

<b>15 September 2016</b>		<b>ITEM: 11</b>
<b>Health &amp; Wellbeing Overview and Scrutiny Committee</b>		
<b>Carers Support, Information and Advice Service</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Key	
<b>Report of:</b> Catherine Wilson: Strategic Lead – Commissioning and Procurement		
<b>Accountable Head of Service:</b> N/A		
<b>Accountable Director:</b> Roger Harris – Director of Adults, Housing and Health		
<b>This report is Public</b>		

## **Executive Summary**

This report details the preferred option for the procurement of a Carers Support, Information and Advice Service for Carers aged 18 and over. The proposed changes to the current service ensure that the Council is fully compliant with our responsibilities under the Care Act 2014 and in line with best practice. The specification for future service is in development and this report asks the committee to agree the future design of the service.

### **1. Recommendation(s)**

#### **1.1 For HOSC to approve the future design of the Support, Information and Advice Service for Carers.**

### **2. Introduction and Background**

2.1 The current provision for Carers Support, Information and Advice is due to expire in January 2017. The service is required to meet the needs of vulnerable people and ensure the Council continues to meet legislative requirements. As such, we are seeking approval for developments to the service in line with legislation and local development.

2.2 Thurrock Council has a duty (please see appendix 1 which details our requirements under the Care Act 2014) to facilitate the provision of a Carers support, information and advice service for Carers aged 18 and over. The Care Act 2014 defines a 'Carer' as an adult who provides or intends to provide care for another adult needing care.

2.3 The 2011 national census for England, Wales and Northern Ireland concludes a significant increase in the number of Carers since the last census.

- The number rose from 5.22 million in 2001 to 6 million in 2011. This is an increase of 629,000 over the 10 year period.
- Of these 2.2 million people are undertaking caring responsibilities in excess of 20 hours a week and 4 million in excess of 50 hours a week.
- It is anticipated that the number of Carers are likely to increase in the future as people are living longer and with more complex needs.
- The age profile shows the peak age for caring is 50 to 59 and that 1 in 5 people in this age group (1.5 million across the UK) are providing some unpaid care.

2.4 In 2014 the total population of Thurrock was 157,705 (ONS end-year estimates 2011). Out of this the census identifies that:

- 5.5% (8674 Residents) provides 1-19 hours of unpaid care a week
- 1.4% (2208 Residents) provides 20-49 hours unpaid care a week
- 2% (3154) provide 50 or more hours of unpaid care per week

This means there are an estimated 14,036 Carers resident in Thurrock.

2.5 Thurrock Council currently commissions Thurrock Mind to provide a Carers Support, Information and Advice Service (CARIADs) for Carers aged 18 and over. In the period April 2015 to March 2016, 342 Carers received a service from Cariads.

2.6 The current contract value is £117,118.36 per annum and is commissioned to provide:

- Support: support groups, counselling services for Carers, ad-hoc therapeutic and health promoting activities, Carer training and early identification
- Information and Advice: Telephone and drop in services, newsletter, Carers week and Carers rights events, maintain Carers support directory and carers support pack, provide input to council web-based information
- Appropriate staffing to support the delivery of the service

### 3. Issues, Options and Analysis of Options

3.1 Current provision of carers support, information and advice has been reviewed to ensure it meets the current and future needs of Carers in Thurrock and our responsibilities under the Care Act.

3.2 As part of the review, 3 options were identified and presented to the Departmental Management Team (DMT) for Adult, Housing and Health.

1. **To remain the same** - Continue to commission the service as set out in the current specification at the current price (£117k per annum)
2. **To Increase the capacity** - Continue to commission the service at the same price (£117k per annum) but increase the capacity to meet the identified growth in future carers. The specification will also be changed to

reflect our commitment to the Asset Based Community Development (ABCD) model and to ensure that there is an equality of access across all locations within the borough.

3. **To delegate the majority of our responsibilities** - Devolve most functions including assessments and budget allocation (excluding safeguarding and charging) to the new provider.

#### 4. **Reasons for Recommendation**

- 4.1 DMT reviewed all 3 options. Their **preferred option is number 2 – To increase capacity for the same contract price.**

Although the current service providers have worked hard to increase awareness of Carers and identify where support and information can be given (as identified in the figures provided in sections 2.3 and 2.4), there is still more to be done in order to ensure that Thurrock fulfils the commitments made to carers through the Thurrock Carers Strategy 2012-2017 and to reach those not yet receiving support.

- 4.2 Option 1 no longer meets Thurrock Council's new responsibilities under the Care Act and is not consistent with the ABCD model.

- 4.3 Option 3 would increase cost at a time of austerity. There is a risk that devolving the budget and thereby control, could result in larger support packages and increased cost. There would also be an addition cost of the organisation carrying out these functions.

- 4.4 As such the service specification for the preferred model (option 2) is currently being reviewed and updated to ensure we meet the needs of a greater number of Carers. A number of priorities have been identified through reviewing examples of best practice and engagement with service users and stakeholders (see section 5 of report). This research and feedback has been used to review the key objectives (appendix 2) But the highlights of these include:

- Building a greater presence in the community and raising the profile of the service to ensure Carers are aware of its availability and to enable earlier identification of carers
- Raising the profile of Carers across Thurrock including with statutory and community organisations as well as with partners in Health services.
- To work closely with GPs and IAPT services to ensure that Carers are identified and offered the support they require in a timely and responsive manner
- Provide equitable services that all Carers can access regardless of their location or circumstance

## **5. Consultation (including Overview and Scrutiny, if applicable)**

- 5.1 Current service users and key stakeholders were engaged in July 2016 with regarding the current service provision. This feedback has shaped future service development (option 2) by ensuring increased access to support, information and advice at a time and a place which meets their needs.

## **6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 The tender of a Carers Support, Information and Advice service primarily meets the priority 'To improve health and well-being'. By commissioning this service, we will continue to ensure that the needs of carers are met.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Jo Freeman**  
**Management Accountant (Social Care & Commissioning)**

The service already forms part of the 16-17 base budget and as this will be re-tendered within the current financial envelope there will be no financial implications.

Please note one member of staff remains under the employment of Thurrock Council.

### **7.2 Legal**

Implications verified by: **Rosalind Wing**  
**Adult Social Care Solicitor**

The service changes recommended in this report simply aim to bring Thurrock's support, information and advice for carers service into line with current legislation (the Care Act 2014) and the Thurrock Carers' Strategy 2012-2017. Assuming this can be achieved within the existing budget, the legal implications are simply that Thurrock will be complying with its obligations under the above-named Act and Strategy

### **7.3 Diversity and Equality**

Implications verified by: **Natalie Warren**  
Natalie Warren, Community Development and Equalities Manager, Adults, Housing and Health Directorate

A Community and Equality Impact Assessment will be carried out prior to commissioning the new services

The purpose of this tender is to increase the identification and access of carers to support, information and advice.

7.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

N/A

8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- N/A

9. **Appendices to the report**

- Appendix 1 – Summary of conditions and requirements set out in the Care Act 2014
- Appendix 2 – Key Objectives for the service

**Report Author:**

Kelly Redston

Integrated Commissioner

Adult Social Care