

For General Release

REPORT TO:	INFORMAL CABINET 5 March 2018
SUBJECT:	Croydon Carers' Strategy 2018 - 2022
LEAD OFFICERS:	Barbara Peacock - Executive Director, People Guy Van Dichele - Interim Executive Director of Adult Social & All Age Disability(DASS) Pratima Solanki – Director of Adult Social Care and All Age Disability
CABINET MEMBER:	Councillor Louisa Woodley Cabinet Member for Families, Health & Social Care
WARDS:	All
<p>CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:</p> <p>This strategy addresses all three priorities in the Corporate Plan which link closely to the Opportunity & Fairness Commission Report themes with which the Carers' Strategy is aligned . This is evidenced as follows:</p> <ul style="list-style-type: none"> • Growth – creating growth in our economy – The Carers Strategy recommends working with employers to support carers to stay in employment and to support carers to find employment. This supports the local economy by supporting carers into work and also by enabling employers to understand the benefits of keeping long standing employees in the workplace. • Independence – helping residents to be as independent as possible. The Carers Strategy supports carers to live independently and, by supporting carers to continue to care for the person they're supporting, this means that the cared for person is more likely to stay in the community (and not move into residential care where they would be less independent). • Liveability – creating a welcoming, pleasant place where local people want to live. The Carers' Strategy discusses the importance of having a central hub for carers to come and attend for information, advice and guidance, and also health and wellbeing activities, in addition to other locations in the borough. 	
<p>FINANCIAL IMPACT</p> <p>No direct financial impact.</p>	
<p>KEY DECISION REFERENCE NO.: 0818CAB</p> <p>This is a Key Decision as defined in the Council's Constitution. The decision may be implemented from 1300 hours on the expiry of 5 working days after it is made, unless the decision is referred to the Scrutiny & Overview Committee by the requisite number of Councillors.</p>	

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below

1. RECOMMENDATIONS

The Cabinet is recommended to approve the draft Joint (Croydon Council & NHS Croydon CCG) Carers Strategy 2018 – 2022, attached at Appendix A which has been co-produced by carers and key stakeholders in Croydon.

2. EXECUTIVE SUMMARY

- 2.1. The Draft Carers Strategy 2018-2022, attached for Members' consideration, has been approved by: carers in Croydon, the Carers Partnership Group, the People Department Leadership Team, the NHS Croydon CCG's Governing Body and the Joint Commissioning Executive. The Joint Carers Strategy will also be taken to the Health and Wellbeing Board in April 2018 for noting and discussion. Once approved by Cabinet this strategy will be available as a 6 to 8 page A5 document for carers to read and an easy read version will also be published.
- 2.2. Carers are a valuable part of our health and social care system. Croydon Council and NHS Croydon Clinical Commissioning Group (CCG) are committed to supporting carers. Carers are experts by experience, and their support ensures that the person they care for is receiving support from the person they would like to receive support from and in the place they would like to receive support.
- 2.3. The Care Act 2014 and Children and Families Act 2014 gave local authorities in England a legal responsibility to assess the needs of carers, support their eligible needs and promote their wellbeing. In addition to this, the Care Act and the Children and Families Act require councils to provide personalised support and to prevent, reduce and delay future needs for support. Carers are people who provide unpaid support to a family member, friend or neighbour. Many carers do not see themselves as carers as they may feel that it is a normal part of life. This support might include: personal care such as assistance with bathing and dressing, help with medication, cooking, grocery shopping and domestic tasks, accompanying to appointments, translating language, transport, help managing finances, emotional support, and telephone support.
- 2.4. In Croydon, carers save the local economy an estimated £654 million per year¹. Croydon is one of the largest boroughs in London, with an estimated population of 382,304. Of these, around 33,683 residents in Croydon are carers. This makes up 10% of the population. Around 31% of carers in Croydon have been caring for more than 20 years (these are likely to be parent carers supporting their son/daughter into adulthood) and 23% have been caring for between 5 and 10 years. Approximately 42% of carers in Croydon are male and 58% are female and the majority of carers are aged between 45 and 64 years old.

¹ Buckner, L. & Yeandle, S. (2015) Valuing Carers 2015. London, Carers UK.

- 2.5. 74% of carers in Croydon live with the person that they provide support for and many of them have their own health condition. 48% of carers are supporting someone with a physical disability, 29% are supporting someone with a learning disability, 29% are supporting someone with a dementia, 30% are supporting someone with age related illnesses and 26% of carers are supporting someone with a mental health problem.
- 2.6. Caring can have a negative impact on a carer's health and wellbeing. In Croydon, 72% of carers report feeling tired, 60% report feelings of stress, 60% report disturbed sleep and 35% report physical strain e.g. back pain as a result of their caring role. In addition to this, 24% of carers report that they have developed their own health condition and 24% report that their existing health condition has been made worse as a result of caring. Providing support to carers is the best way to help prevent a care breakdown, which can otherwise result in an emergency admission for the cared for person and/or the carer.

3. Key Priorities and Delivery Action Plan

3.1. From the workshops, a set of key priority actions were developed underpinned by a delivery action plan.

3.2. Priority one

Continue providing the current level of support for carers, this includes:

- Carer assessments, parent carer assessments and young carer assessments.
- Activity groups, peer support, physical activity sessions, therapy sessions, health and wellbeing sessions, education/psychoeducation groups which are (where appropriate) targeted towards different groups of carers.
- The Carers Support Centre on George Street.
- Benefits advice, legal advice and other one-to-one information and advice.
- Online information and advice and improve its accessibility and promotion
- Encouraging employers to become carer friendly, support carers into employment and supporting those in employment to stay in work
- Support for young carers and young adult carers
- Counselling for carers.
- Support eligible carers with a carer's personal budget.
- Keep engaging with carers
- Increasing awareness of young carers in schools and colleges to ensure they are being supported.
- Ensure funded services are promoted as council funded so carers are aware that they meet a certain standard.
- Review the provision of respite services in the borough and respond to the changing need of carers.

- Increase the promotion of current services to ensure more carers benefit from them.
- Increase identification of carers.
- Improve the Council's online directory of services.
- Promote the positive aspects of caring and in addition to this, initiatives such as opportunities for mentoring
- Improve integration of services in health and social care
- Work with the CCG to improve the accessibility of the psychological therapies services for carers in Croydon

3.3. **Priority two**

- Showcase examples of successful carers who manage to run a business whilst caring.
- Increase use of information technology for consultations and developed an online community.
- Ensure adult social care provide information packs for carers to include carers information. This should be both online and in paper format.
- Provide more training for carers to reflect the changing needs of carers in Croydon.
- Review support for former carers including bereavement support.
- Ensure staff in the council and NHS are carer aware.
- Support the development of a carer card/passport for young carers and young adult carers.
- Provide discounts for carers in Croydon.
- Work with the NHS to better identify carers, e.g. from general practice.
- Hold more engagement events with young adult carers to allow them to directly feedback.
- Increase awareness of carers in health and social care to ensure carers are identified earlier and involved in discussions. This includes awareness of young carers.
- Support ways to reduce the stigma associated with male carers.

3.4. **Priority three**

- Encourage businesses to get involved and sponsor events for carers in Croydon.
- Work with local pharmacies and dentists to identify carers earlier.
- Work with NHS Croydon CCG to improve information & advice provided at hospital discharge and ensure that carers are consulted in the process.
- Better promote Croydon Council's volunteering policy to enable more staff to volunteer during work time.

- Extend free swimming scheme for under 16s in the holidays to young carers all year round.
- Review schools' & colleges' understanding and support for young carers in Croydon.

4. Next Steps

- 4.1. This strategy has been co-produced with carers and professionals in Croydon. The delivery of the action plan will be overseen by Croydon Council and NHS Croydon CCG through the Joint Commissioning Executive. The Carers Partnership Group will also scrutinise the delivery of these actions and where necessary support the delivery of the strategy.

5. CONSULTATION

- 5.1. The draft outcomes in this strategy originate from the Opportunity & Fairness Commission Report. The themes from the Opportunity & Fairness Commission Report underpinned commissioning of carers services in Croydon two years ago. At the time, these themed outcomes were coproduced with the Carers Partnership Group. These were then adapted for this strategy. The outcomes, action plan and outcome measurements of this strategy were co-produced with both young and adult carers, professionals and other key stakeholders. In total, 239 carers and professionals were engaged through 22 workshops. This was made up of 111 carers and professionals attending 13 workshops to coproduce the themes, ideas on service provision and commissioning. They helped to identify gaps in the current system that have informed the development of this strategy. This was accompanied by an online survey open for six weeks. Following this period, 9 further workshops were held with a total of 95 carers and professionals to feedback and listen to the community to ensure we had successfully captured the views and experiences of carers in Croydon. This too was accompanied by an online survey which was open for 6 weeks.

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 6.1 The annual budget for Carers support services is £531k out of the Council's Community Fund. There are several services commissioned for Carers and the contracts for these are up to September 2019 with a 2 years scope for extension. The performance of the contracts is monitored by the Carer's lead commissioner in the council.
- 6.2 The council also funds 'time for me' payments for individual carers through the adult social care budget whereby a once a year one off carers payment can be made for those carers whose needs have been assessed and put through our resource allocation system (Carer's RAS). The Adult Social Care budgets are robustly monitored to ensure spend within budget.
- 6.3 The priority actions in the Carer's Strategy will be delivered using the current and existing budget set for Carers services within Croydon.

Approved by: Josephine Lyseight, Head of Finance (People) on behalf of Lisa Taylor Director of Finance, Investment & Risk

7. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 7.1. The Solicitor to the Council comments that the Care Act 2014 relates to adult carers- those who are over 18 who are caring for another adult. Young carers and adults caring for disabled children are assessed under the Children and Families Act 2014.
- 7.2. Since April 2015, local authorities have had a duty to take reasonable steps to identify children in their area who are young carers, and to determine if they need support. Local authorities must carry out an assessment whenever it appears that a young carer has a need for support .
- 7.3. In addition, the Council has statutory duties under the Care Act in respect of among other matters, preventing needs for care and support including specifically for carers, promoting an integration of care and support with health services, providing advice and information and assessing the support needs of Carers. In particular, Section 20 imposes a duty on the Council to meet a carer's need for support which meet the eligibility criteria.
- 7.4. Approved by: Sandra Herbert, Head of Litigation and Corporate Law for and on behalf of Jacqueline Harris-Baker Director of Law and Monitoring Officer

8. HUMAN RESOURCES IMPACT

- 8.1 There are no direct impact on the LBC workforce of the implementation of the Carer's Strategy, though the council recognises that some of its workforce will have caring responsibilities and has in place supportive policies to offer flexibility when needed.

(Approved by Sue Moorman, Director of Human Resources)

9. EQUALITIES IMPACT

- 9.1. The development of this strategy has involved a wide cross-section of carers from different protected groups to ensure it is fully representative and will support all carers in the borough.
- 9.2. A full Equality Impact Assessment has been completed and is attached as an appendix to this report- Appendix B

10. ENVIRONMENTAL IMPACT

- 10.1. None.

11. CRIME AND DISORDER REDUCTION IMPACT

11.1. None.

12. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

12.1. This strategy has been coproduced by carers and professionals in Croydon. Therefore the proposed outcomes have been designed and approved by the people who will be affected by the outcome of this strategy.

12.2. The Care Act 2014 & Children & Families Act 2014 placed a duty on local authorities to prevent, reduce and delay future need for care and support, this strategy helps to set out how the Council proposes to do this. In addition to this, the two Acts place a duty on the local authority on supporting carers, assessing their needs and meeting their eligible needs. This strategy sets out how we will do this.

13. OPTIONS CONSIDERED AND REJECTED

13.1. Not applicable.

CONTACT OFFICER: Stephen Bahooshy, Senior Commissioning Manager, 62359]

APPENDICES TO THIS REPORT: Appendix A Carers' Strategy

BACKGROUND PAPERS: Equality Analysis Form