

Adult Social Care Scrutiny Commission Report

Carer Strategy Update & Overview of Carer's Support Service

Date: 4th February 2020
Lead Member: Cllr Sarah Russell
Lead Director: Tracie Rees

Useful information

- Ward(s) affected: All
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1. Purpose of report

- 1.1. To provide the Adult Social Care Scrutiny Commission with an update on the Joint Social Care and Health Recognising, Valuing and Supporting Carers in Leicester, Leicestershire and Rutland Carer Strategy - 2018 to 2021.
- 1.2. To introduce the commissioned carers support service for Leicester, provided by AgeUK.

2. Summary

- 2.1. The strategy developed in conjunction with the three local Clinical Commissioning Groups (CCG's) and the three Local Authorities (Leicester, Leicestershire and Rutland (LLR)) was signed off in October 2018.
- 2.2. The City Council has been working to develop its delivery plan with a broad range of stakeholders, including the involvement of family and informal carers to develop the supporting actions.
- 2.3. The report outlines the progress made by the City Council and plans to further develop its implementation plan.
- 2.4. As part of the City Council commitment to carers, a Carers Support Service for adult carers aged 18+ commenced on 1st April 2019 for three years. Information outlining what the service provides, which is delivered by AgeUK is detailed at paragraph 4.9. In addition, the provider will present further details at the meeting.
- 2.5. Support for young carers aged under 18 is commissioned through Barnardo's.

3. Recommendations

- 3.1. The ASC Scrutiny Commission is recommended to note the report and provide comments / feedback.

4. Report

Recap of Vision and Guiding Principles

- 4.1. The strategy defines a shared vision and guiding principles for recognising, valuing and supporting carers.
- 4.2. The vision is that family members and unpaid carers, including young people across Leicester, Leicestershire and Rutland will be identified early, feel valued and respected. They will receive appropriate support wherever possible to enable them to undertake their caring role, whilst maintaining their own health and wellbeing.
- 4.3. The strategy was written with a broad range of stakeholders and carers and runs from 2018 to 2022. Progress on delivering the strategy is reported to the LLR Joint Carers Delivery Group and to the Social Care and Education's Leadership Team.
- 4.4. There are eight guiding principles each with high level actions. Members of the Carers Delivery Group report their progress against those principles. The guiding principles are:
 - Carer Identification
 - Carers are valued and involved
 - Carers are informed
 - Carer Friendly Communities
 - Carers have a life alongside caring
 - Carers and the impact of Technology Products and the living space
 - Carers can access the right support at the right time
 - Supporting Young Carers
- 4.5. The strategy can be found at <https://www.leicester.gov.uk/media/185857/joint-carers-strategy-2018-2021-recognising-valuing-and-supporting-carers-in-leicester-leicestershire-and-rutland.pdf>

Update on Completion of the Delivery Plan

- 4.6 The delivery plan is in final draft form and it is anticipated that it will be published early march 2020. It has been drafted with input from carers and stakeholders at a number of events and engagement sessions:

4.6.1 Co-production on the plan started during Carers Week in June 2019 with attendees representing key stakeholders from health, social care and the voluntary sector as well as a significant number of family / informal carers

4.6.2 A youth proofing session was held with two young carers during October 2019 half term holidays – Making Priority 8 Great. Young carers feedback that the plan did not make any sense to them and subsequently the plan was amended to ensure the words of young carers were written into the plan itself in an attempt to make it more meaningful.

4.6.3 Following the youth proofing session, the same exercise was undertaken for the other 7 priorities within the action plan, using the feedback from informal carers that attended the event held during National Carers Week.

4.6.4 Feedback on the changes made to the implementation plan following National Carers Week was provided to people that attended the Carers Rights Day event held in November 2019. Further work was also undertaken at that session to support the completion of a self-assessment exercise requested by the Association of Directors of Adult Social Services (ADASS). The outcome of this session outlined the need for further slight amendments to be made and these will be completed in the near future.

4.6.5 Young Carers were also invited to attend a twilight session to review the amendments made to Priority 8. This section of the implementation plan has resulted in a Task and Finish group specifically looking at progressing young carer work within the City Council, which is due to meet at the end of January 2020 for the first time. The group includes representatives from education welfare, early help, adult social care, youth services and connexions.

Progress on Delivery of the Strategy

4.7. Notwithstanding the work on finalising the delivery plan, work is ongoing on the delivery of the strategy. We can report progress in the following areas:

LLR Carers Strategy Guiding Principle:	Actions:
Carers are identified early and recognised	- Carers Project group is starting to look at the way that carers work is recorded on ASC systems
Carers are valued and involved	- Increase in carers actively involved in co-production activity across commissioning
Carers are informed	- Work on Mychoice focusing on information from carers has started and the webpages for carer support

	has been amended on the City Council's website
Carer friendly communities	- Internal carer register now in place for carers that access the carer support service allowing us to really start to understand our caring community.
Carers have a life alongside caring	- SCE commissioning team have started a review of its flexible short break framework and links are being made with Carefree to consider how this might work locally
Carers and the impact of Technology products and the living space	- Work has begun on an AT strategy within the organisation and carers have been highlighted as a priority cohort as part of this
Carers can access the right support at the right time	- The ADASS self-assessment has been undertaken which has identified areas for ASC to improve
Supporting Young Carers	- Task and finish group set up. Awareness raising session planned for designated safeguarding leads in January as well as communications across the Authority in relation to Young Carer Awareness Day on 30 th Jan

4.8. Work has also been ongoing to develop robust and representative carers partnership arrangements, i.e. a group of carers and relevant professionals whose role is to contribute to our work, oversee our progress and input strategically into our general work, making links with other Partnership Boards and groups. The group is due to meet for the first time in March 2020.

The Leicester Carers Support Service

4.9. Following a procurement exercise in 2018/19, a support service for carers aged 18 and over was procured for a period of three years from 1st April 2019 for an initial period of three years. Briefly, the service offers:

- a) a Carers Hub offering a range of preventative services including signposting to other appropriate carer and universal services, information, advice and guidance, group and peer support and carer learning and outreach support for all adult carers.
- b) strategic engagement, planning and influencing provision, representing the views and analysing the needs and outcomes of adult carers.

- 4.10. The service seeks to empower carers to meet their own needs by adopting a strength-based approach when working with carers to set goals and identify outcomes that promote their wellbeing and preventing, reducing or delaying the need for support in a timely way.
- 4.11. More information on the service is available from <https://www.ageuk.org.uk/leics/our-services/support-for-carers/leicester-carers-support-service/>

5. Financial, legal and other implications

5.1 Financial implications

5.1.1 There are no direct financial implications arising from this report.

Rohit Rughani, Principal Accountant, Ext 37 4003

5.2 Legal implications

There are no direct legal implications arising from the contents of this report.
Pretty Patel, Head of Law- Social Care & Safeguarding. Tel. 0116 454 1457

5.3 Climate Change and Carbon Reduction implications

There are no climate change implications arising from this report.

Duncan Bell, Corporate Environmental Consultant. Ext. 37 2249

5.4 Equalities Implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't. Due regard to the Public Sector Equality Duty should be paid before and at the time a decision is taken, in such a way that it can influence the final decision.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Although caring responsibilities are not a protected characteristic, the Equality Act 2010 can protect carers from being treated unfairly because of their association with the person they care for (who would likely be protected under Equalities legislation in relation to their age or their disability). This is called “discrimination by association”.

The report provides an update development and implementation of the Joint Social Care and Health Recognising, Valuing and Supporting Carers in Leicester, Leicestershire and Rutland Carer Strategy - 2018 to 2021. Partners involved in the development of the joint strategy are also subject to the Public Sector Equality Duty.

The report draws out some key high-level considerations around the protected characteristics of carers themselves, for example the specific issues faced by young carers (age) and the intersectionalities between caring responsibilities and other characteristics (such as race, gender, religion or belief etc), which could impact on how the Council can support carer friendly communities. For this reason, there is a commitment to understanding and considering the demographic and geographical profile of carers.

Previously, an Equality Impact Assessment was undertaken by Leicestershire County Council as the lead organisation on the joint strategy and an exercise undertaken by the City Council to consider any potential impacts on carers in the City, particularly given the difference in demographics. However, it was agreed at the time that a more specific City assessment would also be undertaken to influence and inform the development of the implementation plan in order to ensure that the City Council continue to pay appropriate consideration to meeting the aims of the Public sector Equality Duty, which is an on-going duty.

Equality impact assessment should, therefore, be undertaken on any element of the underpinning delivery/ implementation plan which will affect service users (carers) and those that they care for. An understanding of the potential impacts, the maximisation of positive impacts and the identification of appropriate mitigations where there is a disproportionate negative impact can be achieved through the ongoing engagement with the user group and stakeholders and analysis of monitoring data. In addition, as changes are implemented, it will be important to monitor for any unexpected disproportionate negative impacts or where we are unsure of the impact, in order that they can be addressed swiftly and effectively. This will be beneficial in ensuring that there are no barriers to accessing support arising from any particular protected characteristic/s.

Hannah Watkins, Equalities Manager ext. 37 5811

6. Background information and other papers: None

7. Summary of appendices: None