



Doncaster Council

29th November, 2018

To the Chair and Members of the Health and Adult Social Care Overview and Scrutiny Panel

All Age Carers' Charter

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Rachel Blake Councillor Nuala Fennelly	All	Yes

EXECUTIVE SUMMARY

1. This report follows approval granted to develop Doncaster All Age Carers' Charter to enable Team Doncaster to publicly show and reaffirm their commitment to carers.
2. Who is a carer? A carer helps another person who could not manage without them. It is not a paid job or a volunteering role but something that you do because you care about the health and wellbeing of the person you support. A carer is usually a relative, friend or neighbour and they can be any age. Carers are the largest source of care and support nationally, without carers Health and Social Care Systems would be overwhelmed due to demand for services that could not be met.
3. In Doncaster there are around 33,000 carers of all ages making a vital contribution to individuals and families within our communities across the Borough (Appendix 1). Nationally carers provide £132 billion of health and social care support annually, equating to the cost of NHS budget for the same period. It is estimated there are 732 young people aged up to 24 years offering care and support in Doncaster (Appendix 1). Young carers will not be automatically expected to provide care if they choose not to do so, if they do they will be supported appropriately to prevent any negative impact on their life chances.

4. In 2015-16 Doncaster Council, in partnership, created a vision “carers of all ages” as Doncaster recognised the vital contribution they make, and wanted to ensure that carers have a strong voice that influences improvement, are respected as partners in care and are able to tap into support they need, when they need it and in a way they choose.
5. On the 20th September 2017, The Health and Adult Social Care Overview and Scrutiny Panel resolved that the current work on the Carers Strategy be noted and support be given, to increasing the focus and challenge to partnerships to effectively progress this work for Doncaster. In addition, Doncaster’s Place Plan 2016-2021 principles states that; Doncaster Commissioners, providers, patients, carers and partners will contribute to shaping the future of Doncaster Services together alongside Doncaster’s Carers’ Strategy 2015-2020.
6. The Charter has been developed using information gathered from carers through consultation held on Carers’ Rights Day last November and throughout the duration of that week. The initial and continued consultation was facilitated by the members of the Carers’ Strategic Oversight Group through their respective carer groups. Wider consultation was facilitated by sessions with adult carers and young carers to co-design how the Charter should look and feel (Appendix 2).
7. The Young Carers’ Council were consulted at regular intervals to gain their views over a period of time. During group activities they initially worked around theme areas using an appropriate approach for young carers. There were four key headings; Information and Support, Health and Inclusion, Social Opportunities, Me Time and Planning and Support for your Own Future. This followed with an activity using the drawn outline of a person called ‘Gary’ for the purpose of the session that represented a young carer. The young carers then identified the negative impact of their caring role by writing directly onto various parts of ‘Gary’s’ body. During Carers’ Week young carers also created a collage to depict what a young carer looks like, emphasising through this exercise that they look like any other young person.
8. Similarly, adult carers in Doncaster were consulted during Carers’ Rights Day 2017, and throughout that week, with further engagement taking place throughout Carers’ Week. This culminated with an adult carers’ co-design event, where carers who had completed and returned the Survey of Adult Carers England were invited. Accessing this particular cohort of carers provided an opportunity to engage with an untapped carer cohort as well as meeting carers who kindly responded to the survey.
9. All those carers who wished to have further involvement were contacted, and those who responded were invited to co-design the Carers’ Charter. The approach was based on information gathered from carers of all ages from previous engagements. Carers came up with an eye catching design, purposely using icons and photos rather than the overuse of words. This approach brought about challenges for the carers involved, as having a one page design that appealed to carers of all ages proved difficult. The Carers’ Strategic Oversight Group, which includes Children and Adults Portfolio Holders Councillors Nuala

Fennelly and Rachael Blake have been regularly updated on all aspects of the development.

10. The collaboration with young and adult carers work resulted in two versions of the Charter being designed through the Council's Communications team, using the underpinning concepts gathered from young and adult carers. The colour scheme was chosen to link in with the Your Life Doncaster branding. The two versions were described as Option 1 and Option 2, for the purpose of simplifying feedback. These were sent out to members of the Carers' Strategic Oversight Group which represents carers of all ages, to ascertain which version was preferred within their respective organisations, groups or forums.
11. The carers who were involved and those seeing the Charter for the first time were contacted to showcase the designs and to request their feedback on their preferred option. The favoured option, based on feedback, is option 2 which has a more traditional Charter look and feel. The purpose of the chosen option is to reinforce the commitment to carers across all ages, using this as a vehicle to promote the content to our workforce and that of the partnership across Doncaster to further embed the carer offer. This will include the Young Carers' Council, to enable them to also reiterate this with young carers. The Carers' Charter precedes a campaign to help identify carers, using the same design concept to encourage people to recognise themselves as carers and where they can seek support.
12. The launch of the All Age Carers' Charter took place on the 16th October 2018; the same day it was agreed at Cabinet. There is a corporate communication plan in place to support the accessibility, promotion and the carer's commitment which underpins the Charter. The Charter will also be promoted significantly on Carers' Rights Day; this year's theme is Caring for Your Future, which is scheduled for the 30th November 2018.
13. Adherence to the general duty placed on Public Authorities contained in the Equality Act 2010 will be applied throughout, and Equality Diversity Inclusion will be a key principle within the Carers' Charter.

EXEMPT REPORT

14. There are no areas of exemption applicable to this report.

RECOMMENDATIONS

15. That the Scrutiny panel give consideration to and endorse The All Age Carers' Charter and commitment.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

16. The Carers' Charter will show the commitment to carers across Doncaster. The subsequent campaign will increase carer awareness, resulting in an expected increase in numbers of carers self-identifying, and through a carer workforce. Supporting the wider workforce and communities to help combat the identification

challenge many authorities face. The Carers' Charter will reinforce Doncaster's carer commitment. Where carers are identified, there are opportunities to strengthen the carer offer upstream within their communities, which are asset based, aiding to prevent, reduce or delay care and support. This will reduce the impact of caring roles, leading to increased sustainability, reducing potential carer crisis and enabling carers to have opportunities to succeed in their learning and personal development. This will also provide a platform to celebrate carers in Doncaster, helping to reduce stigma and isolation which can be linked to caring roles. The Charter, through its profile and partnership commitment, will bolster the further fusion of carer support across the Borough.

BACKGROUND

17. In Doncaster there are 33,000 carers (all ages) as reported in Doncaster's Carers Strategy (census 2011), in reality we know of approximately 4,000. Following on from the partnership commitment in 2015 to the Carers' Strategy, developments are still necessary to ensure appropriate support is available to carers throughout systems and communities. To this end, the proposal will reaffirm our commitment to carers. This is key to those who are caring and our wider community, as one in three people will become carers if they are not already. The Charter will provide a vehicle to demonstrate carers are a priority and we are driving continual opportunities and improvements through partnership across the borough (Appendix 1).

18. Nationally the Government sets out what is expected in relation to carers through; Recognised Valued and Supported, The Children Act (2004), The Children and Families Act (2014), The Care Act (2014), The NHS Five Year Forward View 2015- 2020 and The Equality Act 2010.

OPTIONS CONSIDERED

19. Option 1 – To agree the co-produced All Age Carers' Charter and endorse this and the commitment underpinning it – this will reaffirm Team Doncaster's public commitment and approach to the Doncaster's Carers Strategy (Caring for the Future 2015-2020). The expectation is that the co-produced Carers' Charter will be a vehicle, followed with a campaign to reach carers in terms self-identification to collectively deliver the right support at the right time. This will help reduce stigma pertaining to "caring" roles and raise carer awareness.

20. Option 2- Do nothing. Good progress has been made over the last 18 months on delivery of the Carers' Strategy; however commitment through partnership and within communities has been varied. Carers and carer support remains largely hidden and as a result can be difficult to engage with in order to identify and drive more meaningful support developments. To do nothing, would mean we continue to work with the usual partners and community members, therefore missing a huge opportunity to widen involvement and potential to bring about improvements for carers.

REASONS FOR RECOMMENDED OPTION 1

21. The All Age Carers' Charter will reaffirm Team Doncaster's public commitment to carers. The Charter's ethos becoming embedded in approach, practice and delivery has already begun through its journey thus far. This will continue to grow by the Charter traveling through and being presented to members of the respective boards as part of this process, and as such be highlighted in their corresponding areas.
22. The Charter has been embraced by the Carers' Strategic Oversight Group, which hosts a wide ranging partnership who will help drive it. The Charter itself has a supporting communication plan to maximise the message to all stakeholders across Doncaster. Included in this is a carer campaign to follow the Charter. Working together in partnership using an all age approach provides the best support for all carers.
23. Through this commitment, the carers' action plan and the respective work streams will continually drive this forward, helping to also measure effectiveness. The Charter and commitment underpinning it is vital to assisting carers to get the support they need at the right time to lead and live their lives.
24. Further understanding of Doncaster's carer profile will be available and greater intelligence will be available as a result, backed up by evidence and interventions through the partnership. This enriched data and intelligence will support future service development whilst helping to shape and build more resilient communities.
25. The Carers' Charter will support Team Doncaster to realise their ambition in improving the lives of our local residents. The Charter is also in the spirit of Doncaster Growing Together, specifically within the Doncaster caring element supporting our most vulnerable residents, whether children, adults, disabled people, families or older people.

IMPACT ON THE COUNCIL'S KEY OUTCOMES

26.

Outcomes	Implications
<p>Doncaster Working: 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"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>This commitment will raise awareness and improve opportunities for carers therefore reducing the amount of individuals and families facing the financial, health and social disadvantages of being outside the labour market. This also has the potential to help employers realise benefits to their organisation/s including retention of skills and experience, increased employee resilience in terms of health, productivity and engagement, and</p>

	<p>better results through improved performance. The local economy benefits from improved or sustained output at lower cost and a reduced benefits bill.</p>
<p>Doncaster Living: 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"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and vibrant communities through physical activity and sport • Everyone takes responsibility for keeping Doncaster clean • Building on our cultural, artistic and sporting heritage 	<p>Carers' networks and links in the community are vital. Carers and the cared for in regards to the right support at the right time to enable healthy, active and independent lives that are part of the community. This will aid sustainability and helps build carer and community resilience.</p>
<p>Doncaster Learning: our vision is for learning that prepares all children, young people and adults for a life which is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster schools that are good or better • Learning in Doncaster prepares young people for the world of work 	<p>The Carers' Charter and other community levers will secure wider identification opportunities to find young carers to reduce the impact of caring roles, to help improve educational opportunities for those who are not achieving their educational potential due to their caring role, and improve overall life chances and opportunities.</p>
<p>Doncaster Caring: our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	<p>Families receive help at the right time through a joined up approach and service delivery. Through initiatives such Carers' Charter and Stronger Families delivery, this creates opportunities for families to receive help at the right time by joining up services. This provides a significant area of opportunity to become a flagship authority for innovation in identification and support of carers, whether young, working age or older. The reportable outcomes could be</p>

	<p>improved in relation to children who have not been attending school on a regular basis due to the impact of their caring role. And adults being out of work or at risk of financial exclusion, or young people at risk of worklessness, if due to caring responsibilities.</p> <p>This Charter will seek to stimulate creative ways to ensure people have choice and control over their lives in their caring role, to enable sustainability ensuring people are able to live well in their own homes and communities for as long as possible.</p> <p>The Charter will raise awareness of underrepresented carer cohorts such as carers of people with mental health conditions, those with substance misuse issues and LGBT groups.</p>
<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	<p>The ethos of the Carers' Charter will result in the workforce internally and externally across Doncaster becoming more efficient in its understanding, interface and intervention with carers. This will bring further accessibility and effective use of resources including fusion of community assets within the carer offer to maximise impact.</p>

RISKS AND ASSUMPTIONS

27. If no agreement is secured we would continue to work with existing partners, potentially slowing progress and traction, resulting in missed opportunities to bring about improvements for carers. Not going ahead with this proposal could result in Doncaster's Carer Commitment being unclear impacting on the Carers' Offer and its reach, therefore impacting on legislative compliance.

Carers could remain hidden, impacting on early intervention to improve or maintain their health and wellbeing. Therefore there is a likelihood of caring roles becoming unsustainable, increasing need for statutory services.

Not producing the Charter could impact on our wider transformational journey.

LEGAL IMPLICATIONS [OFFICER INITIALS SRF DATE 6/9/18]

28. There are no specific legal implications arising out of this report.

FINANCIAL IMPLICATIONS [Officer Initials Date 10/09/18]

29. There is a budget of £20,000 for 18/19 identified for carer's publications and materials. Any costs incurred in developing and publicising the Carers Charter should be met from this.

30. It is likely that a successful All Age Carers Charter that further promotes the Carers strategy will result in increased Carer-related support costs to the Council. Although the work carers do reduces the burden and cost to council-provided services this is likely to see a corresponding increase in carer-related costs and these will need to be identified and funded.

HUMAN RESOURCES IMPLICATIONS [Officer Initials BT Date 06/09/18]

31. There are no obvious HR implications within this Overview and Scrutiny report albeit endorsing the principles of this Charter will underpin the 'in house' Doncaster Caring Vision within the provision through the current DMBC staffing for our vulnerable adults across the borough

TECHNOLOGY IMPLICATIONS [Officer Initials PW Date 23/8/18]

32. There are no anticipated technology requirements. Any requirements for new, enhanced or replacement technology to support the implementation of the All Age Carers' Charter would need to be considered by the Technology Governance Board (TGB).

HEALTH IMPLICATIONS [Officer Initials LR Date 24.8.18]

33. The health benefits for all ages are clearly referenced within this report and there is **CLEAR** evidence that consultation has taken place with all ages through the life course, taking account of differing geographical areas and communities of interest. In particular the needs of young carers have been recognised and wider impacts on education and the workforce have been considered. The positive and negative implications are reinforced throughout the report and the wider health and wellbeing of the population is considered in respect of the impact on workplace, health and social care services, communities and the whole family as well as the needs of carers themselves. The Carers Charter is vital in the steps to ensure health inequalities are addressed and the impact on health and social care costs is well documented.

EQUALITY IMPLICATIONS [Officer Initials AW Date 20 08 18]

34. The Charter has the potential to support compliance with The Equality Act 2010 in **PROTECTING** carers against direct or indirect discrimination or harassment due to caring responsibilities. This also protects employees as the act states carers must not be treated less favourably than someone else because they are caring for an elderly or disabled person. This brings the opportunity for consistent approach to raise standards in supporting working carers as 1 in 9 employees are juggling caring with employment. Internal measures and monitoring is required to ensure Equality Act 2010 compliance is being met across the workforce through training and awareness raising generally, but particularly for those with managerial responsibilities.

CONSULTATION

35. Carers' Charter consultations found; young carers identified having more time for "me" to improve inclusion and being able to meaningfully engage with education and therefore being able to plan for their own future as their priorities. Adult carers consulted defined 'having control over my life' as their top priority. There are a number of shared ambitions captured across carers of all ages which are; good wellbeing for themselves, being valued, and their carer voice is heard and they are respected for the role they hold. Adult and young carers in Doncaster were consulted with, commencing from Carers' Rights Day 2017 through to co-design. The remit was based on information gathered from carers of all ages throughout timeline activities. Carers co-designed the Charter and came up with an eye catching design, purposely using icons and photos rather than overuse of words. The remit offered challenges for the carers involved in terms of the Charter being a Charter for all ages on one page design requiring a wide appeal.

BACKGROUND PAPERS

<https://carers.org/article/children-and-families-act-2014-england>

<https://carers.org/article/children-and-families-act-2014-england>

<http://www.legislation.gov.uk/ukpga/2014/23/section/1/enacted>

<https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/care-and-support-reform/implementation/general-duties/preventing-reducing-delaying-needs>

<http://www.equalityadvisoryservice.com/ci/fattach/get/585/1354033248/redirect/1/file/name/carers.pdf>

<https://www.carersuk.org/for-professionals/employers-for-carers>

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