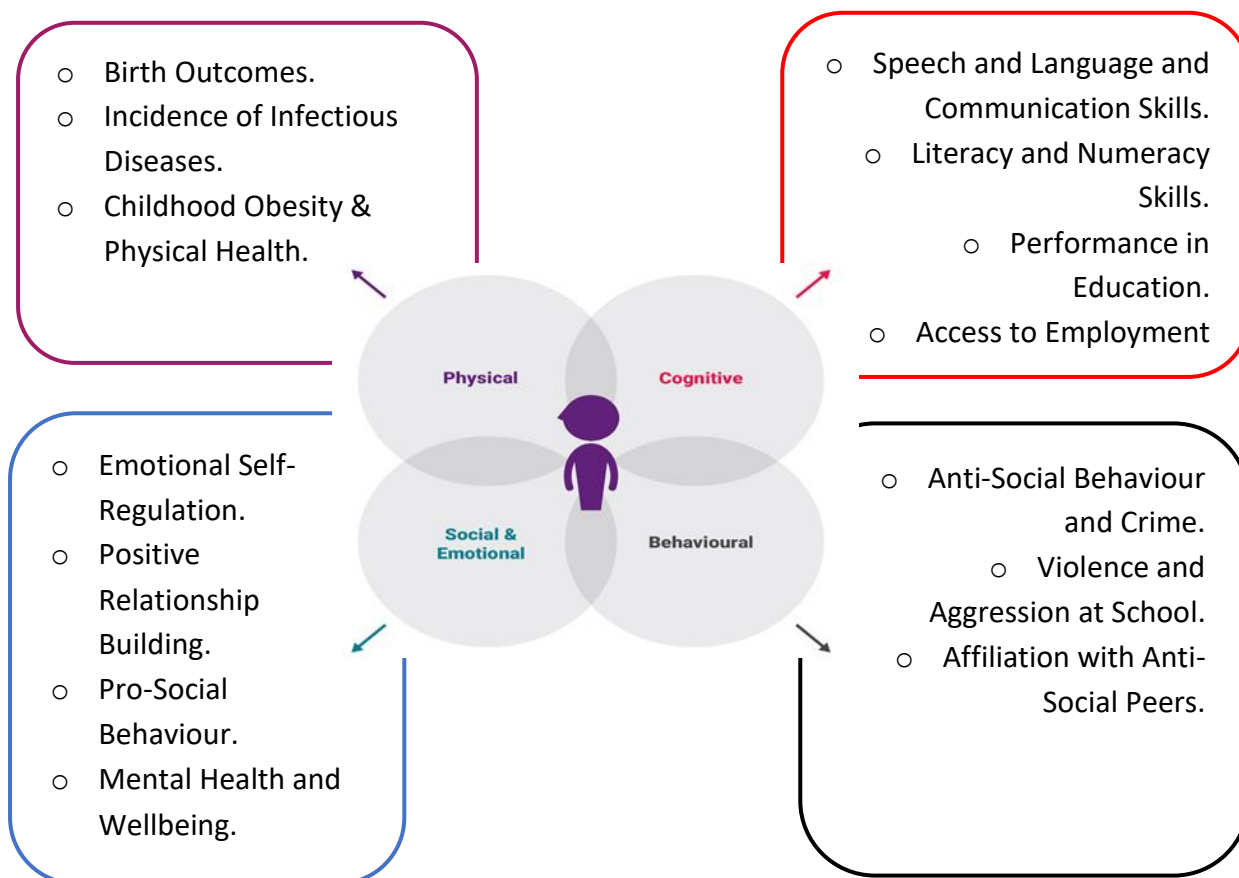
Early Help is not a service but a way of thinking and working. It is a collaborative approach between services with families that provides support as soon as a need is identified. Early Help is focused on prevention, early intervention, and the provision of support for families to prevent or reduce the need for statutory services. There are also examples in which it can prevent further challenges arising, for example if Early Help is provided as part of a support plan when a child or young person has returned home from a period of care or protection under Children’s Social Care. By working with families to identify their strengths, Early Help is focused on building resilience and creating sustainable change that enables families to overcome any future challenges. The Working Together to Safeguard Children 2018 document outlines the key benefit of having an effective Early Help strategy as being that it is far more effective to be proactive and promote the welfare of children than to be faced with the need to implement reactive measures.

The video below provides a helpful summary of Early Help. It can also be accessed via the link or QR code below. [Early Help | Doncaster Safeguarding Children Partnership \(dscp.org.uk\)](https://www.dscp.org.uk/early-help)



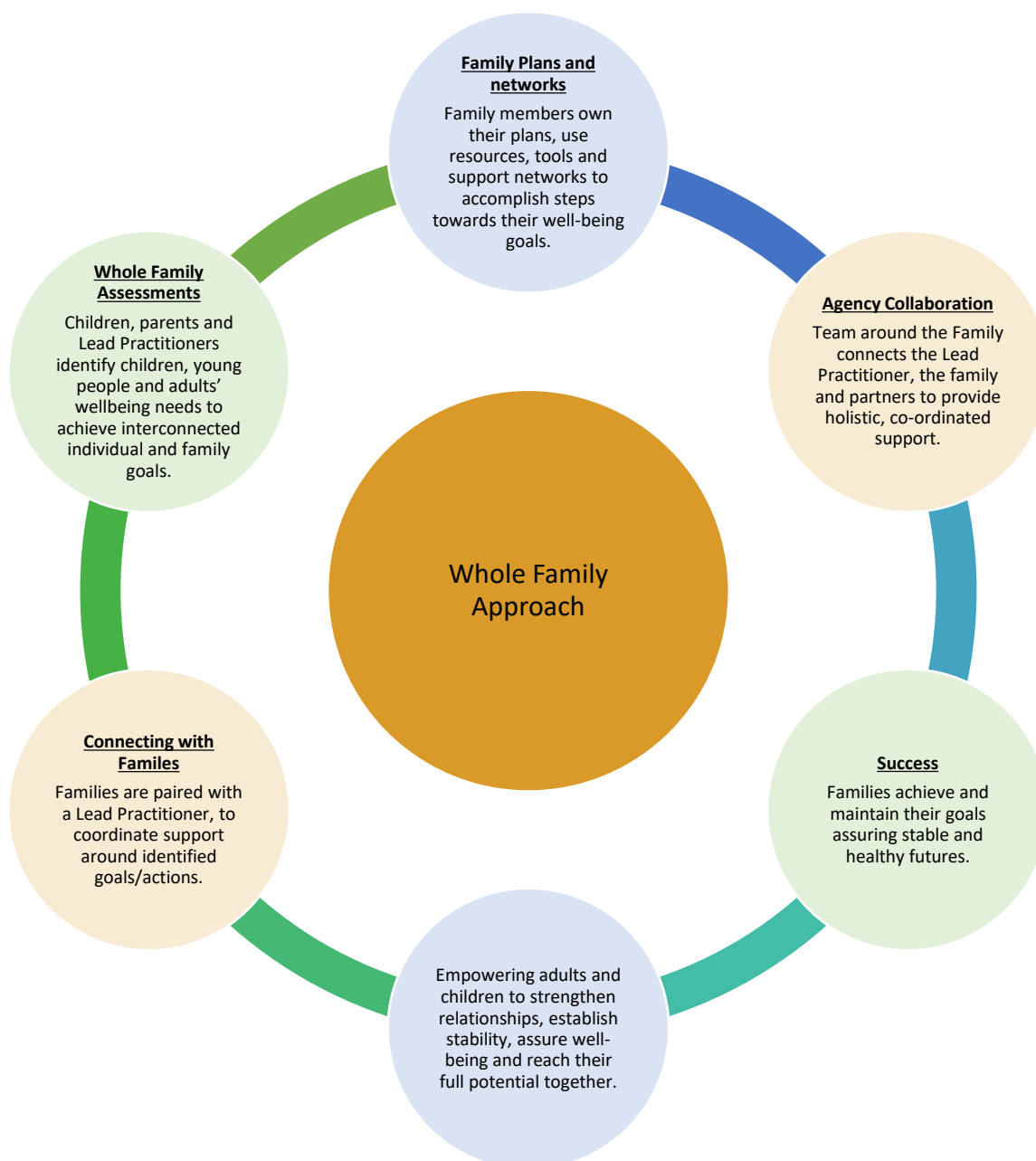
## EARLY INTERVENTION AND CHILD DEVELOPMENT

Good child development is important for ensuring our children have the best chance at reaching their potential. Early Help plays a crucial role in supporting all elements of child development. The diagram below outlines the four areas of child development.



## WHOLE FAMILY WORKING

We want Doncaster to have thriving children, young people, and families. To achieve this a 'think family' approach to our Early Help and safeguarding work is essential. We know that some families at times have difficulties in their lives, and we recognise that to support families, we need to work with, and understand, all members of the family. The 'Whole Family Approach' provides children and adults with the tools they need to overcome challenges. Some services are already working within a 'Whole Family Approach' and we want to ensure that this is embedded in all services and agencies across Doncaster. The diagram below outlines the different elements of the approach.





# EARLY HELP IN DONCASTER

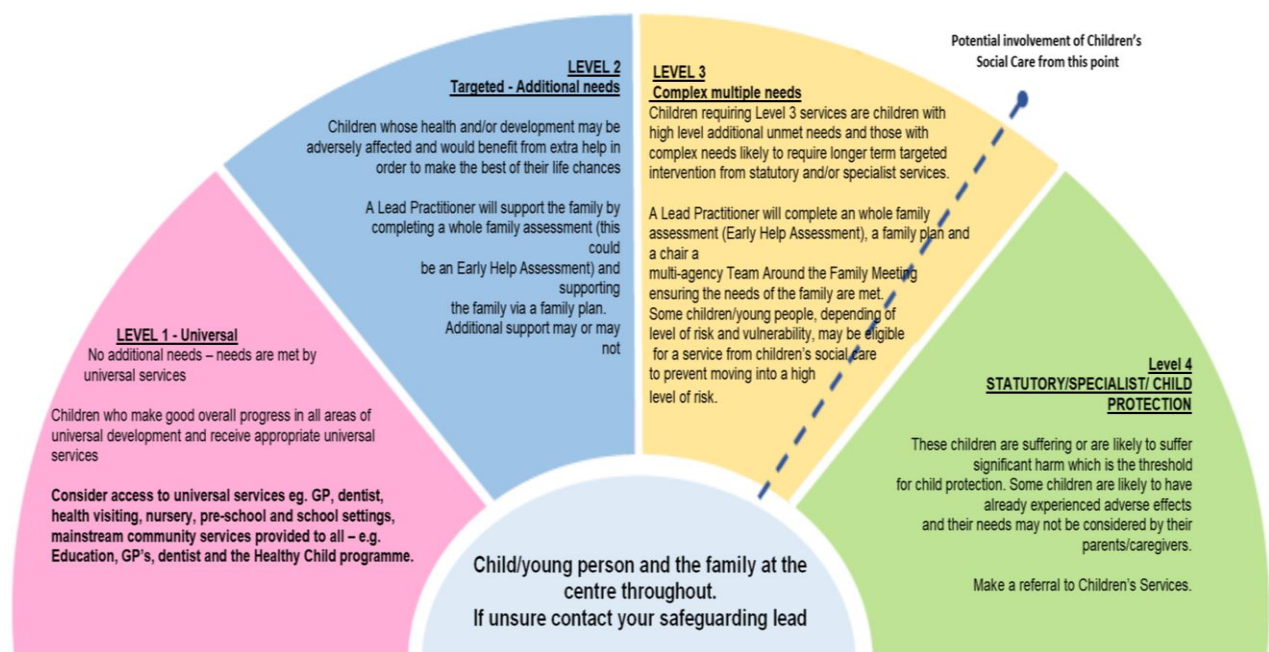
Early Help in Doncaster is an interconnected system of services, tools and resources working at a community support, universal an acute and targeted level designed to improve outcomes for families across the borough.



Source: Supporting Families Early Help System Guide. (DLUH&C & DfE 2022)



In Doncaster we have recently introduced a new continuum of need, shown below for reference, to ensure consistent understanding of needs across the system and the level of support required by children, young people, and families. The universal and community support services outlined above will be accessed by families at level one or level two. In addition, the acute & targeted services will be accessed by families at level three or level four.



## STRATEGIC LANDSCAPE

### LOCAL DRIVERS FOR CHANGE








Team Doncaster’s central mission ‘Thriving People, Places & Planet’ is the key driver for the actions of the partnership up to 2030 and is geared towards six wellbeing goals set out in the wellbeing wheel below. To achieve these goals, Team Doncaster has agreed the ‘Great 8’ Priorities. The Early Help strategy impacts directly or indirectly upon all these goals and priorities and will play an integral role in improving outcomes for children, young people, and families.


















Within the Doncaster Borough strategy there is a commitment to embedding a localities model of working. The Localities Programme is a transformative approach focused on enhancing community-based support and improving collaboration between partnership organisations to improve local resilience. This commitment will be reflected in the Early Help strategy. Other linked strategies include Education and Skills 2030, Children and Young People’s Plan, Special Educational Needs strategy, and Children and Young People’s Mental Health and Wellbeing strategy. All these strategies share the key characteristics of being focused on prioritising early intervention and providing strengths- based support.

## NATIONAL DRIVERS FOR CHANGE

Early Help in Doncaster is underpinned by several national strategic documents and the national Supporting Families programme. These are accessible via the link or QR codes below.

<p><b>Working Together to Safeguard Children 2018</b> <a href="https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672227/Working-Together-to-Safeguard-Children-2018.pdf">Working Together to Safeguard Children 2018 (publishing.service.gov.uk)</a></p> 	<p><b>Children Act 2004</b> <a href="https://legislation.gov.uk/ukpga/2004/31/section/1">Children Act 2004 (legislation.gov.uk)</a></p> 
<p><b>Care Act 2014</b> <a href="https://legislation.gov.uk/ukpga/2014/16/section/1">Care Act 2014 (legislation.gov.uk)</a></p> 	<p><b>Keeping Children Safe in Education</b> <a href="https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672227/Keeping-children-safe-in-education-2021.pdf">Keeping children safe in education 2021 (publishing.service.gov.uk)</a></p> 
<p><b>Children and Families Act 2014</b> <a href="https://legislation.gov.uk/ukpga/2014/6/section/1">Children and Families Act 2014 (legislation.gov.uk)</a></p> 	<p><b>SEND Code of Practice: 0 to 25</b> <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/672227/SEND-code-of-practice-0-to-25-years-GOV.UK.pdf">SEND code of practice: 0 to 25 years - GOV.UK (www.gov.uk)</a></p> 
<p><b>'Best Start in Life: A Vision for the 1001 Critical Days'</b> <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/672227/The-best-start-for-life-a-vision-for-the-1,001-critical-days-GOV.UK.pdf">The best start for life: a vision for the 1,001 critical days - GOV.UK (www.gov.uk)</a></p> 	<p><b>Department for Levelling Up, Housing and Communities and Ministry of Housing, Communities &amp; Local Government Supporting Families Programme</b> <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/672227/Supporting-Families-Programme-guidance-2021-to-2022-GOV.UK.pdf">Supporting Families Programme guidance 2021 to 2022 - GOV.UK (www.gov.uk)</a></p> 

## LOCAL CONTEXT HEADLINES

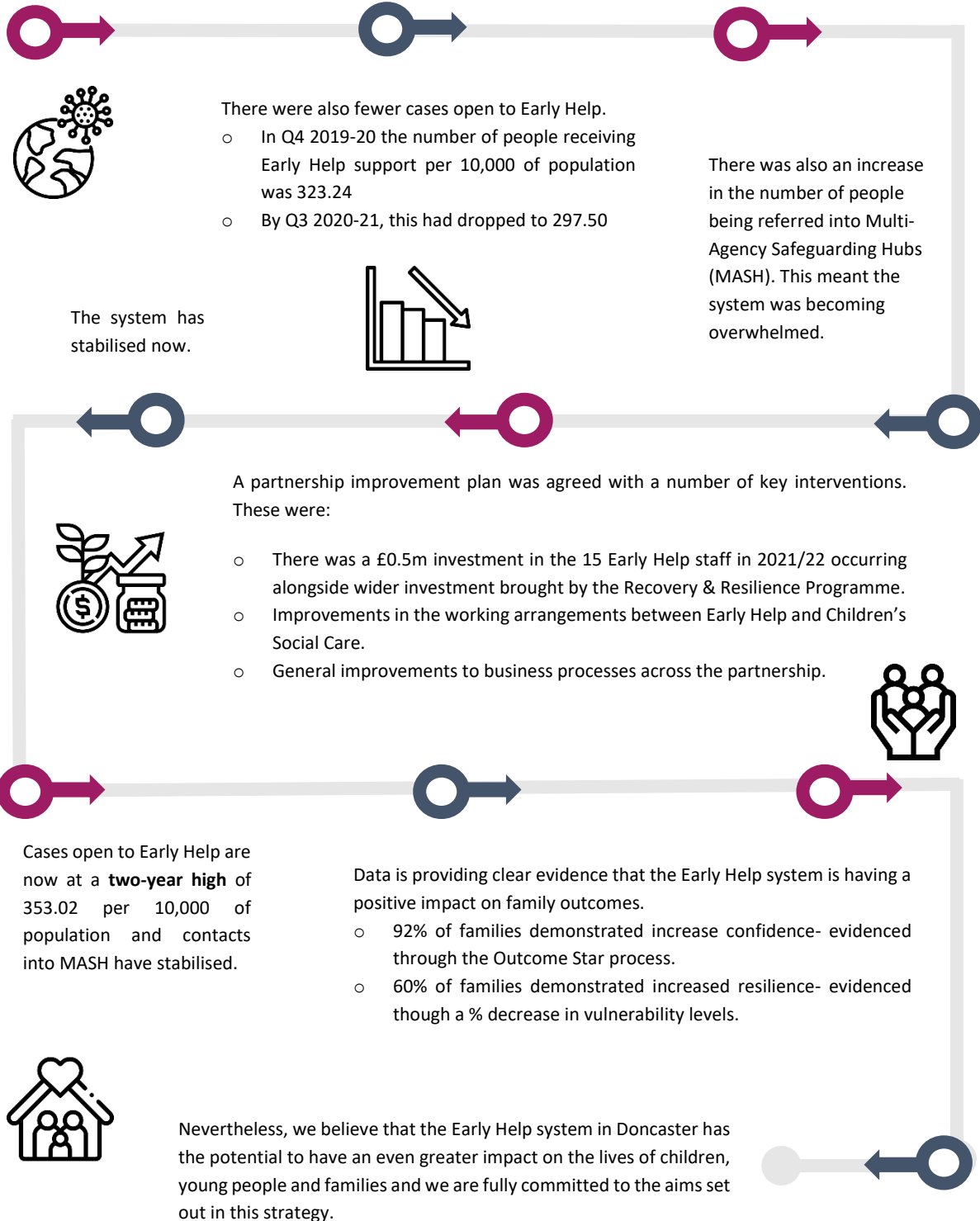
 <p>Population: <b>312,785</b> 0-19 Year Olds: <b>73,197</b></p>	 <p>Population living in the Top 10% Most Deprived Areas: <b>79,065 (25%)</b></p>	 <p>0-19 Year Olds living in the Top 10% Most Deprived Areas: <b>20,469 (29%)</b></p>
 <p>Population from Ethnic Minority Communities: <b>24,719</b></p>	 <p>% Of Working population claiming Universal Credit: <b>6.16%</b> (National average: 5.09%)</p>	 <p>Residents reporting high levels of anxiety: <b>22%</b> (2021)</p>
 <p>% of Children accessing their entitlement to Funded Childcare: <b>87%</b> (2 Year Olds) <b>97%</b> (3-4 Year Olds)</p>	 <p>Early Years providers rated 'Good' or 'Outstanding' by Ofsted: <b>99%</b></p>	 <p>% Of Pupils entitled to Free School Meals: Primary- <b>20.5%</b> Secondary- <b>19.5%</b></p>
 <p>Children and Young People receiving Early Help support per 10,000 of population: <b>353</b></p>	 <p>Children in Need per 10,000 of population: <b>327</b> (Similar to national average)</p>	 <p>Family Hub 0-4 population: <b>16,628</b></p>
 <p>% of Family Hub membership against population: <b>81.5%</b></p>	 <p>% Of Children and Young People accessing Family Hub services against population: <b>64.8%</b></p>	 <p>Number of families successfully supported under the Stronger Families Criteria: <b>In excess of 3800</b></p>

## OUR JOURNEY SO FAR

The pandemic had a notable impact on the Early Help system and led to an increase in vulnerability and need.

Early Help capacity declined as partners held fewer cases due to the pressures of the pandemic

- In Q4 2019-20, prior to the pandemic, 77.7% of cases were held by partners.
- In Q2 2021-22, they held 48.9%.



## VISION AND COMMITMENTS

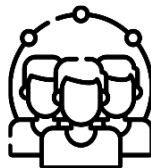
Our vision is clear, in Doncaster we want Early Help to be a priority for all. For families, we want support to be available in their community and accessible, without difficulty or stigma, in a way that allows families to tell their story once and fosters trusting relationships between them and professionals. For professionals, we want early intervention and collaboration to be second nature with arrangements in place that make multi-agency working effortless and enable all professionals from across the partnership to adopt the whole family working approach in a meaningful way.

This vision is supported by 9 key commitments that must be embodied across the partnership.

Never do Nothing	<ul style="list-style-type: none"><li>• We will provide families with the appropriate support they need at the first time of asking.</li></ul>
Build Stronger Relationships	<ul style="list-style-type: none"><li>• We will have strong trusting relationships with families, communities and colleagues.</li></ul>
Always Build on Strengths	<ul style="list-style-type: none"><li>• We will work with families will build on their strengths and empower them to grow.</li></ul>
Work with Families for as Long as it Takes	<ul style="list-style-type: none"><li>• We will work with families in a person and child-centred way for as long as support is needed.</li></ul>
Empower Families and Communities	<ul style="list-style-type: none"><li>• We will work on enabling families and communities to have a voice and become self-sufficient.</li></ul>
Be Transparent	<ul style="list-style-type: none"><li>• We will be open and honest with each other and the families they work with in order to build trust.</li></ul>
Be Flexible	<ul style="list-style-type: none"><li>• We will support families creatively in a way that suits them.</li></ul>
Work Together	<ul style="list-style-type: none"><li>• We will collaborate with all partners and families to maximise their impact.</li></ul>
Ensure Accountability at Every Level	<ul style="list-style-type: none"><li>• We will work with staff and families to own their role within the support being offered.</li></ul>

## OUR PRIORITIES

Our priorities can be split across four areas. These are characterised under the following themes: families, communities, leaders, and workforce. The priorities have one central goal: to deliver our vision for Early Help and provide families with the support they need.



**Priority One**  
Build Family  
Resilience  
and Trust in  
the System

**Priority Two**  
Strengthen  
Local  
Community  
Services and  
Support  
Networks

**Priority  
Three**  
Cohesive,  
Consistent  
and  
Collaborative  
Leadership  
across the  
Partnership

**Priority Four**  
Support  
Professionals  
across all  
Services to  
maximise  
their Impact

## PRIORITY ONE: BUILD FAMILY RESILIENCE AND TRUST IN THE SYSTEM

We want families to be more resilient and trust the support that is available to them as we know this will lead to better outcomes for everyone. By incorporating the voice of families at every stage, we will ensure that the support available is right and that families trust us to deliver what is needed.

I want people around me and my family to be open, honest, respectful and trustworthy.

I will be kept involved, kept informed and will know what happens next.

### What we want to achieve...

Improve the experience for children, young people and families by ensuring that they only have to tell their story once.

Establish positive and trusting relationships with families rooted in a culture of high support and high challenge.

Support families locally at the earliest possible opportunity to help them overcome any challenges they have.

Refine the step-up and step-down journey to make this easier for families and ensure that families are seen by the right people at the right time.

Ensure that children, young people and families know where to go when they need help and support.

Empower children, young people and families to provide feedback on their experiences and use this to inform service delivery.

Continue to develop our approach to evidence-based interventions, utilising strengths-based and solution-focused approaches.

Continue to support families through our nationally recognised Family Hub offer.

Maintain the high take-up by families of funded entitlement to childcare, through the provision of high quality nurseries and childminders.

Evaluate the 1001 Days Programme with a view to embedding the findings across Doncaster.

Implement the 6 'Best Start in Life' recommendations.

Improve the support available in the earliest, fundamental years to ensure all children have the language and communication skills to thrive.



## PRIORITY TWO: STRENGTHEN LOCAL COMMUNITY SERVICES AND SUPPORT NETWORKS

We want communities to have a role shaping and delivering support to families and to become focal points for practitioners, volunteers, and community members to organise around. By investing in these arrangements and building the mechanisms that allow them to thrive we will build resilience into the wider system and give communities a stake in the supportive services available to them.

I will be able to access the right support for me and my family when and where we need it.

I want to live in a home and community where I feel happy and safe.

### What we want to achieve...

- Implement the Your Family Local Solutions Model across Doncaster. This includes four new community hubs that co-locates professionals and connects residents to services.
- Work with Voluntary, Community and Faith Sector organisations to compliment local support services by implementing a community connecting network.
- Strengthen the Voluntary, Community and Faith sector through local groups with external funding.
- Provide accessible forums for local residents in order to have a voice and shape local service design.
- Develop the Your Life offer in order to increase the reach and visibility of local services.
- Strengthen services and networks for families in local areas.
- Support the aims of Education and Skills 2030 in ensuring a 'Best Start in Life' and equitable and inclusive education for all.
- Targeted pathways and tailored engagement for vulnerable and minority communities will ensure that supportive services remain accessible, and inclusive.
- Encourage local businesses to support and enhance the Early Help offer within their communities in order to improve outcomes for families.

## PRIORITY THREE: COHESIVE, CONSISTENT AND COLLABORATIVE LEADERSHIP ACROSS THE PARTNERSHIP

We want decision makers across the partnership to proactively adopt the vision and values of this strategy and take deliberate and co-ordinated steps to deliver against the strategic aims in a collaborative way. This means leaders championing early intervention and prevention, engaging with, and delivering the associated implementation plan, and taking shared accountability for our successes and our challenges.

I get offered help much earlier now and everybody works together.

We tell our story once. We don't have to repeat it to lots of different people.

### What we want to achieve...

Ensure that every organisation represented on the Early Intervention Steering Group is signed up to the Leadership Charter.	All leaders across the partnership are fully accountable for the delivery of the strategy.	All services whether commissioned or otherwise embed the 9 key values of the Early Help strategy.
Commit to investment in our Early Help workforce in order to ensure there is sufficient capacity to meet need and reduce demand for acute services.	Embed the Stronger Families Early Help System Guide as a key driver of system level transformation.	Ensure consistency of MOSAIC usage in order to improve reporting capability across the partnership.
Refine the use of data and local intelligence in order to inform targeted service delivery.	Ensure that services offered via early help are regularly evaluated and demonstrate improved outcomes and impact, for children, young people and families.	A proactive approach to enshrining early intervention and prevention approaches in existing and future commissioning decisions.
Leaders commit to one lead professional, who can act as the lead for the family on behalf of all agencies.	Ensure that all assessments frameworks and arrangements are evidence-based so that processes remain practical and minimise duplication.	Implement a communications plan to launch the strategy.

## PRIORITY FOUR: SUPPORT PROFESSIONALS ACROSS ALL SERVICES TO MAXIMISE THEIR IMPACT

We want all practitioners to embrace the whole family model of working and to have the knowledge and skills to deliver effective support. This means developing and implementing a coherent practice framework for the entire partnership that allows for both consistency and bespoke delivery. It will need to incorporate a host of evidence-based interventions. These will include signs of safety, signs of wellbeing, parenting and parental conflict programmes, trauma informed practice, relationship-based practice, outcome star, domestic abuse, and neglect toolkits, amongst others.

I can see the support is improving outcomes for my family and making a difference to our lives.

I trust the professionals working with me and my family as they understand us.

### What we want to achieve...

Enhance and continue to develop the early help workforce development offer to continuously improve practice and embed the whole family approach.

Implement a universal performance and quality assurance framework underpinned by a single outcomes plan.

Update practice guidance in line with the Early Help Outcomes Framework (Supporting Families) and whole family working.

Empower more professionals to take on the Lead Practitioner role in order to improve take-up of the role across the partnership.

Increase the number of practitioners achieving the Level 3 Early Intervention qualification.

Enable the workforce to use available datasets to enhance support and risk-based analysis of families' needs, including finding and offering support to families with hidden needs.

Embed the Graduated Approach in order to support children and young people with Special Educational Needs and/or Disabilities (SEND).

Celebrate the success of Doncaster professionals.

Support professionals to develop their knowledge and connections with local communities.

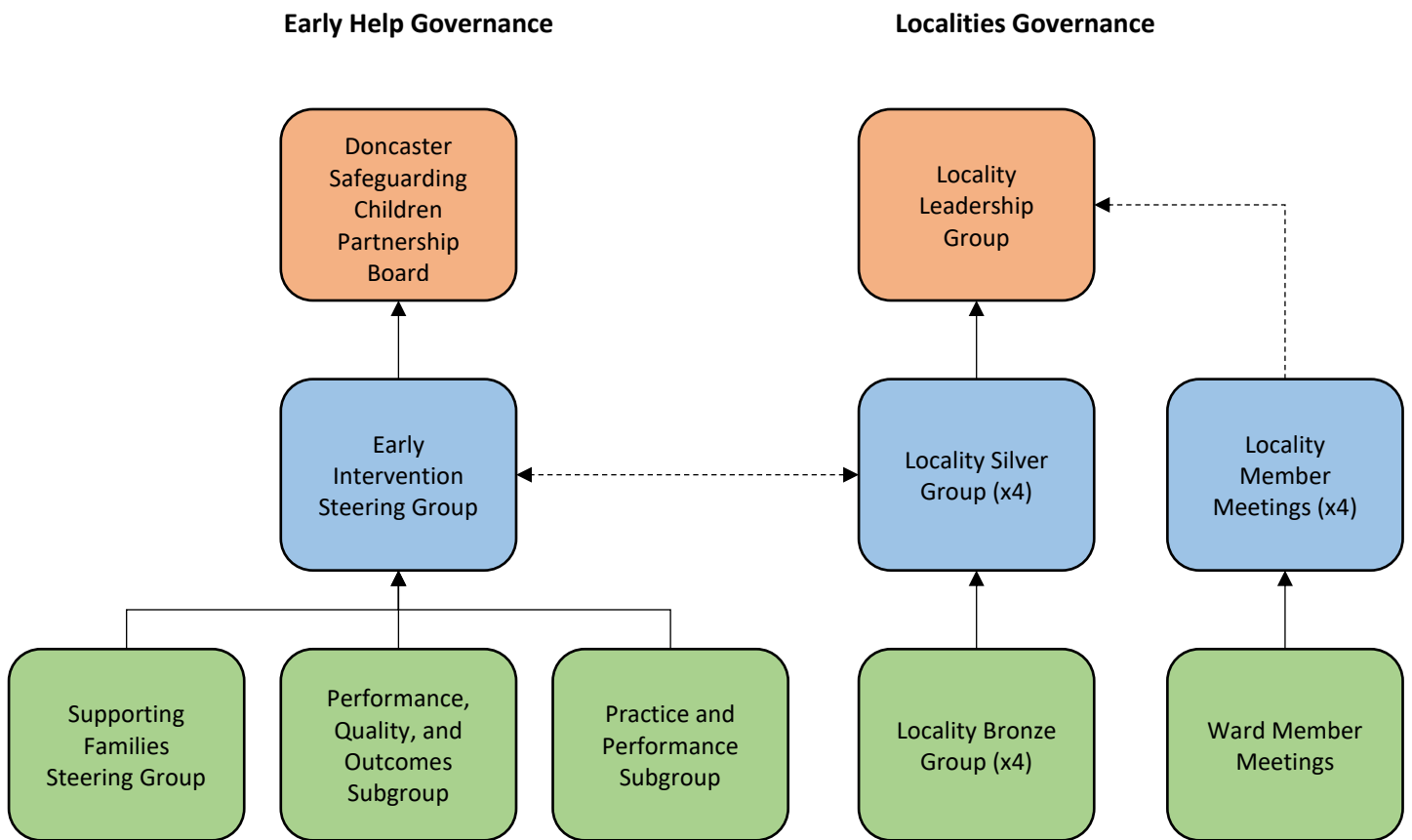
## SUCCESS CRITERIA

	<b>Families in Doncaster will be better off if...</b>
<b>Priority One: Build Family Resilience and Trust in the System</b>	<ul style="list-style-type: none"> <li>○ They only have to tell their story once.</li> <li>○ They are telling us that they trust the system.</li> <li>○ There has been an increase in the numbers accessing Early Help.</li> <li>○ Their voice is at the heart of the support they receive and is available to them.</li> <li>○ The support they receive builds on their strengths and empowers them to overcome their own challenges.</li> <li>○ Evidence based interventions are making a difference and re-referrals into statutory services have been reduced.</li> </ul>
<b>Priority Two: Strengthen Local Community Services and Support Networks</b>	<ul style="list-style-type: none"> <li>○ They are supported to overcome their challenges as early as possible in their community.</li> <li>○ Family and Youth Hubs demonstrate a continued increase in their service offer and participation figures.</li> <li>○ Your Life Doncaster becomes the central service directory for residents and professionals.</li> <li>○ Community organisations are key partners in the development and delivery of services.</li> <li>○ There has been an increase in the numbers of volunteers or community groups being trained and delivering services within Early Help.</li> <li>○ Local businesses are signposting services and investing in local communities to improve outcomes for families.</li> <li>○ There has been a reduction in the number of referrals into Social Care.</li> <li>○ More families that previously had no further action from Social Care received support.</li> <li>○ There has been an increase in the levels of external funding brought into Doncaster.</li> </ul>
<b>Priority Three: Cohesive, Consistent and Collaborative Leadership across the Partnership</b>	<ul style="list-style-type: none"> <li>○ There has been an increase in the number of lead practitioners and managers across the partnership using MOSAIC for case recording purposes leading to better data and intelligence being used to inform decision making.</li> <li>○ The partnership fully engages with the Early Help System Guide Self-Evaluation and leads a systematic process of change and transformations with clearly identifiable positive impacts.</li> <li>○ Regular evaluations are received from partners who deliver services which demonstrate improved outcomes and impact.</li> <li>○ We can make the most of the data and intelligence available to us to inform decision making across the partnership.</li> <li>○ There has been a reduction in the demand for statutory Tier 4 services.</li> <li>○ There are sufficient resources across the partnership to deliver the strategy.</li> </ul>
<b>Priority Four: Support Professionals across all Services to maximise their Impact</b>	<ul style="list-style-type: none"> <li>○ All children, young people and families are being supported effectively by well-qualified professionals.</li> <li>○ We have revised and published the Early Help Practice Framework.</li> <li>○ More parents are being offered a parent or carer needs assessment.</li> <li>○ There are more practitioners and professional disciplines taking on the Lead Practitioner role and recording cases on MOSAIC.</li> <li>○ There has been an increase in the number of relevant practitioners accessing the Stronger Families warehouse to establish need at the point of allocation.</li> <li>○ There is consistently effective application of the thresholds document, which means families are seen by the right service.</li> </ul>

## GOVERNANCE AND IMPLEMENTATION

The implementation plan will be designed to identify key actions and provide clear timelines alongside measurable success criteria to ensure that we, as a partnership, work in a way that is SMART, ensuring that our goals are Specific, Measurable, Achievable, Relevant and Time-Bound. This will be supported by a quality and performance dashboard that is currently in development. Both documents will allow us to provide regular updates into all the relevant oversight boards.

This implementation plan will be overseen by the Early Intervention Steering Group and accountable to the Doncaster Safeguarding Children Partnership Board as set out in the governance structure below. This will sit alongside the wider Locality governance arrangements to ensure a direct read across.



## FURTHER INFORMATION

More detailed information about Early Help and our work in practice is provided in the Practice Guidance and Appendices on the Doncaster Safeguarding Children's Partnership website. These are accessible via the link or QR code below.

[Early Help | Doncaster Safeguarding Children Partnership \(dscp.org.uk\)](https://www.dscp.org.uk/early-help)



## KEY PARTNERS

 <p>Doncaster Council</p>	 <p>Doncaster Children's Services Trust</p>	 <p>DONCASTER SAFEGUARDING CHILDREN PARTNERSHIP</p>
	 <p>Team Doncaster</p>	 <p><b>NHS</b> Doncaster Clinical Commissioning Group</p>
 <p>Voluntary Action Doncaster</p>	 <p>Rotherham Doncaster and South Humber NHS Foundation Trust</p>	 <p>Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust</p>



Department  
for Work &  
Pensions







## Doncaster Council

### Report

Date: 11<sup>th</sup> May 2022

To Cabinet,

### Changing Places Grant Funding Offer

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Andrea Robinson, Portfolio Holder for Adult Social Care  Councillor Rachael Blake, Portfolio Holder for Children's Social Care, Communities and Equalities	Edlington and Warmsworth, Norton and Askern, Rossington and Bawtry, Thorne and Moorends, Town Ward, Wheatley Hills and Intake	Yes

### EXECUTIVE SUMMARY

1. This report seeks approval to accept the £330,000 Changing Places grant awarded to Doncaster Council by the Department of Levelling Up, Housing and Communities (DLUHC).
2. On 22<sup>nd</sup> March 2022, Deputy Director for European Programmes and Communities, David Malpass wrote to Director of Corporate Resources Debbie Hogg on behalf of the Department for Levelling Up, Housing and Communities (DLUHC) explaining the outcome of Doncaster Council's application for the Changing Places Fund. The letter confirmed the success of Doncaster's application and awarded the council £330,000 to support the installation of Changing Places toilets (CPTs).
3. Doncaster's successful Changing Places bid consisted of seven venues (outlined in sections 13-19 of this report). The funding will be used to install CPTs in the specified key areas. In doing so, Doncaster will be able to reduce inequalities and improve the health of our residents by enabling greater

access to the town centre, parks, leisure and cultural opportunities across the borough. This will improve provisions for communities across the borough and support Doncaster's ambition to move towards a more 'Fair and Inclusive' borough.

## **EXEMPT REPORT**

4. This report is not exempt.

## **RECOMMENDATIONS**

5. Recommendations:-
  - A. To accept the £330,000 Changing Places Grant Funding money which has been awarded to Doncaster Council by DLUHC and to add the schemes outlined in this report to the relevant part of the Council's capital programme with budgets totalling £386,360.
  - B. To provide delegated authority to the S151 Officer to accept and agree the terms and conditions of any associated Memorandum of Understanding and any further associated Grant Agreements.
  - C. To provide delegated authority to the Director of Corporate Resources and Chief Financial Officer in consultation with the relevant Portfolio Holders, to accept any additional monies provided by Government for Doncaster schemes outlined in this report and to add these amounts to the relevant part of the Council's capital programme.
  - D. To approve the implementation of the schemes as outlined in this report, in accordance with the delegation below.
  - E. To provide delegated authority to the Director of Corporate Resources and Chief Financial Officer in consultation with the relevant Portfolio Holders for initiation and the ongoing delivery of the programme, to include; funding commitment and spending decisions and the amounts awarded to any outside bodies in contracts and grants, and to agree any changes necessary to the schemes, to ensure deliverability within the timescales in accordance with the terms and conditions of the grant.

## **WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?**

6. Currently, there are around 1,300 Changing Places toilets in England, with nine in Doncaster. Despite the size of the borough, six of these are located within the main urban centre, leaving three to service residents and attractions

covering the vast majority of the borough. This new funding will be used to boost the total number of CPTs by installing seven new facilities in key areas across the borough.

7. It is widely recognised that active environments and opportunities to participate in cultural activities are crucial to mental and physical health. Doncaster has provision of high quality leisure facilities attracting thousands of visitors annually. By installing CPTs in the specified key areas, Doncaster will be able to reduce inequalities and improve the health of our residents by enabling greater access to the town centre, parks, leisure and cultural opportunities across the borough. This will improve provisions for communities across the borough and support Doncaster's ambition to move towards a more 'Fair and Inclusive' Doncaster.

## **BACKGROUND**

8. In July 2021, the Department for Levelling Up, Housing and Communities invited local authorities in England to apply for a share of £30 million capital funding to install life-enhancing Changing Places toilets in existing buildings in their communities.
9. These facilities, called 'Changing Places' toilets after a campaign which started in 2005, are designed to meet the needs of disabled children and adults with complex care needs who need carer support. This includes equipment such as hoists, privacy screens, adult-sized changing benches, peninsula toilets and space for carers.
10. Doncaster Council submitted an Expression of Interest in the first round of funding applications in September 2021.
11. In the March 2022 Spring Statement, Chancellor of the Exchequer Rishi Sunak MP confirmed that Doncaster had been successful with its application and is to be awarded a total of £330,000.
12. Doncaster's application outlined plans to install seven new Changing Places toilets across the borough.
13. Venue 1: Askern Country Park and Pool (£33,200 CPF)
  - The Leisure centre is currently undergoing a major refurbishment repurposing the facility from a leisure centre to park and leisure facility. It is widely recognised that active environments are crucial to mental and physical health. This funding opportunity will enable greater accessibility for people who would normally find it difficult to access a

park and leisure environment, thereby improving health and wellbeing outcomes for a greater number of residents.

14. Venue 2: Thorne Leisure Centre (£33,200 CPF)

- Thorne Leisure Centre sits to the North East of the borough. Thorne is a small market town that has high levels of ill health and the largest population of people with disabilities within the borough.
- The Leisure Centre is about to undergo a significant refurbishment renewing existing areas and repurposing space to develop a new leisure offer for the town. This provides an excellent opportunity to complement the refurbishment with a CPT which will enable programmes to be introduced for all people in the community.

15. Venue 3: Edlington Leisure Centre (£33,200 CPF)

- Edlington is a community sitting to the south west of the borough that has high levels of physical inactivity, deprivation and health issues.
- As part of our approach to levelling up and improving the opportunities for the community we are investing into refurbishment of Edlington leisure centre. The inclusion of a CPT will enhance the development and quality of the centre, enabling increased usage by a wider cohort of users all in the south west of the borough.

16. Venue 4: Rossington Community Swimming Pool (£33,200 CPF)

- Rossington Community Swimming pool is located within the south east of the borough that has high levels of physical inactivity deprivation and health issues.
- The facility is in the early design stage of a refurbishment programme. The inclusion of a CPT will enhance the development enabling increased usage by a wider cohort of users as well as providing a much-needed facility accessible for all in the south east of the borough.

17. Venue 5: Doncaster Dome Cycle Track (£66,700 CPF)

- It is the ambition that the Doncaster Cycle Track will be the most accessible facility for cycling in South Yorkshire. We are working closely with wider partners to meet this aspiration through design of programme delivery for inclusive sports.
- The addition of a CPT facility would be open to all users of the Dome site and the wider community. Meeting our accessible sport ambition but also visitors and the wider community.

18. Venue 6: Market Toilets (£72,500 CPF)

- Doncaster town centre market has an existing toilet block that is popular with shoppers and visitors to the town. It is sited next to a large car park and busy market place on a walk that is in the busiest area of the town.
- Engagement with carers groups has highlighted this location as a good place for a CPT. The location compliments the four existing central CPT facilities that are located at the opposite end of the town in the shopping centre, civic office centre, and museum.

#### 19. Venue 7: Sandall Park (£58,000 CPF)

- Sandall Park, the largest park in Doncaster, sees many people with disabilities visit daily, all amenities are designed with disability in mind.
- With a CPT in the park, it would enable families with disabilities to get out and enjoy the day-to-day activities in Sandall Park that many take for granted. This is vital considering the lack of appropriate provision in close proximity to the park.
- The Friends of Sandall Park have been undertaking fund raising activities to contribute to the associated costs. The funds required are net of this income and may therefore reduce further as the scheme comes into delivery phase.

#### 20. Total Costs:

The table below shows the total cost of each of the schemes.

	<b>2022/23</b>	<b>2023/24</b>	<b>Total</b>
Askern Country Park and Pool	£43,200		£43,200
Thorne Leisure Centre		£43,200	£43,200
Edlington Leisure Centre		£43,200	£43,200
Rossington Community Swimming Pool		£43,200	£43,200
Doncaster Dome Cycle Track	£74,060		£74,060
Market Toilets	£72,500		£72,500
Sandall Park	£67,000		£67,000
<b>Total</b>	<b>£256,760</b>	<b>£129,600</b>	<b>£386,360</b>

21. The costs will be funded from the Changing Places grant totalling £330,000 as discussed above and from match funding from Friends of Sandall Park and Doncaster Culture and Leisure Trust.

22. There will be ongoing revenue costs associated with the maintenance and cleaning of the facilities as the Changing places grant does not cover these ongoing costs.
23. Doncaster Culture and Leisure Trust have confirmed that ongoing revenue costs associated with the maintenance and cleaning of their facilities will be absorbed as part of their operational budgets. This includes: Askern Country Park and Pool, Thorne Leisure Centre, Edlington Leisure Centre, Rossington Community Swimming Pool, and Doncaster Dome Cycle Track.
24. Doncaster Council currently fund maintenance and cleaning of existing toilet facilities at The Market Place and Sandall Park. Additional costs to include the maintenance and cleaning of new CPT facilities are estimated at £1,500 p.a. and £5,550 p.a. respectively. A commitment to fund these maintenance costs going forward will be built into the revenue budget process for 2023-24.

## **OPTIONS CONSIDERED**

25. Two options have been considered:
  - A. Not accepting the Changing Places Grant Funding
  - B. To accept the Changing Places Grant Funding. To approve the roll out of the approved schemes as outlined in this report. To provide delegated authority to the relevant directors for initiation and the ongoing delivery of the programme as approved, subject to deliverability within the timescales and terms and conditions of the grant.

## **REASONS FOR RECOMMENDED OPTION**

26. Option B is recommended. We are confident Option B would be the best result for Doncaster, as it will enable capital interventions that may not be achievable without the additional capital funding the Changing Places Fund provides.
27. If Doncaster did not accept the Changing Places Grant Funding, it would deny Doncaster the opportunity to improve accessibility in key areas which are critical to the health and wellbeing of residents. It may also provide a negative impact for any future funding applications submitted to Government. Whereas, if Doncaster did accept the funding, there would be a vital opportunity to reduce inequalities and improve the health and wellbeing of our residents by enabling greater access to the town centre, parks, leisure, and cultural opportunities in the borough. These new accessible Changing Places toilets

will support Doncaster's ambition to move towards a more 'Fair and Inclusive' Doncaster.

## IMPACT ON THE COUNCIL'S KEY OUTCOMES

28.

Outcomes	Implications
<p><b>Doncaster Working:</b> Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> <li>• Better access to good fulfilling work</li> <li>• Doncaster businesses are supported to flourish</li> <li>• Inward Investment</li> </ul>	<p>No implications</p>
<p><b>Doncaster Living:</b> Our vision is for Doncaster's people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> <li>• The town centres are the beating heart of Doncaster</li> <li>• More people can live in a good quality, affordable home</li> <li>• Healthy and Vibrant Communities through Physical Activity and Sport</li> <li>• Everyone takes responsibility for keeping Doncaster Clean</li> <li>• Building on our cultural, artistic and sporting heritage</li> </ul>	<p>It is widely recognised that active environments and opportunities to participate in cultural activities are crucial to mental and physical health. Therefore, following engagement with carer groups, key locations have been identified which will support Doncaster's aim to reduce inequalities and improve the health of our residents by enabling greater access to the town centre, parks, leisure, and cultural opportunities in the borough.</p>
<p><b>Doncaster Learning:</b> Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> <li>• Every child has life-changing learning experiences within and beyond school</li> <li>• Many more great teachers work in Doncaster Schools that are good or better</li> <li>• Learning in Doncaster prepares young people for the world of work</li> </ul>	<p>No implications</p>

<p><b>Doncaster Caring:</b> Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> <li>• Children have the best start in life</li> <li>• Vulnerable families and individuals have support from someone they trust</li> <li>• Older people can live well and independently in their own homes</li> </ul>	<p>Currently, there are around 1,300 Changing Places toilets in England, with nine in Doncaster. Despite the size of the borough, six of these are located within the main urban centre, leaving three to service residents and attractions covering the vast majority of the borough. This new funding will be used to boost the total number of CPTs by installing seven new facilities in key areas across the borough. This will ensure that Doncaster’s vulnerable families and individuals have an increased opportunity to engage with leisure, sport and cultural opportunities</p>
<p><b>Connected Council:</b></p> <ul style="list-style-type: none"> <li>• A modern, efficient and flexible workforce</li> <li>• Modern, accessible customer interactions</li> <li>• Operating within our resources and delivering value for money</li> <li>• A co-ordinated, whole person, whole life focus on the needs and aspirations of residents</li> <li>• Building community resilience and self-reliance by connecting community assets and strengths</li> <li>• Working with our partners and residents to provide effective leadership and governance</li> </ul>	<p>The installation of these new facilities will create more opportunities for disabled residents and their families to benefit from the sporting, leisure, and cultural opportunities that Doncaster has to offer. It will allow these residents to become more connected with their community and will lead to improved health and wellbeing outcomes. The provision of changing places facilities in venues operated by the Council will allow our venues to improve accessibility and reach higher standards.</p>

## RISKS AND ASSUMPTIONS

29. There are assumed risks with the delivery of the projects identified within this report. These will be detailed within an associated risk register, with mitigations and continuous assessments will be undertaken as part of the project delivery team.

30. Risks can be summarised as below:

- Rising costs of the scheme due to issues relating to land, materials and supply chains;
- Match funding outlined within the application to deliver the schemes does not materialise;
- Delivery is not completed by the deadline outlined by DLUHC of March 2024;



- Ongoing impact of Covid-19.
31. The Council has vast experience of managing risks associated with major capital projects, including risks associated with the above.

#### **LEGAL IMPLICATIONS [Officer Initials: SRF | Date: 14.04.22]**

32. Section 1 of the Localism Act 2011 provides the Council with the general power of competency, allowing the Council to do anything which a person is permitted to do. Section 111 of the Local Government Act 1972 gives the Council the power to purchase goods and services.
33. Specific legal advice will be required on the terms of conditions covering the grant once received from government and that the delivery team fully understand these obligations so as to avoid the risk of clawback.
34. Any monies spent on this project must be done so in compliance with both grant conditions and Council procurement regulations. Any grants to third parties using the funding must be made in accordance with the grant conditions and it is recommended that formal agreements be used to ensure compliance.

#### **FINANCIAL IMPLICATIONS [Officer Initials: MS | Date: 11 April 2022]**

35. The schemes identified above have a total cost of £386,360 and will be added to the Council's capital programme where their progress will be monitored.
36. The terms of conditions of the Changing Places funding state the grant can only be used to fund the design and construction of the changing places facilities and that grant is available in the 2022/23 and 2023/24 financial years. Payment will be made following the completion of quarterly returns certifying that costs have been incurred. Officers should ensure that the full terms and conditions of the funding are understood and followed to avoid risk of clawback.
37. As stated above there is the risk that match funding, totalling £56,360, is not secured. If that risk materialises once construction has started alternative sources of funding will need to be secured and ultimately the Council may need to meet the costs from its own resources. It is therefore important to minimise that risk as soon as possible and, ideally, before costs are incurred.
38. The revenue costs of the new facilities will be met by Doncaster Culture and Leisure Trust in the case of the leisure centres and Dome, but the £7k additional costs of maintaining the Markets and Sandall Park facilities will fall

on the Council and mean additional budget will need to be identified in the 2023/24 budget setting process.

#### **HUMAN RESOURCE IMPLICATIONS [Officer Initials: SH | Date: 08/04/22]**

There are no specific human resources implications associated with this report.

#### **TECHNOLOGY IMPLICATIONS [Officer Initials: PW | Date: 11/04/22]**

There are no technology implications in relation to this report.

#### **HEALTH IMPLICATIONS [Officer Initials: RS | Date: 08/04/2022]**

Changing Places should empower people to access the town centre, parks, leisure and cultural opportunities. This should improve quality of life and is a contribution to a fairer and more inclusive borough.

#### **EQUALITY IMPLICATIONS [Officer Initials: EA | Date: 07/04/2022]**

39. All capital works are scrutinised in terms of inclusion and access and are subject to due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, in particular, to the need to:

- remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of the persons who do not share it; and
- encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

40. This applies to the council and in relation to any ongoing partnership work and compliance to these standards will form part of our appraisal process for any procured or commissioned activity within this project.

41. The proposals within this project are designed to reduce inequalities and improve the health and wellbeing of our residents by enabling greater access to the town centre, parks, leisure and cultural opportunities across the borough. This will improve provisions for communities across the borough and

support Doncaster's ambition to move towards a more 'Fair and Inclusive' Doncaster. In this way, principles of inclusion are a prime consideration of this project.

## **CONSULTATION**

42. Consultation was conducted during the application process in order to understand local problems and issues from the community point of view.
43. Engagement on the schemes proposed was undertaken with Carers Action Group where they were very forthcoming in their support and the need for Changing Places toilets. Through this engagement, it was possible to identify key areas of the borough that would most benefit from the installation of new facilities and would best enable residents to participate in Doncaster's sporting, leisure and cultural opportunities.
44. Engagement was undertaken with organisations across the borough which offer a range of sporting, leisure, and cultural attractions. Through this engagement it was possible to map out existing provisions in the borough and identify opportunities to improve accessibility through the installation of CPTs in key strategic locations across the borough.

## **BACKGROUND PAPERS**

45.
  - Appendix 1 - Doncaster Council Changing Places Fund Letter
  - Doncaster Council's final Changing Places Expression of Interest application is available upon request in full.

## **GLOSSARY OF ACRONYMS AND ABBREVIATIONS**

46.
  - DLUHC – Department for Levelling Up, Housing, and Communities
  - CPF – Changing Places Fund
  - CPT – Changing Places Toilets

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## Doncaster Council

### Report

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Date: 11th May 2022

To the Mayor and Members of the Cabinet

**REPORT TITLE: The All Age Carers' Strategy for Doncaster (2022 – 2025)**

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Robinson Councillor Blake	All	Yes

#### EXECUTIVE SUMMARY

1. The purpose of this report is to:
  - Present the All Age Carers' Strategy for Doncaster 2022-25,
  - Share the action plan to implement the strategy,
  - Seek agreement to progress with the launch of the full strategy in April 2022.
2. The new strategy has been developed in partnership with young carers and adult carers, NHS Doncaster Clinical Commissioning Group (CCG), Doncaster and Bassetlaw Hospital Trust, NHS England, Rotherham Doncaster, and South Humber NHS Foundation Trust (RDaSH), representatives of the Voluntary, Community and Faith sector including, Doncaster Partnership for Carers, Parent Carers Voice, Doncaster Carers Reach Out Service, and staff who work both directly and indirectly with young carers and adult carers.
3. The strategy addresses key priorities as identified by Doncaster Carers of all ages and is informed by national legislation, guidance, policy, and emerging evidence.
4. The key priorities for the strategy have been coproduced with carers and based on engagement with over 200 carers from Doncaster.

5. Stakeholders from partner organisations have endorsed the priorities set by carers and have been asked to identify key actions they can undertake, to support in achieving the priorities.
6. The six key priority areas identified by carers as most important are:
  - Identification
  - Recognition
  - Information and Advice
  - Rights
  - Connection
  - Independence and wellbeing

Three cross-cutting themes will be identified across the plans developed; these include:

- Young carers preparing for adulthood
  - Working Carers
  - Carers with additional disadvantages
7. Carers will continue to work alongside officers in planning and undertaking the actions in support of the strategy. The Carers' Action Group, the voice of carers group, will receive regular updates from carers working on projects, but also from partner leads.
  8. The Carers' Steering Group will be responsible for the delivery of the emerging plans. The Carers' Strategic Oversight group will have oversight, having provided endorsement to the emerging priorities. Both groups have representatives from all partner organisations, to ensure progress will be made.
  9. The impact of COVID-19 has been significant for society as a whole. For many carers, COVID-19 presents an even greater challenge, with increased isolation, reduced or no breaks from their caring role, and further financial pressures. This will be reflected in the new strategy.

## **EXEMPT REPORT**

10. This is not an exempt report.

## **RECOMMENDATIONS**

11. Approve the All Age Carers' Strategy for Doncaster 2022-25 with accompanying action plan for 2022-23

## **WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?**

12. Identification: Carers are identified at the earliest opportunity to enable them to connect with support. In engaging earlier, carers will have the chance to access more community-based and sustainable support prior to their needs becoming urgent.

13. Recognition: Carers are heard, respected, and valued. Services recognise carers, treating them as equal partners, valuing their involvement, and respecting their choices.
14. Information and Advice: Carers will have better access to information and advice. Information and advice specific to carers will be readily available, easy to understand, will promote self-determination through encouraging carers to plan ahead and build resilience.
15. Rights: Carers know their rights and have access to advocacy. In knowing their rights, carers are confident communicating their needs and exercising their rights. Where carers have difficulties, advocacy will be readily available to support.
16. Connection: Carers will have a community where they can be supported through others with lived experience. Carers will be supported to join and form local networks and groups where carers have similar interests/experiences. Formal support will be delivered through peers to improve carer experience.
17. Independence and Wellbeing: Carers will have improved wellbeing and the opportunity to have a life of their own. The support available to carers enables them to improve their wellbeing; promoting opportunities for carers to have a life outside of caring.

## **BACKGROUND**

18. The Census 2011 estimated that there were approximately 33,000 carers in Doncaster. Carers UK estimates that as a result of the recent pandemic, this figure has increased significantly leading to around 1 in 4 people supporting a family member, friend or neighbour to manage their everyday life. In Doncaster, this figure equates to around 78,196 carers.
19. There is an estimated 720 young carers in Doncaster, with 307 on the young carers register. Of those known to the Local Authority, 60% are female and 8% identify as non-white British, with 9% unknown. 32% of young carers come from the north area of Doncaster, with a lesser amount of 19% coming from the East
20. Employers for Carers advises that 1 in 7 people within the workforce are carers, this is estimated to be higher in health and social care professions where it is estimated to be around 1 in 4. In Doncaster, this means that 2500 carers at Doncaster Council and 1625 staff at DBTH are balancing their caring responsibilities whilst continuing to work. With 43 member practices, the number of people employed who are connected to Doncaster CCG is difficult to gauge, though this means there is a high number of carers within their influence.

## **National and local policy, guidance, and emerging evidence**

21. The vision, purpose, and outcomes are aligned with the Doncaster Borough Strategy, the Doncaster Place Plan, and the Adult Social Care practice framework.

22. The Care Act 2014 and the Children and Families Act 2014 outline the way in which carers of any age can access a carer's assessment if they appear to have need. The Care Act also places a duty on local authorities to promote an individual's 'wellbeing', local authorities have to consider the impact of the caring role on carer wellbeing. The strategy will reflect these rights.
23. Carers UK identifies that four out of five unpaid carers (81%) are currently providing more care than before the Covid pandemic. More than three-quarters (78%) of carers reported that the needs of the person they care for have increased recently. Most carers (64%) have not been able to take any breaks at all in the last six months. More than half (58%) of carers have seen their physical health impacted by caring through the pandemic, 64% of carers said their mental health has worsened.
24. Local engagement (an online survey with feedback from 125 carers, in May 2021) supports this, with almost 50% of Doncaster carers who engaged stating their caring role had increased due to Covid-19 pandemic and 55% stated that their mental health had been adversely affected. The strategy will take into account the additional challenge of the pandemic and reflect actions to further support carers.
25. The Children and Young People's Plan is currently being refreshed but will set out our ambition to be the most child-friendly borough in the country, ensuring the voice of children and young people is included in all we do. The Carers' Strategy will support this.
26. The NHS has two pieces of guidance that support carers; "Supporting Carers in General Practice" and the NHS England Commitment to Carers, both promote identification and support from carers through general practice and in a hospital setting. Activity to support in achieving these elements is incorporated into the All Age Carers' Strategy for Doncaster.
27. Personalisation is a key concept to be realised within the All Age Carers' Strategy delivery. Making It Real (TLAP 2018) describes a framework and a set of statements describing what good, citizen-focussed, personalised care looks like from the point of view of people themselves. This will be reflected in the finalisation and monitoring of the strategy going forward.
28. In November 2021, the Health and Wellbeing Board signed up to the Carers' Charter, which incorporates key principles for delivery by all partners, these align to the priorities identified by carers. A new Strategy should therefore support Health and Wellbeing Board members in meeting its commitment to carers.

### **Coproducing the strategy**

29. In June 2021 the Carers' Strategic Lead in Adults, Health and Wellbeing, and the Young Carers' lead started work with a number of Doncaster carers to look at a new All Age Carers' Strategy with key partners from the Carers' Steering Group.
30. Doncaster's Carers' Action Group (CAG) established a subgroup; the Carers' Strategy Working Group and since its inception five lead carers have been working with the Carers' Strategic Lead, to shape further



engagement activity and communications with carers, which has enabled a greater depth of understanding of the key issues. Through engagement activity over 200 carers have given feedback on their experiences.

### **Vision and carer outcomes**

31. The Carers' Strategy Working Group agreed the vision and carer outcomes based on what they felt was important, feeding in local feedback and some regional work that had recently taken place.

32. Carers agreed the vision for this strategy is;

*"We want every person in Doncaster to live in the place they call home with the people and things that they love, where they look out for one another, doing things that matter to them."*

33. Carers also agreed the following "I" statements which will be used to hold local services and organisations to account within the strategy and subsequent work;

- a. I feel that what I do as a Carer is recognised, understood and valued*
- b. I feel the communities around me understand my situation and support me to have a choice which is meaningful and appropriate*
- c. I feel that I am supported to look after my own health and wellbeing*
- d. I have access to good quality information (including training opportunities) and advice which is relevant to me in my caring role*
- e. I am supported to navigate the systems and connected to resource and support which enable me to maintain my caring role*
- f. I get to have a break and some time for myself or with other family and friends which will give me an opportunity for a life outside of caring*
- g. I am able to balance caring with my education, paid work, volunteering, and / or personal interests*
- h. I am listened to and feel part of the team, planning and delivering care for the person I care-for, as an equal*
- i. I know where to get help from when I need it including when things go wrong, challenging decisions, and getting my voice heard as an equal*
- j. I feel supported when I am no longer able or willing to be a Carer or my caring role ends*
- k. I can make plans for the future*

### **Setting priorities**

34. To form some priority areas of work for the strategy, the Carers' Lead held 54 interviews with carers through the following partnerships;

- Young Carers' Groups
- The Ethnic Minority Partnership
- the Learning Disability Partnership
- The Autism Partnership
- Rethink and Mental Health Carers Support
- DonMentia
- People Focused Group (PFG) and
- Doncaster Parent Carers' Voice.

35. In addition to this, an online and paper survey was promoted through partners and services accessed by carers. 148 survey responses were worked into the results, to give an overview across three key areas of their experience: what worked well, what didn't work so well, and what support would help in the future.
36. The feedback received was recorded and collated to give an overview of carer experiences.

### **What worked well**

37. Those who already accessed support from carers' organisations or partnerships appreciated this and said that being around other carers helped them;

*"Coming to these groups is a lifeline" A young carer.*

The support available was readily praised by all those who accessed it, though this was particularly highlighted by young carers. Around 45% of all carers stated that support worked well when they accessed it.

38. Where carers had support/networks around them, they were content within their caring role:

*"Whilst I give most of the care to mum, my sister helps me out at weekends and holidays"... "Everything is working well".*

### **What didn't go so well**

39. When asked what didn't go so well carers identified some key areas for improvement including; recognising themselves as a carer and being recognised as a carer; even at a carers' event one ethnic minority carer stated

*"I am not a carer, just his wife".*

40. Services recognising carers is an issue that was raised by many of the carers interviewed; When trying to get support a carer of three young people with learning disabilities stated that

*"Everything is a battle".*

41. Carers felt they are not valued, with one older carer stating that "most other benefits are higher than carers' allowance and yet we save so much money in giving care".

42. Isolation and loneliness are key challenges for carers;

*"We don't get the chance to see family and friends like we used to."*

A carer of someone with dementia.

43. Managing the balance between work and caring was discussed with many carers, whilst some had good experiences, some continued to have poor experiences:

*“My manager asked if I can give them more of an idea of when mum will be ill.”*

A working carer of an elderly parent. 40% of carers identified this as a challenge.

44. Over 55% of carers identified that the support did not always work well for them, with many citing they need more support/ time. 56% stated they have no time to themselves.

*“I can’t get a break sorted, I would just like the chance to have a bath.”*

A parent carer of three people with a learning disability.

### **What would improve support in the future**

45. When asked what would improve support in the future carers stated:

*“We need to be involved in planning support for the person we care for.”*

With 52% stating they want their caring role recognised by professionals.

46. 40% of carers felt a little more time to themselves would improve their overall wellbeing, with one parent carer of a person with a learning disability stating:

*“I would just like to have a meal out with friends, where I can relax”. Parent Carer of a person with a Learning Disability.*

Another stated:

*“It would be great to do more gardening again”.*

Carer of someone with Dementia.

47. Carers want to have the opportunity to engage with other carers of similar experience;

*“I want to talk to someone who really understands what I am going through”*

A carer of someone with a life-limiting illness.

Another carer felt the support of other carers would help as:

*“I have no one to ask things of, someone who has experience of the things I am going through”*

48. Carers agreed on six work streams, reflecting the key priorities from the feedback received (as set out in paragraphs 13-18 above), these are:

- a. Identification
- b. Recognition
- c. Information and advice

- d. Rights
  - e. Connection
  - f. Independence and Wellbeing
49. Three cross-cutting themes were suggested, and to be considered within all workstreams;
- a. Young carers preparing for adulthood
  - b. Working carers
  - c. Carers with additional disadvantages
50. Carers have agreed priority workstreams as reflected in the accompanying Action Plan.
51. Work has progressed even while the Action Plan has been formulated. Over the past six months highlights include:
- a. A young adult carers' project to improve the young adult carer pathway
  - b. The procurement of the Carers' Wellbeing Service which will improve support for carers
  - c. The start of the work in developing a GP practice resource pack for carers coordinated by NHS England
  - d. A hospital led review of the discharge pathway, to support improved carer identification

## **OPTIONS CONSIDERED**

- 52.
- a) Do nothing

Not producing a new strategy and action plan would miss an opportunity to improve support for Doncaster carers at a time when, following the Covid pandemic, the pressures on them are greater than ever.

- 53.
- b) Coproduce and formally launch a new strategy

A new strategy and action plan provides the opportunity to work alongside Doncaster's carers to make progress on issues and areas for improvement that are most important to them. In addition there is opportunity to:

- Launch the strategy across the Borough, which will support in raising the carer profile and identification of more carers
- Celebrate progress that has been made in the delivery so far.
- Ensure emerging issues and best practices are embedded in all developments.

## **REASONS FOR RECOMMENDED OPTION**

54. The All Age Carers' Strategy has been co-produced with carers; this means the vision, purpose, outcomes, and priorities reflect those of all carers in Doncaster.

55. The plans supporting the strategy will align with the strategic plans; including the Doncaster Place Plan and are supported by the Adult Social Care Framework, as well as all relevant legislation. Regular updates and challenge will take place through the carer governance structures, and an annual report will be presented to the Health and Wellbeing board. Launching the strategy will provide the opportunity for partners to note the progress made so far, celebrate success and continue to deliver the plans to positively impact Doncaster carers.

## IMPACT ON THE COUNCIL'S KEY OUTCOMES

56.

	<b>Outcomes</b>	<b>Implications</b>
	<p><b>Doncaster Working:</b> Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> <li>• Better access to good fulfilling work</li> <li>• Doncaster businesses are supported to flourish</li> <li>• Inward Investment</li> </ul>	<p>Working carers will be better supported through the delivery of the strategy, thus able to sustain in employment whilst providing care for longer.</p>
	<p><b>Doncaster Living:</b> Our vision is for Doncaster's people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> <li>• The town centres are the beating heart of Doncaster</li> <li>• More people can live in a good quality, affordable home</li> <li>• Healthy and Vibrant Communities through Physical Activity and Sport</li> <li>• Everyone takes responsibility for keeping Doncaster Clean</li> <li>• Building on our cultural, artistic and sporting heritage</li> </ul>	<p>Carers will have the opportunity to follow more personal interest such as physical activity or art through the implementation of the strategy. This will result in improved wellbeing for carers.</p>
	<p><b>Doncaster Learning:</b> Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> <li>• Every child has life-changing learning experiences within and beyond school</li> <li>• Many more great teachers work in Doncaster Schools that are good or better</li> <li>• Learning in Doncaster prepares</li> </ul>	<p>Young carers and young adult carers will be supported and encouraged to continue in education and build foundations for their future. Young adult carers will be better supported in preparing for adulthood.</p>

	young people for the world of work	
	<p><b>Doncaster Caring:</b> Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> <li>• Children have the best start in life</li> <li>• Vulnerable families and individuals have support from someone they trust</li> <li>• Older people can live well and independently in their own homes</li> </ul>	<p>All age carers will be better supported through the implementation of a strategy which promotes improved identification and recognition. Carers will be encouraged to access support to improve their wellbeing at the earliest opportunity.</p> <p>In supporting carers more people with needs for support will be able to stay in their own homes for longer.</p>
	<p><b>Connected Council:</b></p> <ul style="list-style-type: none"> <li>• A modern, efficient and flexible workforce</li> <li>• Modern, accessible customer interactions</li> <li>• Operating within our resources and delivering value for money</li> <li>• A co-ordinated, whole person, whole life focus on the needs and aspirations of residents</li> <li>• Building community resilience and self-reliance by connecting community assets and strengths</li> <li>• Working with our partners and residents to provide effective leadership and governance</li> </ul>	<p>Through focussing on improved identification and recognition the carers will be supported at an earlier point and have access to carer networks and support. The strategy promotes the development of resilience and connection which will reduce ongoing needs and offers good value for money.</p>

## RISKS AND ASSUMPTIONS

57. There is an assumption that those who have supported the development of the strategy, will continue to invest time and resources in the delivery of the plans.
58. There is an assumption that whilst the pandemic continues, there will be no other significant challenges such as lockdowns/closures of services as was previously, and services will be able to sufficient priority to the strategy's actions.

## LEGAL IMPLICATIONS [Officer Initials HP Date 9/3/22]

59. Under the Care Act 2014 the Council has a duty to support Carers who are ordinarily resident in its area and carry out an assessment when it appears the carer may have needs for support, whether currently or in the future, considering what must be done to meet the needs of the carer when eligibility criteria are met.

The Carers All Age Strategy should reflect these obligations and shape the Council's approach from 2022 to 2025.

#### **FINANCIAL IMPLICATIONS [Officer Initials PW Date 09/3/22]**

60. There are no specific financial implications arising from this report and any further developments arising from embedding the Carers' Strategy should be reported as appropriate as more is known. Any associated financial implications will need to be covered as part of that process.

#### **HUMAN RESOURCES IMPLICATIONS [Officer Initials CB Date 09/03/22]**

61. There are no immediate HR implications arising from this report and any resulting requirements that may impact on the establishment will need to be subject to a separate report.

The council does already have supportive provisions for its workforce and makes temporary or permanent adjustments to assist employees through the Maximising Attendance Procedure.

#### **TECHNOLOGY IMPLICATIONS [Officer Initials PW Date 08/03/22]**

62. There are no anticipated technology implications in relation to this report. However, any requirement for new, enhanced or replacement technology to support the delivery of the All Age Carers' Strategy for Doncaster 2022-2025 must follow the agreed technology governance processes for the Council and partners.

#### **HEALTH IMPLICATIONS [Officer Initials RS Date 08/03/22]**

63. The health and wellbeing of carers in Doncaster is not only vital to carers themselves and their families, it is vital for the wider economy. Pressures on health and social care services particularly during the pandemic are increasing and consequently, the health and wellbeing of all residents of Doncaster are paramount. Carers of all ages are entitled to respite from caring commitments and to ensure that their own health and care needs are met whether it be physical or mental wellbeing and, in particular, peer support and mechanisms to reduce the impact of social isolation should always be available. The co-design element of the carers strategy and carer wellbeing support service ensures that the carer's voice is heard and health and wellbeing needs are at the centre of what should always be a person-centered approach.

#### **EQUALITY IMPLICATIONS [Officer Initials TB Date 09/03/22]**

64. The strategy will recognise carers of various circumstances and will ensure that the work undertaken accurately meets a diverse range of carers' needs to ensure equality of access and experience of support. As a result of the strategy work and findings, support mechanisms in Doncaster will work proactively with more diversely affected groups including young adult carers, parent carers, working carers, carers of those with mental illness, carers of those with a learning disability, carers supporting those with dementia, ethnic minority carers, carers of those with a long term and life-limiting

illness, and carers supporting those at end of life.

65. As part of the strategy overview, the Carers' Strategic Oversight Group and the Carers' Action Group will monitor work streams to ensure equality of access and experience of work delivered through the strategy.

## **CONSULTATION**

66. As mentioned within the report, extensive consultation has taken place to feed into the development of the All Age Carers' Strategy, with carers coproducing the vision, purpose, outcomes and principles. The strategy has been developed based on 148 survey responses and 54 interviews with carers from diverse circumstances - these will be fully reflected with the strategy and plans.

## **BACKGROUND PAPERS**

67.

- Doncaster's All Age Carer's Strategy 2022- 2025
- Doncaster's All Age Carer's Strategy Action Plan

## **GLOSSARY OF ACRONYMS AND ABBREVIATIONS**

68. Not applicable.

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**Doncaster  
Council**



**“We hear, we listen, we care, if you care”**

**Doncaster’s All Age Carer’s Strategy  
2022- 2025**

## **Foreword**

This strategy has been co-produced with carers, to voice their experiences and look to enable change, in order to improve the wellbeing of Doncaster carers. It seeks to acknowledge the challenges that carers have faced over the last few years, particularly in relation to Covid, and improve the support available to all carers. Ensuring it is carer centred to meet their preventative, urgent, or longer-term needs. There is a need for a strategy which supports the health and wellbeing of carers in all aspects of their life.

### **Kay Kirk – Carers Action Group**

The All Age Carers Action Group are passionate, pro-actively working with the local Health and Social Care services to help raise awareness and training of staff around how to support carers within the Doncaster Borough. Their knowledge, experience and time have helped the carer conversation to be valued and they have been great champions for the carer's of Doncaster.

I would also like to say a big thank you to Officers and Councillors who have provided support to the group, in developing and delivering the plans our carers have pushed forward to help transform the work we have completed.

There has been huge strides forward, but still much we can do to help joined up working with services to make a real difference for carers in the future.

### **Councillor Andrea Robinson, Adult Social Care, Doncaster Council**

I am delighted that Carers in Doncaster are at the centre of our work to produce and implement this strategy. The people with actual lived experience of caring for another person living in Doncaster have shaped the priorities and specified the actions to be taken. This gives me confidence that as we deliver on this, we will meet the diverse needs of local carers. Our carer's governance structures are now revised in order to put the Doncaster people with lived experience at the heart of monitoring, reviewing and holding to account those delivering services that impact on the lives of carers.

I would like to acknowledge the pioneering work of the carers involved in this. They recognise that for their contribution to continue to go from strength to strength it's essential that they are fully representative of every community in Doncaster whether defined by geography or any other characteristic. If you have experience of caring and would like to become involved, I urge you to do so! Thank you to the wonderful people who have managed to combine their role as a Carer with the provision of the time, energy, interest and passion to support the creation of this strategy. We aspire to improve many things in the drive to take Doncaster forward. First and foremost, we must care for each other, this strategy devised by carers for carers is foundational to our improvement journey.

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## **1. What is a carer and why do we need a strategy?**

A carer is someone who provides support to an ill, frail, or disabled family member, friend, or partner, who might otherwise struggle to manage without their help. A carer could be:

- An adult helping another adult with care and support needs
- The parent of a disabled child
- A young person helping an adult with care and support needs they live with or are related to

Carers are not paid for their role although some may be eligible to apply to the Department of Work and Pensions for a Carer's Allowance.

Being a carer is hugely challenging. It often involves providing a combination of physical, mental, emotional, practical and financial support to another person while still trying to manage responsibilities in your own life and also trying to take a break every now and then. Without the support that carers provide, many children and adults would face worse outcomes and a number would be at serious risk.

This Strategy seeks to improve Doncaster carers' wellbeing and enable them to sustain the care and support they give the person they care for, for as long as they wish to do so. The strategy will outline key priorities and ambitions, and an action plan is attached to the strategy to support its implementation.

## **2. How was this strategy developed?**

Doncaster's All Age Carer's Strategy was jointly developed in partnership through engagement, workshops, and conversations with young carers and adult carers. The previous Carers Strategy established a governance structure that enabled the development of the discussions at all levels. This enabled ongoing engagement with NHS Doncaster Clinical Commissioning Group (CCG), Doncaster and Bassetlaw Hospital Trust, NHS England, Rotherham Doncaster, and South Humber NHS Foundation Trust (RDaSH), representatives of the Voluntary, Community and Faith sector including, Doncaster Partnership for Carers, Doncaster Parents Voice, Doncaster Carers Reach Out Service and staff who work both directly and indirectly with young carers and adult carers.

The new strategy will address key priorities as identified by Doncaster Carers of all ages and is informed by national legislation, guidance, policy, and emerging evidence. The Carers Action Group provides the voice of carers, the Carers Steering Group is made of stakeholders responsible for delivering action, and the Carers Strategic Oversight group is the strategic decision-making group. The carer's governance structure has provided regular support and challenge in the development of the priorities and plans in order to deliver what people with lived experience need, want, and expect. Further information on the Carers Governance Structure can be found in Appendix 1. The key priorities for the strategy have been coproduced with carers and is based on feedback from over 200 carers within Doncaster.

The Carers Action Group will continue to work alongside officers in planning and undertaking the actions in support of the strategy. The Carers' Action Group will receive regular updates from members working on projects but also from partner leads. The Carers' Steering Group will be responsible for the delivery of the emerging plans, with regular updates and discussions. The Carers' Strategic Oversight group will have oversight, having provided endorsement to the emerging priorities. Both groups have representatives from all partner organisations to ensure progress will be made.

### 3. The National and Local Context

Carers UK estimate that 1 in 4 people are carers, this equates to 78,000 carers in Doncaster many of whom are not formally supported by services. Doncaster GPs currently register 7364 carers, Adult Social Care has contact with 4963 and the commissioned Doncaster Carers Reach Outreach Service have connected to 1292. Around two-thirds of the carers in Doncaster are female and two-thirds are of working age; there are an estimated 720 young carers. More information is available in [Appendix 2](#).

Doncaster's All Age Carers' Strategy has been developed and led by people with lived experience of caring and reflects national and local priorities as follows:

The vision, purpose, and outcomes are aligned with the [Doncaster Borough Strategy](#), the [Doncaster Place Plan](#), and the Adults Health and Wellbeing practice framework. The Children and Young People's Plan has just been refreshed and sets out our ambition to be the most child-friendly borough in the country, ensuring the voice of children and young people is included in all we do.

[The Care Act 2014](#) and the [Children and Families Act 2014](#) outline the way in which carers of any age can access a carer's assessment if they appear to have need. The Care Act also places a duty on local authorities to promote an individual's wellbeing, including considering the impact of the caring role. The strategy will reflect these rights.

The NHS has two pieces of guidance which support carers; "[Supporting Carers in General Practice](#)" and the NHS England [Commissioning for Carers](#) which form part of the [Commitment to Carers](#), all of which promote the identification and support for carers through general practice and in a hospital setting. Activity to support in achieving these elements is incorporated into the All Age Carers' Strategy for Doncaster.

Personalisation is a key concept to be realised within the All Age Carers' Strategy delivery. [Making It Real \(TLAP 2018\)](#) describes a framework and a set of statements describing what good, citizen-focussed, personalised care looks like from the point of view of people themselves.

In November 2021, the Health and Wellbeing Board signed up to the [Carers' Charter](#) which incorporates key principles for delivery by all partners, these align to the priorities identified by carers. The Strategy will therefore support Health and Wellbeing Board members in meeting its commitment to carers.

### 4. Engagement and Feedback

The Carers Action Group oversaw engagement to gain the views, experience and preferences of carers in Doncaster. Feedback was gained from over 200 carers through a number of channels including questionnaires, focus groups and in-depth interviews. This involved the Carers Strategic Lead and Carer representatives from the CAG attending meetings, having group discussions as well as in-depth 1:1 conversations with carers about their experiences. Carers from all types of caring circumstances were involved to ensure a holistic view. This included carers from ethnic minority carers, young carers, older carers, carers for those with mental illness, carers for those with dementia and further carers with a range of protected backgrounds.

The diagram overleaf was produced by a Carer from the Carers Action Group and is a cross-section of what carers had told us about their experiences.

## What Carers Told Us

"I aren't a carer, just his wife".

"Everything is a battle"

"I feel guilty for wanting to spend time away from the person I care for "

"We do not get the chance to see family like we used to" – caring comes first

Feeling tired all the time, unsupported, stressed and worrying about the future

"I often have no one to ask things of, someone who has experience to ask questions"

Carers feel pressured, lonely and isolated when finding themselves as the primary carer.

Caring for someone with a severe mental illness means; helping them to stay well, by encouraging them to keep taking their medication (daily problem)

I monitor their mental health for a worsening of symptoms (lots don't take their tablets, so become ill).

I have to encourage them to eat/eat well & look after their physical health. Keeping them off drink/drugs (a common crutch).

Doing things for them or prompting them to do things they wouldn't think to do such as preparing food, cooking, shopping, self-care, washing

I feel like a washing machine, keep putting the clothes in, keep cleaning it up. The same old, same old and then when I break down... where's my spare parts coming from!

"I have been a carer since I was 14yrs old and I am still a carer"

What about the impact on my mental health?

Not being able to socialise as before

## 5. Vision and Outcomes

### 5.1 Vision

Carers agreed a Vision Statement to describe the aim of the strategy and its delivery plans:

*“We want every person in Doncaster to live in the place they call home with the people and things that they love, where they look out for one another, doing things that matter to them.”*

### 5.2 Key Outcomes

Carers coproduced the following “I” statements which will be used to assess outcomes for carers which should improve as a result of the carers strategy:

- a. *I feel that what I do as a Carer is recognised, understood and valued*
- b. *I feel the communities around me understand my situation and support me to have a choice which is meaningful and appropriate*
- c. *I feel that I am supported to look after my own health and wellbeing*
- d. *I have access to good quality information (including training opportunities) and advice which is relevant to me in my caring role*
- e. *I am supported to navigate the systems and connected to resource and support which enable me to maintain my caring role*
- f. *I get to have a break and some time for myself or with other family and friends which will give me an opportunity for a life outside of caring*
- g. *I am able to balance caring with my education, paid work, volunteering, and/or personal interests*
- h. *I am listened to and feel part of the team, planning and delivering care for the person I care for, as an equal*
- i. *I know where to get help from when I need it including when things go wrong, challenging decisions, and getting my voice heard as an equal*
- j. *I feel supported when I am no longer able or willing to be a Carer or my caring role ends*
- k. *I can make plans for the future*

## 6 Priorities for Doncaster

The Carers Action Group developed the following priorities for Doncaster:

### 6.1 Identification:

#### What carers told us

Carers often do not see themselves as a carer; many carers report that it take a long time for them to recognise and accept being a carer. Carers are often not identified as carers when engaging with health and social care support – this means that professionals do not have an understanding of their caring role, the challenges that can come with caring and how best to support carers.

*“When my husband died and I left hospital as a carer, no one came to ask me if they could help in any way.” Carer from the Carers Action Group.*

Whilst some schools identify and work with young carers there continues to be a number of schools which do not readily recognise or support young carers. Health, social care, and housing services do not identify carers and as a result, do not support them to maintain their wellbeing.

*“School say they understand about my caring role but don’t understand when I’ve not done my homework” A Young Carer.*

The benefits of early identification are that carers can access support at the earliest opportunity, this reduces, prevents and delays the carer hitting crisis and needs more intense support; it can support in reducing health inequalities through health checks and vaccines, as well as offering carers the opportunity to be involved and valued when considering the care and support of the person they are caring for. Through earlier identification the inequalities carers face are lessened and carers are more empowered to be in control of their life and circumstances.

### **What will better identification look like?**

Carers are identified at the earliest opportunity to enable them to connect with support. In engaging earlier, carers will have the chance to access more community-based and sustainable support prior to their needs becoming urgent.

- All health, social care, education, and housing partners will identify carers at the earliest opportunity.
- All health, social care, education and housing staff involved in delivering frontline support to people will be able to identify carers and have conversations with them around their caring role.
- Carers will be encouraged to identify and register to carers support at the earliest opportunity to enable access to support at the right time.
- Health, social care, education, and housing services will work together to create pathways that have two-way communication, enabling the carer a clear pathway into and between services.
- IT systems will facilitate joined-up working and clear recording of carer identification.
- The carer will receive additional support when moving from young carer to adult carer services.

## **6.2 Recognition:**

### **What carers told us**

Recognition was identified as a priority as carers felt that all too often, they were not recognised and valued when discussing the care and support given to the person they are caring for. Carers are not always recognised in social care or hospital conversations and this is where they would like to have the most recognition as an equal care partner.

*“We want to be recognised as someone who is an equal partner in giving care to the person we care for.” – A carer of a person with long-term health conditions.*

Carers report being undervalued by a number of systems including benefits, where carers allowance is less than many other unemployment benefits and yet the person delivering care spends many hours supporting the person they care for.

### **What will better recognition look like?**

Carers are heard, respected, and valued. Services recognise carers, treating them as equal partners, valuing their involvement, and respecting their choices.

- Carers will be respected and listened to as expert care partners and will be actively involved in our care planning and shared decision-making.



- Support systems using an asset-based access community approach supported by social prescribing models to better support carers.
- Young carers will be recognised within education settings and receive additional support to manage their caring role and education.
- Carer emergency plans will be made in advance.
- Carers will be considered a protected characteristic when making decisions.
- Doncaster organisations consider the likelihood that a number of their employees will have caring roles when managing their responsibilities as an employer and ensure there are explicit arrangements in place to provide recognition and support.

### **6.3 Information and Advice:**

#### **What carers told us**

Access to good quality information and advice which is bespoke to carers is critical to enabling carers to meet their own needs as much as possible. Carers advise that there is a lack of tailored information and advice which gives clarity as to finances, support, rights, and employment rights. Information is not held in one place and is often disjointed. It is difficult to be confident that the information is in date and takes into consideration the circumstances of carers

*“It would be great to find everything for carers in just one place” a carer from the CAG.*

#### **What will better information and advice look like?**

Carers will have better access to information and advice. Information and advice specific to carers will be readily available, easy to understand, and will promote self-determination through encouraging carers to plan ahead and build resilience.

- Carers will have access to high-quality information and advice at the right time.
- Carers who want to and are able to continue in their role have the right information about the condition of the person they are caring for, including medication.
- Carers are supported to get financial advice, including information about welfare and benefits.
- Universal information support and guidance relevant to locality.
- Carers are able to have conversations regarding statutory assessments linked to budgets and personalisation for long-term complex needs.

### **6.4 Rights:**

#### **What carers told us**

Carers often do not know what their rights are and as such often do not exercise them. There is very little information around that informs carers of their rights, as these vary depending on the setting. Carers are not empowered to exercise these rights and are therefore often passive in many situations, unable to challenge or champion their own rights.

*“Everything’s a battle” a parent carer.*

Carers felt that access to information on and advice focussed on rights would enable them to have a clear understanding of their entitlements and what to expect as a carer – including their rights to support themselves, the right to support the person they care for across all settings and the right to choose not to care.

*“I did not know I was entitled to an assessment” a carer of someone with dementia.*

## **What will stronger carers rights look like?**

Carers know their rights and have access to advocacy. In knowing their rights, carers are confident communicating their needs and exercising their rights. Where carers have difficulties, advocacy will readily available to support.

- Carers are empowered to make choices about their caring role and access the appropriate services and support for them, and the person they care for.
- Carers are aware of their rights and their entitlement to an assessment of their needs in their own right
- Carers have their rights and those of the person they care for championed and protected
- Carers are aware of the role of advocacy and local agencies.
- Carers are informed of their rights and are confident in exercising their rights in health and social care settings. Services are open and transparent about the carer's rights.
- Carers are supported in exercising their right to choose not to care.

### **6.5 Connection:**

#### **What carers told us**

Carers are often alone and isolated as a result of their caring role. Many carers want to have a connection with others with similar experiences as this often reduces the stress of caring and can also help them to learn about the system and support. Carers often felt that talking to others with similar experiences gives them a feeling of being understood.

*"I often have no one to ask things of, someone who has experience to ask questions"*  
*carer of someone with a learning disability.*

As caring is about keeping someone safe and well it often takes priority over a lot of other things, as a result, carers often feel they lose their identity not pursuing their cultural or spiritual needs or connecting to the communities they feel a part of.

#### **What will better connection look like?**

Carers will have a community where they can be supported through others with lived experience. Carers will be supported to join and form local networks and groups where carers have similar interests/ experiences. Formal support will be delivered through peers to improve carer experience.

- Carers are able to express their views, share their lived experience and have their voice heard through an independent route.
- Carers are assessed in the context of a whole family and their local community.
- Carers are able to meet their cultural and spiritual needs
- Carers are socially connected and not isolated, they are able to develop social circles and networks where they wish to.
- Carers have the opportunity to access peer focussed support for connection and advice.

### **6.6 Independence and Wellbeing:**

#### **What carers told us**

Carers need a life of their own outside of their caring role. Many carers are isolated and the opportunity to explore their interests gives them a break from continually thinking about and supporting the person they care for. Carer's wellbeing can be affected through caring, they felt they disappear because all conversations become about the person they are caring for. The opportunity to do something for themselves can have a positive impact on their wellbeing, this could be pursuing an interest, getting out of the house or talking to other carers.

*"I would just like to have a bath in peace" a carer of three people.*

Carers health in general often suffers as a result of caring; either through neglect or through the challenges of the role. Little things can make a difference to the physical and mental impact caring; for example, carers getting the vaccinations for Covid earlier helped with reduced worry and the vaccination supported their physical health.

### **What will better independence and wellbeing look like?**

Carers will have improved wellbeing and the opportunity to have a life of their own. The support available to carers enables them to improve their wellbeing; promoting opportunities for carers to have a life outside of caring.

- Carers have access to high-quality services that are responsive and flexible, recognising and supporting carers in a personalised and integrated approach.
- Carers have access to health checks and preventative health support more readily
- Carers have access to activities with one-to-one and group support in their communities.
- Carers have improved access for aids and adaptations to reduce risks
- Carers have access to support which empowers them to have a creative approach to meeting their care needs with a focus on the carer
- Carers have access to training and support that will enable carers to feel confident about their caring role, with comprehensive free training packages.
- Carers have equality of access to replacement care for the person they care for, regardless of conditions.

### **6.7 Cross-cutting themes**

Three cross-cutting themes will be identified across the plans developed; these include:

- Young carers preparing for adulthood
- Working Carers
- Carers from various circumstances

#### **Young carers preparing for adulthood**

Young carers preparing for adulthood were identified as a key theme as a result of the discussions with young carers aged 13-18. Whilst they felt supported through Young Carers service, they were hesitant to engage with adults services, and as a result, it is recognised that this cohort of carers had reduced independence and poorer wellbeing as a result of them often providing high hours of care to a parent or sibling. From the ages of 18-25, many young people's education suffers as a result of caring and this can often impact their overall life opportunities.

As such we will seek to improve support for young carers moving to adulthood, to improve access to education, training, or work.

## **Working carers**

Working carers were highlighted as having a number of cross cutting issues that impacted on the priorities identified through the strategy, this included recognition in the workplace, understanding their rights to leave, having sufficient information around their caring role and working and their ability to ensure their wellbeing and independence whilst maintaining a working and caring role.

To improve the experiences of working carers, partners will work with resources from Employers for Carers to develop the support given to carers in the workplace.

## **Carers with additional disadvantages**

Carers with additional disadvantages were viewed by carers as a further cross-cutting theme due to the additional challenges these carers can face; this includes ethnic minority carers who often struggle to access good information and advice, mental health carers who felt they had reduced independence as a result of caring and carers of those with a learning disability who often struggle with reduced/low access to replacement care. Carers of those with dementia often struggle to identify as a carer; as they feel they are just a dutiful wife/ husband or child. Actions to improve these challenges are set out in the action plan.

## **7 Delivering our Strategy**

Each of the six-priority work-streams and the cross-cutting themes will have plans which identify actions and an indicator of success. This measure of success will focus on carers having a better experience and living better lives.

There are some key pieces of work that are planned for the year 2022-23, that will support in delivering the impact on each of the agreed six priorities.

### **7.1 Key Projects:**

- The development of an information pack for both staff and carers accessing education settings
- The implementation of a clear protocol to support young adult carers moving into adulthood
- Members of the Carers Action Group and partner organisations will work with NHS England to develop a GP Carer Support Resource Package which raises awareness of carers to all staff, gives GPs guidance on best practice and how to support carers.
- Members of the Carers Action Group will support DBTH and RDaSH in raising awareness of carers with medical staff to encourage discussions around caring at the beginning of a stay.
- Members of the Carers Action Group are working alongside St Leger Homes to improve support for carers, including; awareness-raising for frontline staff, promotion of identification and registration of carers
- The Carers Wellbeing Service will develop improved links to other community provision to proactively identify carers. It will also focus on supporting carers in accessing support that aligns with their particular circumstances, this includes ethnic minority carer groups, dementia groups, and mental illness carer groups.
- The Carers Action Group will be working on developing a central information hub of all carer's information through the Your Life Doncaster website.

- Employers for Carers – partners will access and utilise the resources available through the employers for carers and will seek to work towards the Carer Confident accreditation. Work will take place with Chamber of Commerce to promote the accreditation more widely.
- Health, social care, education, and housing colleagues are committed to joint working and sharing information through the delivery of the Living Well Plans and Ageing Well plans.

## APPENDIX 1

### Carer Governance Arrangements

There are three groups which support the decision making and activity delivered for Carers in Doncaster; the Carers Action Group, the Carers Steering Group and the Carers Strategic Oversight Group. All groups have representation of carers on them to ensure coproduction and joint decision making.

#### Carers Action Group:

**To represent the voice of all Doncaster Carers. To be actively involved as carer experts in the development of key council, health and housing work streams.**

- Carers have their say and be listened to as an expert by experience.
- To enable carers to have the choice to be involved in all workshops and other engagement opportunities.
- A safe place to talk and be signposted to relevant services.
- Meets monthly (before the Carers Steering group)

#### Carers Steering Group:

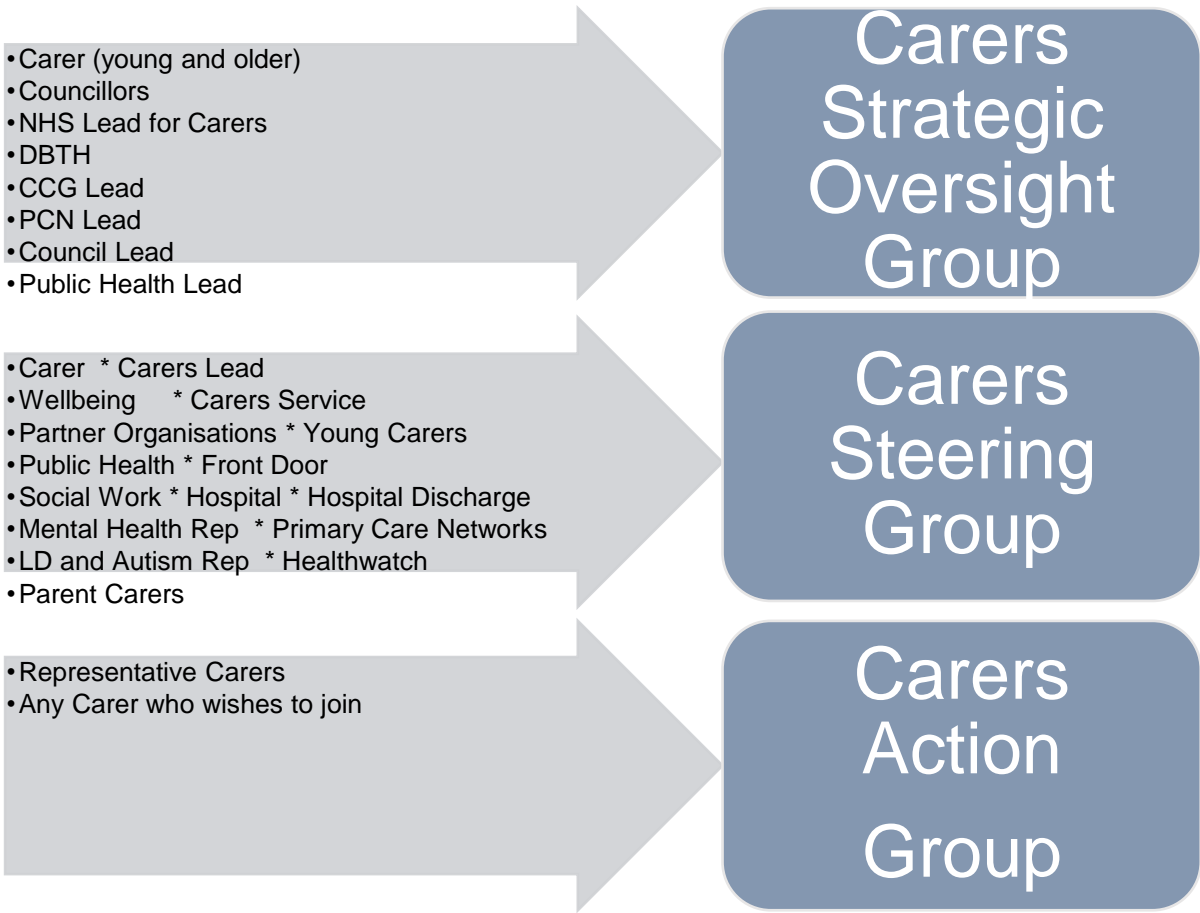
**To deliver work which improves the health and wellbeing of carers within the Doncaster Borough. To undertake work which improves the health and wellbeing of carers in Doncaster.**

- Responsible for doing, develops action plans for approval, and activity is brought to the meeting for discussion
- Escalates concerns to and receives direction from CSOG.
- Heavily influenced by Carers – enables coproduction
- Meets bi-monthly

#### Carers Strategic Oversight Group:

**To provide strategic direction and leadership in embedding an all age carer offer across Doncaster. To oversee work and activity which improves the health and wellbeing of carers in Doncaster.**

- Has the function of oversight and challenge, tasks the steering group with work. Monitors progress. Regularly reviews performance, population, and engagement information to make key decisions.
- Tasks the CSG with actions, listens to the voice of the CAG
- Meets quarterly
- Feeds into the Health and Wellbeing Board



## APPENDIX 2

### 1. Understanding the Needs of Doncaster Carers

#### 1.1. Doncaster Carers

Carers UK estimates that as a result of the recent pandemic the number of carers has increased significantly leading to around 1 in 4 people supporting a family member, friend or neighbour to manage their everyday life. In Doncaster, this equates to around 78,196 carers.

#### 1.2. Age Profile

##### 1.2.1. Young Carers

There is an estimated 720 young carers in Doncaster, with 307 on the young carers register. Of those known to the Local Authority, 60% are female and 8% identify as non-white British, with 9% unknown. 32% of young carers come from the north area of Doncaster, with a lesser amount of 19% coming from the East.

##### 1.2.2 Older Carers

The population of Doncaster continues to grow at a slightly lower rate than Yorkshire and the Humber and is predicted to grow by a further 1.2% by 2030.

There is predicted to be an increase in all age groups from 55 years and above, which needs to be considered as this will not only increase the number of carers but presents distinct challenges of poorer physical health.

The number of carers aged over 65 has increased in recent years, POPPI data suggests that by 2030 there will be 10,720 carers in Doncaster, with 5038 providing over 50 hours of care a week.

#### 1.3. Ethnic Diversity

The ethnic profile of Doncaster demonstrates an increase in the number of people from Ethnic Minority backgrounds in recent decades. Carers UK, in their [Half a Million Voices](#) report, state that 10% of carers are from Ethnic Minority background. Feedback at both a national and local level suggests that this impacts on carers' ability to access support and also their experience of support when they have accessed it. The report also highlights that ethnic minority carers are significantly more likely to provide 20-49 hours of care a week, with the majority of ethnic minority carers working.

#### 1.4. Health Inequalities

The report "[Caring as a social determinant of health](#)" highlights that carers are more likely to have poorer physical or mental health as a result of caring. Carers, particularly those of older people are at increased risk of musculoskeletal conditions and cardiovascular disease. They are also more likely to suffer from anxiety, depression, and stress as a result of their caring role.

#### 1.5. Carers and Employment

[Employers for Carers](#) advises that 1 in 7 people within the workforce are carers, this is estimated to be higher in health and social care professions where it is estimated to be around 1 in 4. In Doncaster, this means that 2500 carers at Doncaster Council and 1625 staff at DBTH are balancing their caring responsibilities whilst continuing to work. With 43 member practices, the number of people employed who are connected to Doncaster CCG is difficult to gauge thought this means there is a high number of carers within their influence.



## **1.6. Carers in GP Practices**

The Carer Quality Markers for Primary Care highlight the need for General Practice surgeries to identify carers and record them as such, to improve their access to health checks and vaccinations. GP surgeries are an excellent place to identify carers and often the first place carers engage with any form of support. There are currently only 7364 carers flagged on the GP system.

## **1.7. Carers Allowance**

Whilst many carers are entitled to carer's allowance, there is a significant gap between carers who are entitled to it and those who claim it. In August 2020 there were 6,286 carers claiming Carers Allowance and 8,635 carers who are entitled to it. This means there are 2,349 carers who are not claiming Carers Allowance when they are entitled to it. It is important to note that 1 in 10 carers are not eligible for Carers Allowance due to other income, which means that despite delivering hours of care, they receive no financial support to recognise this.

## **1.8. Those engaging with Support**

The current carer's service has been supporting carers in Doncaster on a preventative basis for a number of years, the number of carers they have supported during this time is 1292.

Adult social care currently have 4963 carers recorded on their client management system, with approximately two thirds being female, and 61% being of working age (18-64).

## **1.9. COVID-19**

The emergence of COVID-19 during 2020 has been devastating for many people, for many carers this has meant increased isolation, additional caring responsibilities (through the closure of services), and no break from caring.

Carers UK identifies that four out of five carers (81%) are currently providing more care than before lockdown. More than three-quarters (78%) of carers reported that the needs of the person they care for have increased recently. Most carers (64%) have not been able to take any breaks at all in the last six months. More than half (58%) of carers have seen their physical health impacted by caring through the pandemic, 64% of carers said their mental health has worsened.

Local engagement (an online survey with feedback from 125 carers, in May 2021) supports this, with almost 50% of Doncaster carers who engaged stating their caring role had increased due to Covid-19 pandemic and 55% stated that their mental health had been adversely affected. The strategy will take into account the additional challenge of the pandemic and reflect actions to further support carers.

Feedback from carers has also highlighted that the endless lockdowns have had a significant impact on carers having to isolate from those they care for due to residential/ hospital closures. Those suffering bereavement during those times felt that they were not able to grieve properly.

## APPENDIX 3

### Looking back on the Carers Strategy 2015-2020

The priorities for the 2022-2025 strategy have been built on the progress made against our commitments during the lifespan Carers Strategy 2015-20, which is outline below.

This table highlights the key priorities identified and the actions that have been undertaken in response to what carers told us.

<b>You said (Former priorities)</b>	<b>What we have done/ are doing in response</b>
Information and advice	The Council's website has improved carers information. Doncaster Carer's Reach Out Service has delivered improved information and advice to carers.
Promoting carers financial wellbeing	Doncaster Carers Reach Out Service supports carers to access financial assessments and provide information on carer's allowance, to improve their finances. Doncaster Council signed up for Employers for Carers, supporting more working carers to maintain their jobs whilst caring.
Promoting the health and wellbeing of carers	The introduction of the Carers Time for You fund supported many carers in accessing funds to improve their wellbeing.
Availability of quality and flexible support	We introduced the Doncaster Carers Reach Out Service which delivered good quality preventative support.
Promoting whole family approaches	Support for the carer and the person they care for takes a joined up approach to ensure appropriate delivery of replacement care,
Improving support to young carers and siblings	The Young Carers Service has grown in recent years due to the level of identification and support workers have been giving.

<b>DONCASTER ALL AGE CARER'S STRATEGY ACTION PLAN</b>						
<b>No</b>	<b>Outcome</b>	<b>Action</b>	<b>Lead</b>	<b>Due Date</b>	<b>Measure/ impact</b>	<b>Status / RAG</b>
<b>IDENTIFICATION</b>						
1.1	<b>IT systems will facilitate joined up working and clear recording of carer identification.</b>	Carers support will record on the council's mosaic system to enable a joined up approach with adult social care.	Carers Lead Carers Wellbeing Adult Social Care Practice Development	Apr 22	Improved information sharing and joined working Carer satisfaction improved. Innovation site evaluation	Training and registration for team members requested. Access requested
		The GP resource pack will promote a consistent way of recording carers on health systems across all GPs making carers more identifiable.	NHS England	Jun 22	Increase number of carers recorded through GP surgeries	GP resource pack initial meeting taken place 3 <sup>rd</sup> March. Further meeting booked for May.
1.2.	<b>All health, social care, education and housing staff involved in delivering frontline support to people will be able to identify carers and have conversations with them around their caring role.</b>	Training will be delivered to raise awareness with staff who are public facing around carers and the importance of their identification, having a carer conversations and providing information around carer support.	Carers Lead Young Carer support Carer Wellbeing Adult Social Care Hospitals Housing	Jun 22	Staff report greater understanding Improved carer experience Increased number of carers identified	Presentation developed with Housing colleagues
1.3.	<b>All health, social care, education, and housing partners will identify carers at the earliest opportunity.</b>	Through implementing Employers for Carers, Carer Confident accreditation, the council and partners will identify carers in the work place.	Adult Social Care Health Housing	Jun 22	Increased number of carers identified in the workplace	Initial discussions taking place

		Carers support will promote the offer through appropriate channels, social work teams, housing. Education and health in order to raise community awareness of the support offered	Carers Wellbeing Service	Jun 22	Increased carers accessing support	Communications plan agreed, implementation will start March 2022
1.4	<b>Carers will be encouraged to identify and register to the carer's services at the earliest opportunity to enable access to support services at the right time.</b>	The Carers Wellbeing Service will maintain a register of carers to enable carers initial and reoccurring access where needed. Regular promotion of the service will take place to remind carers of support to prevent crisis.	Carers Wellbeing Service	Jun 22	Increased number of carers identified and recorded	Register already in place. Promotion of service through monthly newsletter which is coproduced with carers.
		Coproduce and promote the GP Resource pack which supports and promotes the identification of carers through GPs surgeries.	NHS England CAG CSG	Jun 22	Number of people being recorded as carers through GPs Carer satisfaction with support	Initial session hosted 3 <sup>d</sup> of March
		Through the implementation of the Carer Confident accreditation the council will ensure more carers are identified and are accessing support. Partners will adopt the carer confident accreditation	Doncaster Council CSG	Jun 22	Doncaster Council gain Carer Confident – Gold	
		Communications Teams will work collaboratively to	Doncaster Council Housing Health	Mar 23	Increased number of carers identified/ registering to support	Comms plan developed for ASC

		deliver key regular messages to support carers				
1.5	<b>Health, social and housing services will work together to create pathways that have two way communication, enabling the carer a clear pathway into and between services.</b>	Implement the young adult carer's pathway and protocol; continue to deliver more specific support to young adult carers who are 18-25 Seek funding for the continued support from a Young Adult Carer worker to improve identification and support.	Carers Wellbeing Support Young carers support	Mar 23	Increased number of Younger adult carers accessing adult carers support Good satisfaction with support received from young adult carers	Draft pathway and protocol for the move of young adult carers agreed with stakeholders. YAC worker approved for an additional 12 months
		Bimonthly meetings to be held between all carer support services in Doncaster to improve carer experience; <ul style="list-style-type: none"> <li>• Carers wellbeing</li> <li>• Doncaster Partnership for Carers</li> <li>• Mental Health Carers support</li> <li>• Social work leads</li> </ul>	Carers Lead Carers support	Mar 23	Improved carers satisfaction Improved carer worker satisfaction	Initial meeting held. Further meetings booked in.
<b>RECOGNITION</b>						
2.1	<b>Carers will be respected and listen to as expert care partners and will be actively involved in our care planning and shared decision-making.</b>	Carers will be represented on the Making it Real Board to influence all decision through Adult Social Care	CAG Carers Lead DC Practice Development	Apr 22	A carer member of the CAG on the Board	Initial discussions have identified a representative, initial meeting planned.
		Health services will align policies and practice to	DBTH RDASH	Sept 22	Carer satisfaction improved.	Initial discussions

		ensure that carers are recognised at every conversation from admission, within wards to hospital discharge.	NHS England		Evidence of carers being recognised within inpatient settings.	taken place around amendments to discharge policy.
		The Carers Action Group will seek to recruit more members, from diverse backgrounds. The group, with Carers Wellbeing support will take a more proactive approach going forward to challenge practice and champion the carer's voice.	CAG Carers Wellbeing	Dec 22	More diverse representation on the CAG	Carers are becoming more proactive in agenda setting.
		Health staff will recognise and support carers to proactively work with professionals to collaboratively support the person they are caring for within the setting and at discharge.	DBTH RDASH NHS England	Oct 22	Increased carer satisfaction Reduced number of complaints from carers	Training has been planned which will impact on staff understanding. Discussions need to take place to embed it into policy and practice.
2.2	<b>Support systems using an asset-based access community approach supported by social prescribing models to better support carers.</b>	The mobilisation of the Carer's Wellbeing Service will ensure that carer support aligns to the Adult Social Carer Framework. Carers support will use carer conversations records and coproduce carer plans.	Cares Wellbeing Practice Development Adult Social Care	Jul 22	Carer satisfaction improved Carer conversation record Improved carer wellbeing as a result of the service Reduced number of carer direct payments Reduced value of carer direct payments	This has been initiated through first meeting. Three months of support to be completed starting March 2022.

2.3	<b>Carer contingency plans will be made in advance.</b>	Carer support will ensure initial contact discusses carer emergency plans with the carer. Emergency plans promoted on YLD carer pages	Carers Wellbeing Young carers support Wellbeing and Social work	Sept 22	Increased number of carers with an emergency plan	Support promotes the plans but there is no assurance of completion at this stage.
2.4	<b>Carers will be heard and will be considered a protected characteristic when making decisions.</b>	Guidance around due diligence in policy writing will ensure consideration of carers. Carers will be considered when developing HR policies.	Carers Lead	Mar 23	Evidence of consideration around carers in decision making	This requires influence of the due regards statement and processes as well as democratic influence.
2.5	<b>Carers are explicitly recognised in job descriptions, staff supervision and multi-disciplinary team meetings to ensure that staff see carers as “everyone’s business”.</b>	Job descriptions will be considered to ensure the inclusion of carers	Carers Lead CSG CSOG	Mar 23	Carers present in job descriptions	Initial discussions taken place with HR.
		Social work / carers support supervision meetings can evidence a clear discussion around carers	Carers Wellbeing Social work	Mar 23	Evidence of discussions around carers in team / key meetings	Initial discussion taken place with HR
<b>INFORMATION AND ADVICE</b>						
3.1	<b>Carers are able to have conversations regarding statutory assessments linked to budgets and personalisation for long-term complex needs.</b>	Carers are given information about the support available to them when accessing the carers service, including assessments and personal budgets	Carers Wellbeing Service	Sept 22	Increased number of carers informed	Awaiting new contract commencement .This will be delivered on council and YLD Carers webpages
		Support will ensure initial contact discusses carer emergency plans.	Carers Wellbeing service Young carers	Mar 23	Increased number of carers with an emergency plan	Service promotes the plans but there

	<b>Carers will have access to high-quality information and advice at the right time.</b>	YLD pages and partners will promote the completion of an emergency plan.	Wellbeing and Social work			is no assurance of completion at this stage.
3.2		All partner organisations will ensure they have tailored information and advice for carers in their workforce, around their rights and what support they can access. Employers for carers information will be widely disseminated through carer structures	CSG CSOG Carers	Mar 23	Survey results demonstrate increased knowledge on rights	Adoption of the Employers for Carers will support in achieving this action. Initiation discussions / promotion taken place though needs to be widened.
3.3	<b>Universal information support and guidance relevant to locality.</b>	Your Life Doncaster will become the central hub for all information and advice which is carer related, developed by the CAG.	Carers Lead YLD Lead CAG Carers Services	Oct 22	Pages developed	Initial discussion with all stakeholders taken place.
		Carer information, groups and meetings enable feed in from local services to improve carer access to information and advice	Carers support	Oct 22	Increased number of carers reporting they are accessing local services for support	A rolling programme of information sharing will be implemented at contract go live.
3.4	<b>Carers who want to and are able to continue in their role have the right information about the condition of the person they are caring for, including medication.</b>	Carers support will ensure they continue to share up to date information and advice to adult carers. Including information and advice on the conditions of the person they are caring for, tailoring it to meet their needs.	Carers Wellbeing Service Young Carers service	Mar 23	Survey results demonstrated increased knowledge of rights	Part of specification. Requires monitoring through carer satisfaction.



3.5	<b>Carers are supported to get financial advice, including information about welfare and benefits.</b>	Carers support will encourage carers to access information around carer – specific financial support and benefits available	Carers Wellbeing service DWP	Mar 23	Increased number of carers accessing Carers Allowance when compared to those eligible	Initial conversations taken place with DWP
<b>RIGHTS</b>						
4.1	<b>Carers are empowered to make choices about their caring role and access the appropriate services and support for them, and the person they care for.</b>	Carer support facilitates and encourages carers of all ages to voice their opinions and make their own choices, including their ability and desire to care and in what ways; there are no assumptions.	CSG CSOG Carers Wellbeing Young carers support	Dec 22	Carer satisfaction increased	Implementation of the adult social care framework will support this through carers service
		Carers support will act as an advisory body supporting carers at an individual level to ensure their rights are championed	Carers Wellbeing service Wellbeing and Social work	Jun 22	Carer satisfaction increased	Carers services currently advise carers of their rights and support.
4.2	<b>Carers are informed of their rights and are confident in exercising their rights in health and social care settings. Services are open and transparent about the carer's rights.</b>	Hospitals advise carers of their rights around supporting someone in hospital, information sharing and discharge. They actively publish this information for carers.	DBTH RDASH	Aug 22	Carers satisfaction increased	Initial discussions taken place.
		GP practices promote the rights of carers, the benefits of registering as a carer with surgeries and the carer's rights to health checks and vaccinations.	NHS England PCN	Aug 22	Carers satisfaction increased	Initial work has started on the GP Resource pack, raising carer awareness and promoting

						carers within surgeries.
4.3	<b>Carers have their rights and those of the person they care for championed and protected</b>	CAG will seek to strategically influence services to ensure carer's rights are met.	CAG	Aug 22	Evidence of projects/ policy influenced through the CAG	As the group grows they will become more influential
4.4	<b>Carers are aware of the role of advocacy and local agencies.</b>	Carers support, health, social care, housing and education settings promote access to advocacy to enable carers to exercise their rights and have their voice heard	Carers support Health Social care Housing Education	Sept 22	Increased number of carers accessing advocacy support	For discussion at the CSG
4.5	<b>Young adult carers are supported in exercising their right to choose not to care.</b>	Young adult carers support will ensure that young adult carers know their rights and understand their right to choose not to care.	Young adult carers support	Sept 22	Young Adult carers report they understand their rights to choose not to care	YAC project work will pick this action up at assessment
4.6	<b>Carers are aware of their rights and their entitlement to an assessment of their needs in their own right</b>	Carer's rights are published through various media channels including social media, YLD carer pages and Carers support.	CAG Carers Wellbeing Young Carers Support	Nov 22	Carers satisfaction increased	Social media links require further promotion to improve success
<b>CONNECTION</b>						
5.1	<b>Carers are able to express their views, share their lived experience and have their voice heard through an independent route.</b>	Carers support brokers opportunities for all carers to get together and share experiences through meetings/ online sessions/ social media groups	Carers Wellbeing Service CAG Young Carers service	May 22	Number/ type of sessions	Part of offer should be ongoing
		Carers support will encourage community	Carers support	May 22	Increased number of carer networks	

	<b>Carers are socially connected and not isolated, they are actively encouraged to develop social circles and networks.</b>	carer groups to establish to form local carer networks				
5.2		The Carers Action Group will be actively promoted to recruit as many carers as possible	CAG	Aug 22	Increased number of CAG members	New service starts 1 <sup>st</sup> April
5.3	<b>Carers are able to meet their own cultural and spiritual needs</b>	Carers have the opportunity to access peer support, in groups, via social media or on a 1:1, matched on similar experiences and values. Carers support will work to deliver local carers peer support groups to enable to grow local community connections.	Carers Wellbeing Young carers support	Jul 22	Carers satisfaction increased	The Carers Wellbeing service was commissioned to deliver 1:1 peer support with clear safeguards. This will be start to be implemented from 1 <sup>st</sup> April 2022
5.4	<b>Carers are assessed in the context of a whole family and their local community.</b>	Carers support ensures that they work collaboratively with social work / practice development colleagues. Support ensures a conversation with the carers around the whole family and the community within which they are a part of. Support will encourage community links and networks.	Carers Wellbeing Social Work	Jul 22	Assessments demonstrate conversations includes discussion around networks and local community	Innovation site work will ensure those working with carers to assess their needs discuss networks and local communities

5.5	<b>Carers have the opportunity to access peer focussed support for connection and advice.</b>	Carers support will facilitate carers peer support through sessions for: <ul style="list-style-type: none"> <li>• Ethnic minority carers</li> <li>• Young adult carers</li> <li>• Carers of those with dementia</li> <li>• Carers of those with mental illness</li> </ul>	Carers Wellbeing Service Young Carers support Carers All Together Group	Dec 22	Number/ type of groups available	Some of these groups are established will ensure accessibility and satisfaction from carers.
<b>INDEPENDENCE AND WELLBEING</b>						
6.1	<b>Carers have access to training and support that will enable carers to feel confident about their caring role, with comprehensive free training packages.</b>	The current offer for carers is reviewed in partnership with the CAG and promoted through various channels, including on the YLD website and through carers support.	Workforce CAG Carers Wellbeing	Jul 22	Number of carers attending/ accessing training	There is some training in place, this will be reviewed.
6.2	<b>Carers have equality of access to replacement care for the person they care for, regardless of conditions.</b>	Carers Action Group will feed in to the short breaks work stream which is looking at access to replacement care.	CAG Carers Lead	Jul 22	Reporting from short breaks work stream	The short breaks work stream will be monitored through the CAG.
6.3	<b>Carers have improved access for aids and adaptations to reduce risks</b>	Information on YLD signposts carers to information on aids and adaptations. Discussions with young and adult carers consider the needs for aids and adaptations to support the carer	CAG Carers wellbeing Young carers support	Oct 22	Number of carers reporting their needs are met through aids and adaptations	

6.4	<b>Carers have access to high-quality services that are responsive and flexible, recognising and supporting carers in a personalised and integrated approach.</b>	Support will ensure a flexible approach to the support delivered to every individual carer. The practice and conversation records will ensure a discussion takes place which is person centred and focussed what is important to the carer.	Young carers support Carers support	Jul 22		
6.5	<b>Carers have access to support which empowers them to have a creative approach to meeting their care needs with a focus on the carer</b>	Carers support will work with individuals to identify creative solutions which focus on the carer.	Carers Lead Carers wellbeing Young carers	Oct 22	Increased satisfaction Increased number of carers reporting their needs are met	This has been specified though it requires confirming through carer experience.
6.6	<b>Carers have access to activities with one-to-one and group support in their communities.</b>	Carers support aligns to the adult social care framework aspirations	Carers Lead	Mar 23	Carers satisfaction increased	Ongoing – will need regular checks
6.7	<b>Carers have access to health checks and preventative health support more readily</b>	Through the GP resource pack carer will have access to health checks and preventative support.	NHS England	Apr 23	Increased number of carers having health checks/ preventative support in GPs	Work underway to support

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