

# LONDON BOROUGH OF CROYDON

<b>REPORT:</b>	<b>CABINET</b>	
<b>DATE OF DECISION</b>	<b>24 July 2024</b>	
<b>REPORT TITLE:</b>	<b>Croydon Carers Strategy 2024 - 2029</b>	
<b>CORPORATE DIRECTOR / DIRECTOR:</b>	<p style="text-align: right;"><b>Annette McPartland</b> Corporate Director Adult Social Care &amp; Health</p> <p style="text-align: right;"><b>Debbie Jones</b> Corporate Director Children, Young People &amp; Education</p> <p style="text-align: right;"><b>Bianca Byrne</b> Director of Commissioning, Policy &amp; Improvement</p> <p style="text-align: right;"><b>Kerry Crichlow</b> Director Quality, Commissioning &amp; Performance (Deputy DCS)</p>	
<b>LEAD OFFICER:</b>	<p style="text-align: right;"><b>Claire Fletcher</b> Strategic Commissioning Manager Older People and Carers</p> <p style="text-align: right;"><b>Shelley Prince</b> Head of Commissioning &amp; Procurement CYP&amp;E</p>	
<b>KEY DECISION?</b>	<b>Yes</b>	<p style="text-align: right;">0324HASC</p> <p style="text-align: right;"><b>Reason:</b> Community Impact Criteria – the strategy will impact on residents living across the borough</p>
<b>CONTAINS EXEMPT INFORMATION?</b>	<b>NO</b>	Public
<b>WARDS AFFECTED:</b>	<b>All</b>	

## **1. SUMMARY OF REPORT**

- 1.1** In 2023 the council convened a Carers Strategy steering group, in conjunction with local partners and carers, to deliver a refresh of the 2018 – 2022 Croydon Carers Strategy.
- 1.2** The Croydon Carers Strategy has been developed as a system wide all age approach to how we support carers. It will direct resources to provide the best impact on the health, wellbeing and resilience of carers within the borough.
- 1.3** The plan sets out a borough wide direction of travel, focussed on a ‘no wrong door’ approach to ensure local services are inclusive and supportive of cultural, gender and age considerations of the caring role.
- 1.4** The Carers Strategy will provide clarity to our carers, residents, workforce, providers and partners, on the core offer for carers and services provided by statutory and non-statutory partners in the borough.
- 1.5** As part of the work of the steering group, six key themes were identified as the focus to support carers:
  - Young carers
  - Carer identification & impact
  - Carer experience
  - Carer wellbeing
  - Joining up Health and Social Care (services and pathways)
  - Carers’ role & rights
- 1.6** These themes have been tested in focus groups with carers and a ‘Our plan is to’ created for each theme.
- 1.7** The primary objective of the strategy is to enable strategic and operational improvement and transformation within the available budget and to meet legislative statutory requirements. It will inform and complement the work of our strategic delivery partners in both Adult Social Care and Health (ASCH) and Children, Young People and Education (CYPE), alongside contributing to our Future Croydon programme of transformation.
- 1.8** It should be read alongside other strategic plans such as the:
  - Mayor’s Business Plan
  - Adult Social Care and Health Strategy
  - Croydon Health and Care Plan
  - Croydon SEND Local Area and Alternative Provision Strategy 2023-2026
  - Croydon’s Children Young People and Families Plan 2020 to 2024
  - No Wrong Door policy and MOU
  - Working Together to Safeguard Children (2023)
  - NHS Long term plan for CYP.

## **2. RECOMMENDATIONS**

For the reasons set out in this report and appendices, Cabinet is recommended:

- 2.1 to approve the Croydon Carers Strategy 2024 - 2029 and endorse the Council's commitment to its delivery.

## **3. REASONS FOR RECOMMENDATIONS**

- 3.1. There are legislative requirements for health and care statutory partners in relation to carers; further there are relevant interdependencies within the Equality Act protected characteristics, including age, disability, gender, and race.
- 3.2. Developing an integrated strategy is the recommended enabler for system partners to deliver both their fiduciary and legislative responsibilities.
- 3.3. The partnership approach taken has also framed supporting carers resilience, health and wellbeing as a borough responsibility, beyond just health and social care boundaries.

## **4. BACKGROUND AND DETAILS**

- 4.1. It was recognised that there was a need to refresh the Croydon Carers Strategy 2018 – 2022 to include the learning from Covid, feedback from carers and the published [2020 NICE guidelines supporting adult carers](#).
- 4.2. A Carers Strategy steering group was established to drive the work forward and produce a refreshed Croydon Carers Strategy. The group focussed on:
  - recognising the achievements within the 2018-22 Carers Strategy.
  - highlighting where there were gaps / still work to be progressed on actions due to Covid.
  - defining the key themes which were important for carers.
  - learning from the past four years and national guidance to create a new strategy in conjunction with the views of carers.
- 4.3. The Carers Strategy has been developed to provide our residents with information on what we plan to do over the next five years. It sets out how carers will be supported to be more proactive about their own wellbeing. Together, working with partners and carers themselves, the aim is to build carer resilience and make the right interventions for carers when they are most in need.

### **The Croydon Carers Strategy Steering Group**

- 4.4. The Steering Group is formed of carers, senior representatives from both adult and children's commissioning (Council and ICB), and provider organisations to develop and drive the strategic work around carers.

- 4.5 As part of the developing South West London ICB programmes under the Accelerating Reform Fund, members of the steering group are involved in the programmes and have been collating any ideas into the strategy development.
- 4.6 The group works closely with the Carers Partnership Board to ensure there is a shared direction of travel for any planned pieces of development work or service improvement suggestions.
- 4.7 Membership of the Carers Strategy steering group can be found in Appendix C of the Strategic Plan.

### **The Croydon Carers Partnership Board**

- 4.8 The Board is all age and has been in existence for several years supporting carers across the borough to ensure that the voice of carers with lived experience are front and centre when it comes to the development of strategies and plans that directly impact them. The Board is made up of carers, Councillors, voluntary sector organisations, council officers and health representatives.

### **Governance Sign Off**

- 4.9 The Carers Strategy was presented to the Integrated Care Board (ICB) Senior Executive Group on 11 June 2024.
- 4.10 The Carers Strategy was presented at the One Croydon Health and Care Board on 10 July 2024.
- 4.11 The Carers Strategy was presented at the Health and Wellbeing Board on 11 July 2024.
- 4.12 Approval of the Cabinet will complete the Croydon Health and Care system level strategic governance for the Carers Strategy.

### **Ownership of the strategy**

- 4.13 Strategic ownership of delivery is with the Croydon Health and Care Board, co-chaired by the Borough's Executive Mayor and Health's Place Based Lead.
- 4.14 Delivery of the actions within the Carers Strategy will be overseen by the Carers Partnership Board. Project support from the commissioning team for older adults and carers will provide reports, quarterly monitoring and escalation for the Board.

### **Monitoring and reporting**

- 4.15 Monitoring and reporting will be co-ordinated through the Carers Partnership Board.
- 4.16 A yearly development plan to deliver the strategy is being presented alongside the strategy.
- 4.17 Each partner organisation will ultimately be responsible for their individual deliverables.

- 4.18 All current and future actions will be supported through development of full business cases progressed through the governance routes described, and with decisions supported where necessary by equality impact assessments.

## **5. ALTERNATIVE OPTIONS CONSIDERED**

- 5.1. There are legislative requirements for health and care statutory partners in relation to carers; further there are relevant interdependencies within Equality Act protected characteristics, including age, disability, gender and race.
- 5.2. Developing an integrated Carers Strategy is the recommended enabler for system partners to deliver both their fiduciary and legislative responsibilities.
- 5.3. The partnership approach taken has also framed responding to the challenges of carers as a borough responsibility, beyond just health and social care boundaries.

## **6. CONSULTATION**

- 6.1. The Carer Strategy has been developed by the Croydon Carer Steering Group, primarily in collaboration with members of the Carers Partnership Board and local carers.
- 6.2. Building on the first draft, the draft strategy has been presented at various Health and Social Care meetings with comments sought on the developing document. A professional's workshop was held in January 2024 to seek the views of those working in services who would identify carers but who were not involved directly within the steering group.
- 6.3. The draft strategy has been discussed at four focus sessions with adult carers, where both the key themes and strategic actions were tested with the participants. These groups helped to provide more depth to the document, including the 'what carers have told us' quotes and the 'I statements'.
- 6.4. Developing versions of the plan have been reviewed and discussed by both the Carers Strategy Steering Group and the Carers Partnership Board. They have provided comment and direction on the themes and actions, ultimately leading to the document being presented.

## **7. CONTRIBUTION TO EXECUTIVE MAYOR'S BUSINESS PLAN**

- 7.1. The Carers Strategy will contribute to the following Council priorities cited in the Mayor's Business Plan:
- The council balances it's books, listens to residents and delivers good sustainable services.
  - People can lead healthier and independent lives for longer.
  - Children and young people in Croydon have the chance to thrive, learn and fulfil their potential.

## **8. IMPLICATIONS**

### **8.1 Financial Implications**

- 8.1.1 The Carers Strategy will review our current provision and assess the best strategy for the future. Should there be a requirement for additional funding from the general fund or other partner organisations, normal governance processes will need be followed, with the production of a business case for consideration. Currently, there are no known requests for additional funding from the general fund.

Comments approved by Head of Strategic Finance - ASCH on behalf of the Director of Finance. (Date 04/07/2024)

### **8.2 LEGAL IMPLICATIONS**

- 8.2.1 The Care Act 2014 section 10 sets out the local authority's (LA) responsibilities to carers for adult members of the community.

- 8.2.2 The Children and Families Act 2014 and the Care Act 2014 significantly strengthened the rights for parent carers and young carers up to the age of 18. They also recognised the need to improve young carers' transition to adulthood and work together to make sure the needs of the whole family are met and inappropriate or excessive caring by young carers is prevented or reduced.

- 8.2.3 The Local Authority has a duty to provide care and support to those individuals assessed as needing this pursuant to assessments under Part 1 Care Act 2014. This includes under s10 a duty to assess carers who may have needs for care and support and under s20 a duty or power in general terms to provide any assessed eligible care and support needs for carers.

- 8.2.4 The proposals in this Report are in line with the local authorities' statutory responsibilities.

Comments approved by Head of Social Care & Education Law, on behalf of Director of Legal Services & Monitoring Officer. (Date 10/06/2024)

### **8.3 EQUALITIES IMPLICATIONS**

- 8.3.1 The Council has a statutory duty to comply with the provisions set out in Section 149, Equality Act 2010. The Council must therefore have due regard to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- 8.3.2 The protected characteristics defined by law are race and ethnicity, disability, sex, gender reassignment, age, sexual orientation, pregnancy and maternity, religion or belief, marriage and civil partnership.
- 8.3.3 The Croydon Carers Strategy has been reviewed and further developed in light of the myriad of strategies that impact on the wellbeing and independence of carers. It was an ideal opportunity for a single Croydon wide approach, with a clear focus on tackling inequality and making sure no-one is left behind.
- 8.3.4 The primary objectives of the strategy are to improve the health and wellbeing of carers and provide transformation to services within the available budget and to meet legislative statutory requirements.

Comments approved by Senior Equalities Officer, on behalf of Head of Strategy & Policy (Date 04/06/24)

## **HUMAN RESOURCES IMPLICATIONS**

- 8.4 There are no direct human resources implications arising from this report for Council employees, and if there were, the Council's HR policies and procedures will be observed, and HR advice would be sought at an early stage.

Comments approved by: Deborah Calliste, Head of HR for Adult Social Care & Health on behalf of the Chief People Officer of Human Resources (Date: 5 July 2024)

## **9 APPENDICES**

Appendix A Croydon Carers Strategy

Appendix B First Year Delivery Plan

Appendix C EQIA