

<b>Committee:</b>	<b>Dated:</b>
Health and Wellbeing Board	27 November 2015
<b>Subject:</b> Carers' Strategy and Peer Review	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For information</b>

### Summary

This report updates the Health and Wellbeing Board on the refreshed Carers' Strategy 2015–18 and a peer review which has been recently undertaken on the City of London Corporation's work with carers.

The Strategy sets out the City Corporation's priorities for supporting adult carers in the Square Mile for the next three years. It has been developed based on analysis of evidence, consultation with carers and stakeholders, and in the context of recent legislative change. Setting out six priorities that will inform an action plan to improve outcomes for carers in the City of London, a key aim of the strategy is to identify and support more carers across the City, at an earlier stage, with a focus on improving their health and wellbeing. For existing carers, the strategy will deliver improved support and services tailored to individual needs.

As part of a London Programme of Peer Challenge Reviews, a recent peer review, undertaken by a team of senior officers from London boroughs, examined the depth, quality and reach of services for carers, and their compliance with the requirements of the Care Act.

The review noted the commitment, passion and enthusiasm of staff. The City's strategy was found to be robust with clear evidence of Carer engagement. Services were found to be client centred, collaborative and effective. Carers' feedback about the Adult Social Care team was positive.

Opportunities for improvement were identified and included improvements to the information and advice offer to carers, more co-commissioning of services, improvements to some systems and processes and widening the focus of support for carers.

### Recommendation

Health and Wellbeing Board members are asked to:

- Note this report.

## **Main Report**

### **Background**

1. The Carers' Strategy 2015–18 was prepared to replace the existing strategy, which has now reached its expiry date. It aims to improve the early identification of carers, deliver improved support and services to carers, and ensure the City Corporation is delivering the requirements of the Care Act 2014.
2. The document sets out the legislative framework and context within which carers' needs are met, profiles carers providing care to someone living in the City, and sets out the findings from a range of stakeholder engagement. From this evidence base a set of six strategic priorities are described which will inform the strategy's implementation.
3. The London Association of Directors of Adult Social Services runs a programme of Peer Challenge in which London boroughs take part. The aim of the Peer Challenge Reviews is to support self-evaluation and service development in Adult Social Care Services. Each local authority decides what area they would like the peer reviewers to look at.
4. The City of London Corporation Peer Review took place between 30 September and 2 October 2015. The review focussed on the implementation of the Care Act in relation to carers and in the context of personalisation.
5. The review was undertaken by a team of senior management from different boroughs across London, led by the London Borough of Camden's Director of Housing and Adult Social Services.
6. At the end of the review period feedback was provided to the Director of Community and Children's Services and senior staff in the department by the review team. The recommendations from the peer review will be included in the implementation plan of the Carers' Strategy.

### **Current Position**

#### ***Carers' Strategy***

7. The Care Act 2014 includes significant and welcome measures to improve the rights of adults caring for adults, including:
  - giving eligible carers a right to receive services
  - placing a duty on local authorities to promote the wellbeing of carers
  - duties to provide information and advice, advocacy and preventative services which reduce carers' needs for support
  - new rights to assessment, meaning that carers are put on an equal footing with the person they care for
  - a national eligibility threshold bringing greater clarity around entitlement for carers and for those they care for
  - measures to ease the transition between children's and adults' services.

8. The Census 2011 identified 576 carers living in the City. The large majority (79 per cent) provide care of between 1–19 hours a week, with 12 per cent (70 carers) reporting providing in excess of 50 hours' care a week.
9. The proportion of the City's population providing care to another adult makes up 7.8 per cent of the population – lower than both the wider London population (8.4 per cent) and across England (10.2 per cent).
10. The number of carers identified by the Census is significantly higher than those known to services provided by the City Corporation. In 2014/15 the City Corporation assessed the needs of 53 carers – about one in ten of those reported by the Census. Carers who are known to City services are more likely to be those providing higher levels of care (more than 20 hours weekly), those whose caring role is impacting on their health and wellbeing, and those who are older carers.
11. Analysis of the Census identifies that 29 per cent of the carer population are from black and minority ethnic (BME) backgrounds.
12. The City Corporation supports carers through a commissioned City Carers' Service which provides support, information and advice to adult carers and can help them to find practical and emotional support. Other support is provided through universal services such as City Advice, City 50+ and the work of the Adult Social Care team.
13. To develop a new strategy to support carers the City Corporation commissioned Carers UK – a specialist national charity working to support carers and improve services provided for them. Carers UK work across the UK and therefore their work is informed by knowledge of national good practice.
14. To develop the strategy Carers UK surveyed City carers and consulted with key stakeholders. Information was also drawn from the Carers Survey – a mandatory biennial survey undertaken by the City Corporation. This process has identified a number of opportunities to improve support through more flexible provision, better advice and awareness, promotion of services, better signposting by General Practitioners and more tailored support and service offers.
15. The resulting strategy that has been developed identifies six priorities:
  - Priority 1:** carers are identified at the earliest opportunity and offered support to prevent, reduce or delay their needs and the needs of their cared for
  - Priority 2:** carers are provided with personalised, integrated support that is tailored to their assessed needs and aspirations, gives them choice and control, and allows them to take a break
  - Priority 3:** carers are involved and consulted in the care and support provided to their loved ones, treated with respect and dignity, and have their skills and knowledge recognised

**Priority 4:** carers are supported to improve and maintain good physical and mental health and wellbeing

**Priority 5:** carers are supported to improve their individual social and economic wellbeing, reduce isolation and fulfil their potential in life

**Priority 6:** carers are supported to cope with changes and emergencies and to plan for the future, including when the caring role is coming to an end and to have a life after caring.

16. For each priority the strategy sets out the outcome measures that will reflect their achievement. This achievement will be driven by an action plan that will be developed once the strategy has been approved. Key actions will include:

- mainstreaming of carer identification across health, social care and other internal and commissioned services
- preventative support services including improved advice and information
- assessments compliant with the requirements of the Care Act
- support to improve social and economic wellbeing
- support to carers to have a life beyond and after caring.

17. The strategy recognises the diversity within the City's population of carers. The strategy is committed to delivering more personalised approaches, ensuring the support is tailored to the needs and aspirations of individuals. Through this we will meet the needs of carers from all communities in the City, based on their individual needs.

18. The action plan driving the delivery of this strategy will be reported to and monitored by the Adult Wellbeing Partnership. Its delivery will be the responsibility of the Adult Social Care team and the City's commissioned providers.

19. It should be noted that the needs of children and young people who provide caring roles are the subject of a separate Young Carers' Strategy, which reflects the specific needs and protections for this group.

### ***Peer Review***

20. The Peer Review considered the following four questions:

- In the context of the principles and requirements of the Care Act, does the City of London Corporation's Carers' Strategy and supporting actions deliver appropriate outcomes for carers?
- Is the City Corporation's Carer assessment, review and support planning process compliant with the statutory requirements of the Act and do the processes deliver the quality and depth of understanding necessary to provide tailored support to carers?
- What are the early indicators regarding the quality of the work being undertaken on a case management basis?

- Is the local carer support and service offer sufficient to meet carer's needs in the City?

21. In summary, the peer reviewers identified:

- A strong focus on the unique nature of the City
- A robust evidence based carers' strategy with evidence of carer engagement
- Carers' Strategy identifies the underlying issues and priorities
- A strong understanding of the Care Act and implications for carers
- Client centred and thorough assessments within ASC and partner organisations
- Limited information sharing between partner organisations leading to repeated assessments for carers
- Small scale and fragmented provider landscape
- Complex health partnership landscape
- A disconnect between policy, commissioning and operational delivery
- Communication and engagement with the wider carer population requires development
- Carer journey needs more clarity
- Carer strategy can be catalyst for engaging with the wider prevention and wellbeing agenda.

22. Suggested next steps included:

- Widening the focus of the Carers' Strategy beyond the Adult Social Care lens
- Identifying a lead officer to deliver the Carers' Strategy through an agreed action plan
- Ensure the action plan meets the needs of the diverse carer population e.g. the Bangladeshi community, self-funders, working carers
- Developing carer champion roles for Members and officers
- Using the opportunity to commission innovative and outcome focused services for carers
- Use the opportunity of one directorate to widen the offer for carers, parent carers and young carers.

23. Any recommendations arising from this review will also be incorporated into the strategy's action plan.

### **Corporate & Strategic Implications**

24. The renewal of the Carers' Strategy and developing an improvement plan from the peer review are both actions of the Department of Community and Children's Services Business Plan.

### **Conclusion**

25. Carers play a vital role in supporting vulnerable adults and enabling them to stay in their own homes and local communities. However, caring can have an impact on a carer's own health and wellbeing, and therefore it is critically important that they receive the support and services they need. The strategy sets out the City

Corporation's commitment to deliver this support to ensure that our carers remain valued and are given the help they need in the caring role, and their life beyond that.

26. The peer review process has provided valuable feedback on the strengths of the City's services and support for Carers, and areas where our services can continue to develop and strengthen. The findings of the review were very positive and reflect the City's on-going commitment to identify and support carers.

## **Appendices**

- Appendix 1 – Carers' Strategy 2015–18

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