

# Croydon Council

For General Release

<b>REPORT TO:</b>	<b>HEALTH &amp; WELLBEING BOARD (CROYDON)</b> <b>23 October 2013</b>
<b>AGENDA ITEM:</b>	<b>12</b>
<b>SUBJECT:</b>	<b>CROYDON CARERS STRATEGY 2011-2016 – Carers Strategy Implementation: General Update and progress of the Carers’ Hub</b>
<b>BOARD SPONSORS:</b>	<b>HANNAH MILLER, EXECUTIVE DIRECTOR FOR ADULT SERVICES, HEALTH AND HOUSING ( DASHH)</b> <b>PAUL GREENHALGH, EXECUTIVE DIRECTOR FOR CHILDREN, FAMILIES AND LEARNING (CFL)</b>

## **CORPORATE PRIORITY/POLICY CONTEXT:**

The Croydon carers strategy of 2011-16 (see appendix 1 to this report on the Council website <http://intranet.croydon.net/dash/Carers/carers.asp>) contributes to Croydon Council’s vision of:

### **An Enterprising City**

- Encourage carers to get involved with setting up social enterprises such as support and caring organisations
- Work together with private, voluntary and community sectors to drive new schemes forward and ensure carers are included and their opportunities are maximized for the benefit of the community

### **A Learning City**

- Give children the best possible start in life through early intervention
- Provide the help and support needed so young children, especially those who are vulnerable, are supported to maintain or improve their wellbeing, including physical, social and emotional development
- Learning throughout life – infusing a culture of life long learning for all

### **A Caring City**

- Different neighbourhoods with a distinct identity and responsive mix of services and facilities that meet local needs
- Support carers to lead independent, healthy, productive lives, active and social lives
- Encourage high levels of community involvement and enable carers to become involved
- Empower and motivate carers to get involved in shaping what happens locally and manage their local public spaces and community facilities
- Give everyone including carers the opportunities to influence local decision-making
- Give vulnerable people support and opportunities to develop and contribute to society

## **FINANCIAL IMPACT**

- The Carers Strategy 2011-16 and related budget will help avert a false economy. Carers are the backbone of the health and social care system and they need to be supported if they are to continue caring. Currently they save the Council and local health services £541 million a year.
- The related budgets, set out in section 5 of this report, show that sufficient funds exist to cover anticipated costs.

## **1. RECOMMENDATIONS**

- 1.1. That the Health and Wellbeing Board notes the progress made on the implementation of the new Croydon Carers Strategy 2011 -16: The next steps for carers in Croydon The Croydon Carers Strategy 2011-16 can be viewed by following the link to strategy <http://intranet.croydon.net/dash/Carers/carers.asp>

## **2. EXECUTIVE SUMMARY**

- 2.1. The Carers Strategy of 2011-2016 (the strategy) updates the previous strategy of 2008 -11 and is aligned with the Coalition Government's 2011 refresh of the National Carers Strategy, '*Recognised, valued and supported: next steps for the Carers Strategy*'. The Government's refresh recognises the value of preventative services which save the Council/health services from increased expenditure in the long term on the person cared for and the carer. Preventative services which save statutory services from further expenditure are especially important in the current financial climate.
- 2.2. The strategy has been the subject of consultation with all known stakeholders and their responses have been incorporated into it.
- 2.3. The strategy, amongst other things, is being used to implement commissioning plans for carers' services, including the development of the Carers' Hub, which are preventative, personalized, cost effective and targeted to meet the carers' needs directly as opposed to funds being locked within providers' costs.

## **3. DEVELOPMENT OF THE CARERS STRATEGY**

- 3.1. Local needs analysis together with local and national feedback in relation to carers' issues show that carers continue to have the same needs as highlighted in the previous strategy of 2008-11. They continue to have needs under the following headings listed in the new Carers' Strategy 2011-16: carers' assessments; breaks and emergency respite; advice, information and advocacy; health, wellbeing and support; recognition and involvement and support to young carers. The strategy sets out recommendations under these headings, which seek to minimise the impact of caring.
- 3.2. A joint report by the Princess Royal Trust for Carers and ADASS (directors of adult social care) called, '*Supporting carers – early Interventions and better outcomes, May 2010*', highlighted that those who have no carer are more likely to be admitted to care homes. Carer-related reasons for admission to nursing

or residential care are common, with carer stress the reason for admission in 38% of cases and family breakdown (including loss of the carer) the reason in a further 8%. A number of support, housing, financial and employment factors can contribute to the practical and emotional viability of caring roles and lower rates of admission to care homes - which can be highly expensive and costly.

- 3.3. The strategy has been developed jointly by DASHH, CFL and the former South West London NHS Croydon and takes account of all relevant client groups. It has been circulated for consultation to a wide range of stakeholders including carers and carers' organisations within the Carers Partnership Group, South London and Maudsley NHS Foundation Trust and commissioners. Comments received have been incorporated into the strategy.

#### **4. IMPLEMENTATION OF THE CARERS STRATEGY**

- 4.1 Implementation of the new strategy, which received Cabinet approval on the 10 of October 2011, is ongoing. Key actions, towards implementation taken so far, are highlighted in the paragraphs below.

- 4.2. A range of preventative and early intervention carers' services have been commissioned from 1<sup>st</sup> July 2012 as part of the Carers Support Network Commissioning Programme 2012-15, using the hub and spoke service delivery model. Essentially, a partnership venture between the Council, voluntary sector and the Whitgift Foundation, this will see the carers' hub (See paragraph 4.4) delivering information and general carers services from a central point, with the spokes leading to, and linking in, with other specialist carers services. All approved providers are now part of this new model called Carers' Support Network, Croydon. Good progress has been made in terms of developing a one service approach such as a logo/brand for the Carers' Support Network and the development of the carers register. This will then be supported by the 'How To..A guide for carers' which is now near complete.

- 4.3. The new Carers' Support Network provision has put in place early intervention and preventative services such as access to information, advice, advocacy, and support ( support groups, peer networks, counseling - either 121 or by telephone, training), befriending and break services. Training sessions for carers continue to be popular with carers with on average 9 sessions organized per quarter. Future sessions will be held at the Carers' Support Centre (see paragraph 4.4). Training topics include first aid for carers of a child with special need or disability, caring for an adult with a substance misuse /addiction, speaking up on someone's behalf, caring for people with Alzheimer's and Dementia and understanding and acknowledging carer stress. The online carers awareness programme commissioned by the Council for professionals has been opened out to public health staff, voluntary sector staff as well as volunteers

- 4.4. A building to house the Carers' Support Centee (the carers hub) has now been acquired by the Council and leased to the Whitgift Foundation. The aim of the carers' hub is to provide not only a place for carers but for them to be able to access all the services they need under one roof. It is located on 24/26 George Street in Central Croydon, which has excellent transport links. The formalities relating to leasing this building are now complete. The building, which will be

called Carers' Support Centre has a single contact service for carers services and recruitment for this is now successfully completed. The building, in total, has 13 offices and spreads over three floors. The ground floor is opened up as a reception, meeting space for carers and confidential meeting rooms. There is a training room which can facilitate up to 30 people. Negotiations are now complete between the Whitgift Foundation and other providers including Carers' Support Network providers to rent offices at the Carers' Support Centre. Council's newly funded Healthwatch, too, will be renting office space there. The building has been refurbished according to specification and is now ready for service delivery. Interested organisations are now in the process of moving into the offices.

- 4.5. Providers within the Carers' Support Network, and outside, are making referrals of new carers, subject to consent, to the new carers register. The register will be managed via the Carers' Support Centre where carers receive free regular *Carers News*, bulletins and other useful information including invitations to carers events. In total, there are 3,497 carers on the register. These numbers change periodically as a result of changes in the caring role. The carers register closely correlates with the Croydon's census data. Through the carers register, we are able to be more efficient in terms of disseminating carers information to all known carers. Future plans include monitoring referrals received from statutory services in order to see how we can further integrate services and improve referral rates.
- 4.6. Good Safeguarding practice continues to feature strongly in the development of new carers services and will continue to influence service delivery including at the new Carers' Support Centre. For example, the Council's safeguarding team is part of the Carers' Partnership Group (CPG) which is made up of service providers, voluntary sector agencies and statutory bodies and ensures that there is continuous awareness-raising on good safeguarding policy, practice and availability for training. In the September 2013 CPG meeting, the topic of discussion was an update on the latest safeguarding and related issues such as the statutory Adults Safeguarding Board.
- 4.7. The Children Families and Learning Department (CFL) continues to hold the young carers' working group made up of officers from School Improvement, Integrated Youth Support Service, Children in Need, Children with Disabilities and the Strategic Carers Commissioner. The working group plans to adopt the *ADASS/ADCS' ( Association of directors of adult services and children's services) model of working together local memorandum of understanding* between statutory directors of Children's (CFL) and Adult Services (DASHH) has now been agreed. The memorandum of understanding relates to coordinated and collaborative working approaches to supporting young carers and their families and paves the way for the new provisions of the Care and Support Bill 2012. This way of working will also be encouraged at the new Carers' Support Centre, where the Young Carers' Project is now officially resident. As part of this development, a number of information and awareness sessions about young carers will be rolled out within DASHH. To date, two sessions with adult services teams have already been delivered. Young carers over the age of 16 continue to see the benefits through increased provision in training for carers. They are also able to access counselling services, which together with other services, makes the transition easier from being young carers to becoming adult carers.

- 4.8. CFL has integrated the Young Carers' Services, which are commissioned, into the wider youth offer in Croydon. The Young Carers' service manager has now a base at the Turnaround Centre once a week, which is helping to raise awareness of young carers' issues. Currently, the Young Carers' Service has approximately 450 young carers and continues to work with families with complex needs. A programme of young carers' awareness raising sessions continues to be running throughout CFL and more are being planned for DASHH.
- 4.9. In addition to the workshop organised in October 2012 to consider further the white paper, published on 11 July 2012, 'Caring for our future: reforming care and support', another workshop is being planned to consider the implications of the Care and Support Bill 2012. Broadly, the Bill proposes to extend the rights of carers and introduce national eligibility criteria. The workshop will continue to inform further the development of carers services. DASHH, through care management practice, organized a separate workshop to review the carers' assessment process and how it could better fit in with new systems, requirements, processes and carer feedback. The review took into account the new provisions in the Care and Support Bill and the Carers' Support Network services. In addition, DASHH participated in the National Carers' Survey for 2012/13 and results, amongst other things, show that almost 67% of those surveyed found it easy to access information and advice.
- 4.10. DASHH's Reablement Board's investment to carers services resulted in supporting 44 carers in 2012/13 producing good health and wellbeing outcomes for them. A new bid for reablement monies for the financial year 2013-14 has been successful and the project is now underway. Services, as with all other carers' services, will be accessible via the single contact service at the Carers' Support Centre.
- 4.11. The Carers' Strategy has ensured joined-up working in other new areas of development such as Croydon Dementia Strategy and is influencing the re-commissioning of preventative and early intervention services in DASHH, which too, will use the hub and spoke service delivery approach to the provision of general advice and support services. The aim of the commissioning of preventative services is partly to develop a market for offering value for money respite services, particularly to older people with care and support needs.
- 4.12. The CPG meets four times a year and may hold future meetings at the Carers Support Centre. In the current financial year (April 2013 to March 2014), the CPG continues to review its membership in the wake of legislative changes in health and social care. As a first step, the CPG is now linked up with the Croydon's new Adult Social Service User Panel. The CPG continues to ensure carers' issues are being highlighted in a variety of topics such as welfare benefits changes, safeguarding, housing allocations/homelessness policy, self directed support, reablement and with the Health and Wellbeing Board and Healthwatch. To date, the CPG had an input into the development of new strategies such as Croydon's Dementia Strategy and Housing Strategy. During Carers Week in June 2013, Croydon had a new theme '*Carers' Week Goes Local*' with the aim of increasing carer access and awareness to services. Under this theme, twelve events across the borough were successfully held and over 600 carers and users participated. The wide range of events held

included relaxation and reflexology, henna painting, self-portrait by young carers, picnic in the park, exercise sessions and an afternoon high tea and dance.

## 5. CONSULTATION

5.1 The process of updating the strategy and hence the strategy's action plan began in December 2010. This has been through engagement with relevant stakeholders listed below and whose views largely shaped the strategy. Engagement was by organising and attending relevant consultation meetings as well as receiving feedback from carers directly and indirectly from service providers:

- The Carers Partnership Group
- Carers
- Care management team – health and social care
- Commissioners – health and social care
- Equalities Minority Communities Advisory Group (EQUA Group)
- Departmental Management Teams
- Corporate Management Team
- GP Consortia
- Service providers from voluntary sector and statutory sector

## 6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

### 6.1 Revenue and Capital consequences of report recommendations

	Current year	Medium Term Financial Strategy – 3 year forecast		
	2011/12	2012/13	2013/14	2014/15
	£	£	£	£
<b>Revenue Budget available</b>	585,000	523,000	523,000 <sup>1</sup>	523,000 <sup>2</sup>
Expenditure	585,000	523,000	523,000*	523,000
<b>Effect of decision from report</b>	0	0	0	0
<b>Remaining budget</b>	0	0	0	0

- <sup>1</sup>This assumes no further reductions and no inflationary growth
- <sup>2</sup>This assumes no further reductions and no inflationary growth

**Please note the following:**

- 6.1.a.** The above budgets are based on 2011/12 expenditure.
- 6.1.b.** the budget for preventative services is currently £585,000
- 6.1.c.** the 10% reduction for 2012/13 is the agreed sum for recommissioning services in advance of final budget agreements by Cabinet.

### 6.2. The effect of the decision

Implementation of the strategy will enable the council to meet its duty to assist carers to carry on caring and to prevent them from ill health and hence dependency on statutory services, will and commit expenditure of £523,000 in each of 2012/13, 2013/14 and 2014/15.

### **6.3. Risks**

This is a demand-led service and officers will ensure adherence to criteria for eligibility of services and will monitor expenditure on a monthly basis. The service commissioned through this strategy will seek to contain the growth in demand in particular by changing the way the funding is committed.

### **6.4. Options**

Funding is through the existing budgets. There are no alternative funding streams available. No other options are therefore under consideration.

### **6.5. Future savings/efficiencies**

Savings and efficiencies have already been achieved in 2010/11. Further savings of 10% have been agreed.

(Approved by: Paul Heynes, Head of Finance, DASH on behalf of the Director of Finance)

## **7. LEGAL CONSIDERATIONS**

- 7.1. The Council Solicitor comments that as referred to above, there are a number of statutory duties in relation to carers which this strategy will support delivery of. These include:-
- 7.2. The Carers (Recognition and Services) Act 1995 - under the Act carers providing regular and substantial care have the right to request an assessment of their needs as carers and that assessment has to be taken into account when planning services for the person in need of care.
- 7.3. The Carers and Disabled Children Act 2000 – this Act reinforces carers' rights to request an assessment of their own needs, and be provided directly with services, including where the cared for has refused a community care assessment or services as a result of an assessment.
- 7.4. Community Care (Delayed Discharges) Act 2003 (England) – this gives a carer who requests an assessment, a right to be assessed and have any necessary services provided, before the patient leaves hospital.
- 7.5. The Carers (Equal Opportunities Act) 2004 – places a duty on local authorities to inform carers of their right to a carers assessment, which must take account of whether the carer works, is in education, training or is involved in any leisure activity or would like the opportunity to be. Under the Act, local authorities also have the power to request assistance from other statutory bodies in planning services for carers.

- 7.6. The Mental Health Act 1983 (as amended by the Mental Health Act 1997) gives carers (if they are the nearest relative) of people with a mental health problem the right to ask for an assessment of the person they are caring for.
- 7.7. In respect of the Council's public sector equalities duty and when considering the proposals in this report, Cabinet must have 'due regard' to the protected characteristics and the specific needs of those within these groups that may arise. Insofar as this decision may affect numbers of people, many of whom have one or more of the protected characteristics, the 'due regard' necessary is very high. Where this report and the EqIA identify an adverse impact, consideration must be given to measures to avoid that impact before fixing on a particular solution.

(Approved by: Gabriel MacGregor, Head of Corporate Law on behalf of the Council Solicitor and Monitoring Officer)

## **8. HUMAN RESOURCES IMPACT**

There are no immediate human resources considerations that arise from this strategy or its implementation for Croydon Council staff.

(Approved by: Michael Pichamuthu, HR Business Partner DASHH on behalf the Director of Workforce, Equalities and Community Resources)

## **9. EQUALITIES IMPACT**

An equalities impact assessment has been completed as part of the development of the strategy and hence action plan. Carers are protected under the Equality Act 2010 by association to the people they care for and carers themselves can be sick, disabled or frail. Officers are satisfied that the implementation of the strategy supported by a reasonable level of budget, will not have any adverse impacts on protected groups under 2010 Act. Officers are also satisfied that the carers strategy 2011-16 and related actions identified in the EIA, if supported by a reasonable level of budget, will have a positive impact on carers and the people they care for.

## **10. ENVIRONMENTAL IMPACT**

As part of the planned re-commissioning process which will be based on the strategy, all potential providers will be asked to send in a copy of their environmental policy. This will be assessed as part of the evaluation process of all bids.

(Approved by Muhammad Ali, on behalf of Bob Fiddik, Head of Sustainable Development Service)



## **11. CRIME AND DISORDER REDUCTION IMPACT**

There are no crime and disorder reduction impacts arising from the 2011-2012 strategy.

## **12. HUMAN RIGHTS IMPACT**

- 12.1. Adoption of the strategy will support the Council in its delivery of the Convention Rights and particularly, insofar as the Strategy will help ensure the needs of carers and the cared for are met in their own homes and environments, Article 8 – the right to respect for private and family life.

---

**CONTACT OFFICERS:** Steve Peddie, Head of Commissioning, Older People, Long Term Conditions and End of Life Care, extension 62869/Harsha Ganatra, Carers Commissioning Manager, extension 62470

### **Appendix 1 – the Carers Strategy 2011-2016**

<http://intranet.croydon.net/dash/Carers/carers.asp>)