

Committee:	Dated:
Community and Children's Services Committee	17 th February 2016
Subject: Carers' Strategy Action Plan update	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report provides an update on the Carers Action Plan that has been developed from the Carers' Strategy 2015–18, which set out the City of London Corporation's priorities for supporting adult carers in the Square Mile.

The Action Plan has been developed based on the analysis of evidence and consultation with carers and stakeholders that took place in 2015, and also in the context of the Care Act 2014. The Action Plan contains the six key priorities contained in the strategy with the overarching aim of improving outcomes for carers in the City of London. A key aim of the Action Plan has been to focus on ways in which carers can be identified at an earlier stage and offered support, with a focus on improving their health and wellbeing. For existing carers the Action Plan has highlighted the ways in which we aim to deliver improved support and services tailored to individual needs.

Recommendation

Members are asked to:

- Note the report and the Action Plan updates.

Main Report

Background

1. The Carers' Strategy 2015–18 seeks to improve the early identification of carers, deliver improved support and services to carers, and ensure that the City of London Corporation is delivering the requirements of the Care Act 2014.
2. The Carers Action Plan was developed to track the key priorities and milestones within the strategy, in the context of illustrating how carers' needs are met in the City, using the evidence base of the six strategic priorities.

Current Position

3. The Care Act 2014 included 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.
4. The City of London Carers Survey 2016, a mandatory biennial survey undertaken by the City of London Corporation, has identified some very useful feedback which has also informed the Action Plan. The London average is added to give context and greater understanding:
- The proportion of carers who reported that they had as much social contact as they would like: 36.0%. (This figure should not be read as poor performance as the question asks "As much social contact as they would like"; it excludes "I have had some", for example.) The London average is 35.5%.
 - The overall satisfaction of carers with social services: 50.0%. The London average is 35.02%.
 - The proportion of carers who report that they have been included or consulted in discussions about the person they care for: 60.0%. The London average 56.1%.
 - The proportion of carers who find it easy to find information about services: 71.4%. The London average is 62.1%.
5. A formal response to the Carers Survey will be forthcoming from the Performance team, which will more fully address the responses provided within the survey.
6. The City of London has commissioned a new carers group, Carers Network, which currently runs two carers group meetings per month at north and east locations in the Square Mile. Attendance has been seven to ten carers at each group, with five new carers having been identified since its start. A first contract review meeting has been set up for February to assess and monitor performance in the first quarter.
7. A carers' buddy system has been set as a key objective and outcome, alongside the development of one-to-one support, and the development of a telephone advice line which runs for one evening every week and has been publicised through City Resident and Carers Network leaflets.
8. A carers' forum was held on 31 January 2017, which invited all informal carers to meet with Healthwatch, the Clinical Commissioning Group and City of London staff. The forum focuses on local needs and priorities.
9. The Carers Network is an integral part of the commissioned Reach Out Network (RON) which comprises City Wellbeing, Forget Me Not Memory group and Carers Network. The aim of the RON is to have a whole-city approach and a communications strategy is under way to develop this approach, with an early

intervention focus and a “no wrong door” approach to accessing services for residents seeking support.

10. Adult Social Care has commissioned a new Care Act compliant carers assessment process which will provide a more equitable carers individual budget and acknowledges the replacement care that is now identified through the cared for person’s individual budget.
11. The Action Plan has measured a number of opportunities to improve support through more flexible provision, better advice and awareness, promotion of services, better signposting by GPs and more tailored support and service offers.
12. The Action Plan has developed the key six priorities identified from the Carers’ Strategy:

Priority 1: carers are identified at the earliest opportunity and offered support to prevent, reduce or delay their needs and the needs of the cared for person.

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.

13. For each priority the Action Plan has set out the actions and outcome measures that have reflected their achievement. The key actions have included:
 - 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.
14. Nearly all of the current actions within the plan have now been completed but the plan is an ongoing service development tool that will have relevant actions added to it as they become necessary.
15. The strategy recognises the diversity within the City’s population of carers and the Carers Network has sought to pick up on this by having two meeting hubs

geographically split, as well as offering bespoke one-to-one support and a telephone advice line with one late night, which is seeking to address the needs of working carers and will be monitored for usage as to whether the time frames should increase. The Action Plan is committed to delivering more personalised approaches, ensuring that support is tailored to the needs and aspirations of individuals. Through this the aim is always to meet the needs of carers from all communities in the City, based on their individual needs.

16. The Action Plan driving the delivery of this strategy has been reported to and monitored by the Adult Wellbeing Partnership and Adult Service Managers' meetings as well as the Adult Service Improvement Board. The delivery has been the primary responsibility of the Adult Social Care team and the City's commissioned providers.

Corporate & Strategic Implications

17. The Carers' Strategy is an action of the Department of Community and Children's Services Business Plan, and the Action Plan has put into practice the key service delivery objectives and monitored its progress.

Conclusion

18. Carers play a vital role in supporting the cared for adult with additional needs right and wish to remain in their own home and local community for as long as is possible. However, the caring role can have a tremendous 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 Carers Action Plan has sort to operationalise the priorities set out in the Carers' Strategy and illustrates 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.

Appendices

- Appendix – Carers' Strategy Action Plan.

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