

# Adult Social Care Scrutiny Commission

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## Survey of Adult Carers in England 2016/17

Date: 24th October 2017

Lead Director: Steven Forbes

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### Useful information

- Ward(s) affected: All
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- Report version: 1

## **1. Summary**

- 1.1 This report will consider the results of the Survey of Adult Carers in England (SACE) and the City Council's performance against the ASCOF indicators derived from the survey.
- 1.2 The report also gives a progress update the delivery of the commitments made in *Building a strong future for our city*; Labour's 2015 Manifesto for Leicester and on the work being done across Leicester, Leicestershire and Rutland to update the Carers strategy.

## **2. Recommendations**

- 2.1 That the ASC Scrutiny Commission note the findings from the SACE
- 2.2 That the Commission comment on the contents of the report in relation to the future direction of work regarding the carers agenda

## **3. Main Report**

### **3.1 Survey of Adult Carers in England (SACE)**

- 3.1.1 The SACE is a biennial survey which was last conducted in 2016-17. It is conducted by Councils with Adult Social Care Responsibilities and covers carers aged 18 or over. Carers must be caring for a person aged 18 or over who, during the previous 12 months, have: been assessed or reviewed by social services; received respite support; and/or received another form of carer support
- 3.1.2 The main areas the SACE collects data on are: the carer: experience of support and information received; the impact of caring on quality of life; and the person receiving care. The SACE seeks carers' opinions on a number of topics that are considered to be indicative of a balanced life alongside their caring role.
- 3.1.3 SACE data is used by the Department of Health to inform policy provide briefings for Ministers and Senior Officials and answering parliamentary questions and Prime Minister's Questions.
- 3.1.4 Councils use SACE data for purposes such as benchmarking against other councils, policy development and measuring/ monitoring local performance.
- 3.1.5 The SACE is also used to support the Towards Excellence in Adult Social Care (TEASC) programme and provides data for measures in the Adult Social Care Outcomes Framework.

### **3.2 Adult Social Care Outcomes Framework (ASCOF)**

- 3.2.1 The SACE data is used to populate five measures in the ASCOF:

- 1D: Carer reported quality of life
- 1I part 2: Proportion of carers who reported that they had as much social contact as they would like
- 3B: Overall satisfaction of carers with social services
- 3C: The proportion of carers who report that they have been included or consulted in discussions about the person they care for
- 3D2: The proportion of carers who find it easy to find information about services

3.2.2 The 2016/17 survey results for Leicester, based on 285 responses from a sample of 800 carers (35.6% response rate) have identified that the City Council has improved significantly in terms of its England ranking across all five ASCOF indicators. Of particular note, the overall satisfaction of carers with social care services (3B) has increased significantly although it is difficult to say what is responsible for this improvement.

3.2.3 However, results for three of the indicators are below our locally set targets, these are 1D, 1I and 3D.

3.2.4 Full ASCOF results including historic performance in Leicester, performance against targets for 2016/17 and benchmarking data is set out in 'appendix 1' of this report.

### 3.3 ASCOF 1D: 'Carer reported quality of life'.

3.3.1 The overall 'carer reported quality of life' score for Leicester is 7.2. This is the same as at the time of the previous survey, 2 years ago, and is lower than the England average of 7.7. The score is calculated by aggregating the scores of five questions in the survey:

- *Which of the following statements best describes how you spend your time?*  
21.1% of respondents in Leicester agreed that "I'm able to spend my time as I want, doing things I value or enjoy". This is higher than the average for England (19.5%) and our comparator authorities (18.4%).
- *Which of the following statements best describes how much control you have over your daily life?*  
25.7% of respondents in Leicester agreed that "I have as much control over my daily life as I want". This is less than the average for England (25%) and our comparator authorities (24.2%)
- *Thinking about how much time you have to look after yourself - in terms of getting enough sleep or eating well - which statement best describes your current situation?*  
44% of respondents in Leicester agreed that they look after themselves. This is significantly less than the average for England (54.9%) and our comparator authorities (52.3%). On this measure we rank 142/151 nationally.
- *Thinking about your personal safety, which of the statements best describes your present situation?*  
69.1% of respondents in Leicester agree that "I have no worries about my personal safety". This is the lowest score in England and much lower than the average for England (84.1%) and our comparator authorities (82.5%).

- *Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation?*  
31% of respondents in Leicester agree that "I have as much social contact as I want with people I like". Again, this is lower than the average for England (35.5%) and our comparator authorities (35%).

### **3.4 Other questions from the Carers Survey**

3.4.1 The responses to other questions in the SACE that do not feed into ASCOF scores are set out below:

- *Thinking about encouragement and support in your caring role, which of the following statements best describes your present situation?*  
33.2% of respondents in Leicester say they feel they have encouragement and support. This is less than the England average (36.1%) and our comparator authorities (35.7%).
- *In the last 12 months, how helpful has the information and advice you have received been?*  
21.7% of respondents in Leicester agree that the information or advice they received was "very helpful". This is similar to the average for England (20.9%) and our comparator authorities (21.1%).
- *Thinking about the other people you have caring responsibilities for, which of the following best describes your current situation?*  
27.7% of survey respondents in Leicester agree that they "always have time" to care for others they have responsibility for. This is in line with the average for England (27.3%) and our comparator authorities (30.3%).
- Question 14 looks at the effect that carers say undertaking their caring role is having on their health. Survey respondents are asked to say whether their health has been affected in various ways. The 3 effects reported by the highest proportions of respondents in Leicester (by a wide margin compared to other effects) are tiredness (71.4%), sleep disturbance (60.1%) and "general stress" (57.9%).
- Question 15 asks about the extent to which a caring role is causing financial difficulties for carers. In Leicester, 53.3% of carers reported some level of financial difficulties. 40.8% saying that they were in difficulty "to some extent" and 12.5% saying their caring role had caused "a lot" of financial difficulty. This is in the top ten highest scores in England.
- *Thinking about combining paid work and caring, which of the following statements best describes your current situation?*  
18.9% of carers in Leicester report that they are "not in paid work due to their caring responsibilities". This is less than the average for England (21%) and our comparator authorities (24.5%).
- *About how long do you spend each week looking after or helping the person you care for?*  
33.5% of carers in Leicester report spending 100 hours or more a week caring. This is less than the average for England (35.7%) and our comparator authorities (38.8%).

### **3.5 Responding to the SACE**

- 3.5.1 An internal task and finish group plans to meet for the first time on September 20th to consider the results from the SACE, and plan measures to improve performance against the three ASCOF indicators mentioned at 3.3. The work will inform the development of a position statement showing the Council's compliance with its duties for carers under the Care Act 2014 as well as starting to put in place a consistent carers' pathway. The group will consider the current offer to carers not only that which is commissioned by the City Council but also by the wider Health & Social Care sector and universal services .
- 3.5.2 The group will unpick the assessment process for adult carers using RIPfa as a resource, as well as considering the process in relation to Young Carers as they transition from children's services to adult services, the needs of young adult carers and other harder to reach groups.
- 3.5.3 The group will also contribute to the commissioning review of Carers Services and the development of the LLR Carers Strategy and City Delivery Plan.

### **3.6 Progress against delivery of the Manifesto Commitments**

- 3.6.1 Recognition: Leicester City Council recognises the contribution of carers by facilitating a Carers Reference Group and by signing up to the Carers Charter. This group meets quarterly and contributes through engagement and consultation to the strategic direction of matters relating to carers across the City. The group is made up of providers that support and deliver services to carers as well as carers that live within the City. The group also contributes to the development of the LLR carers Strategy and will also be involved in creating the City Delivery Plan once the Strategy has been launched. The City Council also offers an internal support group to its employees along with a Carers Passport. This is an informal agreement between an employee and their manager, which recognises support or alternative working arrangements needed in order to meet both work and caring responsibilities.
- 3.6.2 Care & Support: Between April 2016 and the end of March 2017, Leicester City Council undertook 1475 carers assessments. During 15/16, 2150 carer's assessments were undertaken. The reason for this decline is unclear although it is known that the number of joint assessments with the cared for person has increased, and the number of individual assessments has decreased. Carers Services were part of the recent Voluntary Sector Preventative Service review. The City Council currently commissions 5 separate carers services across the City. These services will continue to operate until the end of March 2019. Officers are currently looking at viable options for carers' service delivery with one option being to outsource carer's assessments to the voluntary sector to undertake. Another option being considered is for the new model to include an element where carers are supported to complete their own carers' assessment, register with their GP as a carer and claim their carers allowance as part of one session. Delivery of service for carers with specific needs is also a priority consideration. These ideas will need further exploration as part of the commissioning review.
- 3.6.3 Carers' Census: This has not been progressed.

3.6.4 The Voice of Carers: The City Council listens to the voice of carers in a number of different ways when services have to change through engagement and consultation. As well as the Carers Reference Group, the Council commissions The Carers Centre (CLASP) to provide a Carers Partnership element within the service, the key purpose of which is to enable carers from the many diverse backgrounds and communities within Leicester to contribute to local planning and development processes. The City Council is also represented at the Carers Delivery Group hosted by Leicestershire County Council to ensure that the voices of City Carers are heard across the STP work streams. The recent VCS review was delayed as a result of feedback from VCS groups including carer's services.

3.6.5 Advocacy Support for Carers: Advocacy Services for carers continue to operate. These are part of the wider VCS review with planned procurement of new services to start on 1<sup>st</sup> April 2019.

### **3.7 Development of the LLR Joint Carers Strategy**

3.7.1 The City Council is contributing to the development of a joint LLR Carers Strategy. The final draft is due to be presented at the next meeting of the Carers Delivery Group on the 19<sup>th</sup> September with consultation hopefully taking place throughout November – January with the aim for final sign off being the end of March 2018. The key themes within this are early identification and recognition, carers feeling valued and involved, carers being kept informed, carer friendly communities, carers and their right to have a life alongside caring, the impact of technological products and the living space and access to support at the right time.

3.7.2 A refreshed City Delivery Plan will be developed once the LLR Strategy is in its final stages. This will be brought back to leadership and lead member briefing when prepared.

3.7.3 Officers from Strategic Commissioning represent the City Council at a Regional Carers Network where examples of best practice are shared.

## **4. Financial, legal and other implications**

### **4.1 Financial implications**

Martin Judson, Head of Finance, Ext 37 4101

### **4.2 Legal implications**

There are no legal implications arising from the contents of this report.

Pretty Patel, Head of Law, Social Care & Safeguarding, Tel 0116 454 1457.

#### 4.3 Climate Change and Carbon Reduction implications

There are no climate change implications associated with this report

Duncan Bell, Senior Environmental Consultant, Environment Team (x372251)

#### 4.4 Equalities Implications

All protected characteristics are relevant to the development work leading on from the Survey of Adult Carers in England (SACE) and the council's performance against the ASCOF indicators.

The equality act 2010 expects us to show due regard to eliminating discrimination, advancing equality of opportunity and fostering good relations. Our public sector duty expects us to demonstrate how we do this and included within this is how we undertake decisions, what information we are informed by and what impacts we have taken into consideration to address needs now and in the future.










The council through its commitment in the 'Building a strong future for our city' Labour's Manifesto for Leicester 2015, and signing up the carer's charter demonstrate how they are seeking to meet their duties. The work undertaken to date and that to be undertaken by the newly formed task and finish group provide the basis for these commitments to be delivered upon. Fostering good relations by working cohesively with partners, carers, carers groups and key service areas in the council will help with understanding the needs of carers and how to effectively address these needs now and in the future. However, to ensure the council is advancing equality of opportunity and that all carers are enabled to have a voice, representation and engagement needs to be representative of the communities of Leicester and all protected characteristics.

Sonya King, Equalities Officer  
Ext 37 4132

#### 4.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

**5. Background information and other papers: None**

**6. Summary of appendices:** Appendix 1: 2016/17 ASCOF scores from the SACE

Adult Social Care Outcome Framework: Measures derived from the Survey of Adult Carers in England										
Indicator	2012/13	2014/15	2016/17	2016/17 Target	DoT (from 14/15) & RAG rating	2016/17 Benchmarking				
						East Midlands	Unitary Authorities	England Average	England Ranking	England Rank DoT
1D: Carer reported quality of life.	7.1	7.2	7.2	7.7		7.9	7.5	7.7	130/151	
1I: The proportion of carers who reported that they had as much social contact as they would like.	N/A	31.9%	31%	35.5%		38.8%	32%	35.5%	105/151	
3B: The overall satisfaction of carers with social services.	37.9%	37.7%	43.5%	39.2%		41%	38.2%	39%	24/151	
3C: The proportion of carers who report that they have been included or consulted in discussion about the person they care for.	63.5%	68.5%	70.7%	70.5%		73.5%	68.2%	70.6%	70/151	
3D: The proportion carers who find it easy to find information about services.	52.5%	55.5%	57.3%	61.0%		67.9%	62.2%	64.2%	134/151	