

CABINET	AGENDA ITEM No. 5
10 JULY 2023	PUBLIC REPORT

Report of: New All Age Carers Strategy	Stephen Taylor, Executive Director, Adult Services	
Cabinet Member(s) responsible:	Councillor Fitzgerald, Leader of the Council and Cabinet Member for Adults Services and Public Health	
Contact Officer(s):	Lisa Sparks, Senior Commissioning Manager	Tel. 07900163590

NEW ALL AGE CARERS STRATEGY

RECOMMENDATIONS	
FROM: <i>Cabinet</i>	Deadline date: <i>10 July 2023</i>
<p>It is recommended that Cabinet:</p> <ol style="list-style-type: none"> 1. Approves and adopts the new Carers Strategy. 	

1. ORIGIN OF REPORT

1.1 This report is submitted to Cabinet following Director recommendation.

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to:
Cabinet is being asked to endorse the new Carers Strategy to enable us to provide a clear strategic direction for supporting carers across Peterborough.

2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.9, '*To promote the Council's corporate and key strategies and Peterborough's Community Strategy and approve strategies and cross-cutting programmes not included within the Council's major policy and budget framework*'.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. BACKGROUND AND KEY ISSUES

Background

4.1 The Care Act 2014 defines a carer as:

‘someone who helps another person, usually a relative or friend, in their day-to-day life. This is different from someone who provides care professionally or through a voluntary organisation.’

4.2 The Children and Families Act 2014 and the Care Act 2014 have ensured the rights of all young carers, young adult carers and their families. The legislation covers the rights of young carers to be identified, young Carers needs assessment, transition assessment of young carers at 18 and support using a whole family approach.

4.3 Unpaid carers are an asset in society, helping to support people’s independence and meet their social care needs. The value of unpaid care now exceeds the value of the NHS budget in England and Wales demonstrating just how substantial and significant the contribution of carers is. Whilst providing care can be a rewarding experience, it can also have an impact on the carer's own health; education; ability to remain employed; relationships and social life.

4.4 Carers rights are protected by the law. The Care Act (2014) brought into effect some key legislative changes in the way that carers are assessed, and how support is provided. It is essential that carers are supported appropriately for them to continue in their caring role and to ensure that this does not have a negative impact on their own health and wellbeing.

4.5 The new strategy encompasses all carers, including adult carers, parent carers and young carers. It continues to be a joint strategy with Peterborough City Council, as we aspire to a single strategy across the Cambridgeshire & Peterborough Integrated Care System (CPICS) and more collaborative working to better support carers in our community.

4.6 Following engagement with carers and carers groups (see Appendix 1), we learnt carers are often unaware of the support available to them, or are perhaps reluctant to ask, or not sure who to ask. This strategy is intended to bridge that gap and answer the most important questions that may prevent carers from accessing support. It also aims to identify areas of improvement for the future and how we plan to implement them.

4.7 The feedback from our engagement with carers has been invaluable in shaping the strategy. We would like to offer our thanks to all carers and carer organisations who have given up their time to contribute to its development.

5. Main Issues

5.1 In developing the new strategy, the impact and achievements of the previous strategy have been considered. The previous strategy was built around 9 strategic intentions;

- Joint working across health and social care for all carers
- Early identification of carers
- Access to information, advice and support
- Carers work/training/education – life balance
- Improved carer/professional relationships
- Reduced breakdown of care at home
- Young carers are supported when moving into adulthood
- Carers have access to advocacy when they need it
- Carers have a voice in how services are designed and developed

- 5.2 In spite of the negative impact of the pandemic on many carers and their families, positive progress was made against most of these intentions including;
- Carers reporting better knowledge and understanding of how to access information, advice and support services
 - Carers feeling better supported in their caring role
 - Identification of a large number of previously hidden carers
 - Increased numbers of 'What If' plans¹ being registered and activated
 - Carers having a strong voice through Healthwatch Partnership Boards
 - Timely access to advocacy and promotion of self-advocacy to enable carers to be confident to speak for themselves in future
- 5.3 The new Strategy includes a detailed action plan which will be held to account by both the Carers Strategic Board and the Carers Partnership Board. It reflects the new priorities which have arisen and the remaining work to be done. A key feature of this Strategy is the detailed action plan. Working groups will be established to deliver the plan. These groups will report to the Carers Strategic Group and will also provide regularly updates on both progress and learning for discussion and challenge at the Carers Partnership Board. This Strategy will also imminently be subject to the robust Local Government Association Peer Review process.
- 5.4 In developing the new strategy, importance has been placed on the voice of those with lived experience and there have been a variety of opportunities for involvement, consultation and feedback including;
- Carers Expert by Experience panel
 - 2 Workshops in 2022
 - Carer members of the Strategy Task and Finish Group
 - Carers Partnership Board
 - Quarterly meetings including 10/12 carers on average
 - Workshops
 - 2 Practitioner drop in session in 2023
 - Surveys/Questionnaires
 - NHS Digital Carers Survey (163 responses, a 45% response rate)
 - Carers By Experience Panel (206 responses)
 - Caring Together's Parent Carer Survey (26 responses)
 - Charity Fundraising Including evaluation of the All Age Carers Service
- 5.5 Feedback was also sought from professionals and other partners to ensure that their knowledge, expertise and views were also captured within the new strategy.
- 5.6 Our engagement with people with lived experience has highlighted what is important to them, namely being able to easily access information, advice and support when needed, support to manage their own wellbeing, responsiveness of statutory services and ensuring that the needs of the individual they care for are met.
- 5.7 This feedback has directly informed both the key priorities and strategic intention for the new strategy which are listed in paragraph 5.6. The priorities selected are aligned with the NICE Guidance for carers;
- Information and support for carers
 - Identifying carers
 - Psychological and emotional support for carers

¹ ["What If?" Plan | Support in the event of an emergency \(caringtogether.org\)](https://www.caringtogether.org/what-if-plan)

- 5.8 The intentions and priorities within the new strategy reflect what we want to achieve with and for carers over the life of the strategy. The key priorities include;
- Support for Parent carers
 - Young carers to be supported when moving into adulthood
 - Support for carers at risk of domestic abuse
 - Supporting the emotion and psychological wellbeing of all carers
 - Joint working across health and social care for all carers
 - Ensuring our webpages support easy access to information
- 5.9 A copy of the draft strategy is included at Appendix A. Once finalised the new Strategy will be published on the County Council's website and promoted via our partners, commissioned services and internal Communications Team.

Next steps:

- 5.10 Subject to any final revisions or amendments, the new Strategy will be published in July.
- 5.11 An action plan will be developed to support delivery of the strategy in collaboration with key partners, including the voluntary and community sector. The Carers Strategic Board will have oversight for delivery of action plan. The action plan will also shape our future commissioning intentions.
- 5.12 Throughout the life of the strategy, we will continue to pursue opportunities for collaboration and integration with partners. We will explore more localised support for carers where appropriate with local people and partners within Integrated Neighbourhoods. We will build upon learning from the Care Together programme in East Cambridgeshire in which the Ely Primary Care Network and the Council have joint funded a Neighbourhood role to improve identification of and support for carers in Ely.
- 5.13 Progress of the strategy will be reviewed after the first year, and the document will be refreshed and updated to reflect this. As part of this refresh, we will also seek to widen the partners signed up to the strategy to include Cambridgeshire and Peterborough Integrated Care Board (ICB), to ensure that there is a shared vision for supporting carers across Cambridgeshire and Peterborough.

6. CORPORATE PRIORITIES

- 6.1 The recommendation links to the following Council's Corporate Priorities:
1. Our Places & Communities
 - Places and Safety (including any rural implications)
 - Lives and Work
 - Health and Wellbeing
 2. Prevention, Independence & Resilience
 - Adults
 - Children

Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)

7. CONSULTATION

- 7.1 In developing the new strategy, importance has been placed on the voice of those with lived experience and there have been a variety of opportunities for involvement, consultation and feedback including;

- Carers Expert by Experience panel
 - 2 Workshops in 2022
- Carer members of the Strategy Task and Finish Group
- Carers Partnership Board
 - Quarterly meetings including 10/12 carers on average
- Workshops
 - 2 Practitioner drop in session in 2023
- Surveys/Questionnaires
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 - Charity Fundraising Including evaluation of the All Age Carers Service

7.2 This recommendation has been considered by:

- Corporate Leadership Team (CLT)
- Cabinet Policy Forum (CPF)

8. ANTICIPATED OUTCOMES OR IMPACT

8.1 After publication further work will be undertaken following the production of this strategy to ensure that carers and partner organisations work together to formulate a clear action plan for all groups of carers. This will enable the system to deliver and improve support and satisfaction by addressing the needs identified against each of the Strategic intentions listed in the strategy

We will publish the action plan(s), with clear timescales for implementation, through a variety of media channels including on-line, all partner organisations and the Carer's Partnership Boards. We will report progress to appropriate forums, both internally to senior management teams in Cambridgeshire County Council, Peterborough City Council, Integrated Care Board and externally through the channels mentioned above.

The Strategy will also go on to form the base for the new All Age Carers contract. Currently expected to be in place for August 2024. As part of the recommissioning process, we will develop a set of "IWe" statements to promote active listening, effective communication, empowerment and person-centred care.

Examples of IWe statements for carers include:

- IWe can plan ahead and keep control in a crisis
- IWe are in control of planning my care and support
- IWe have care and support that is directed by me and is responsive to my needs
- IWe can decide the kind of support I need and when, where and how to receive it

9. REASON FOR THE RECOMMENDATION

9.1 *By publishing this strategy Peterborough City Council gives clear statement to the City's Carers on what to expect from the Council on how they will be support for the duration of the Strategy*

10. ALTERNATIVE OPTIONS CONSIDERED

10.1

Option
Let the current Strategy expire without any renewal.

<p>This would be detrimental to carers leaving a gap or a strategy that is out of date and not aligned with current national policy or Local Authority strategic intentions.</p>
<p>Create a new strategy that unites CCC and PCC in the aim of supporting carers</p> <p>This is the preferred option.</p>
<p>CCC and PCC create a separate strategy</p> <p>This option would leave an unspecified period of time where the current strategy is out of date/expired and present a risk to the quality, resource allocation etc of recommissioning of the All Age Carers service.</p>

11. IMPLICATIONS

Financial Implications

- 11.1 As a strategy there will be no financial implications directly associated to the strategy.

Legal Implications

- 11.2 The Council has a legal duty under the Care Act 2014 to prepare and publish a local Carers Strategy. The priorities within the strategy are in alignment with duties placed on local authorities by the Care Act 2014 and Children and Families Act 2014 in respect of assessment and support planning for carers and wider general duties around well-being, prevention, information and advice and market shaping within the Care Act (014).

Equalities and Carbon Impact Implications

- 11.3 The public sector equality duty has been considered as part of the strategy development and an EQIA has been completed.

The Carers Strategy 2023-26 will have a neutral effect on emissions on the City. Due to it being a published document and not itself a service it won't directly be responsible for any emissions. The intentions of the Strategy will also not have a direct impact on the emissions of the Council as there will be a re focus of our efforts for unpaid carers. Any commissioning work that follows this Strategy will undertake it's own assessment to document its own impact.

Public Health Implications

- 11.4 It is important to recognise the contribution that informal carers make to supporting the health and wellbeing of those that they care for. The carers' strategy and future action plan should include actions relating to supporting informal carers in these areas to improve health outcomes for those that they care for.

12. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

12.1 See Appendices.

13. APPENDICES

13.1 [Appendix 1. V5 Draft All Age Carers Strategy 2023-2026](#)

ⁱ Petrillo & Bennett (2023) 'Value of unpaid care now exceeds that of NHS budget' Available at: [Value of unpaid care in England and Wales now exceeds that of NHS budget | the Centre for Care](#) (Accessed: 15/5/23).

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