

**Adults Commissioning and Contracts Team – Carers Strategy
Update**

Summary

1. Following a Carer's Review completed by the Health Overview Scrutiny Committee in 2010/11 the Committee recommended that they should receive an annual update report on the Carers Strategy. This is the fourth annual review to be submitted.

Background

2. The Carers Strategy Group is a partnership of carers, professionals and provider organisations from social care, health and the third sector. It meets regularly to monitor and oversee the implementation of York Strategy for Carers 2011 – 2015. The local Strategy is due to be revised later in 2015 and on July 1st Jeremy Hunt announced that Alistair Burt, Minister for Community and Social Care will be developing a new national carers' strategy, though no timescale is yet in view. NHS England's Commitment to Carers was published in May 2014 providing strategic direction for work to improve the recognition and support carers receive from the NHS.
3. The Carers Project is one of CYC's adult social care Transformation Projects and provides the current focus for our work to develop support and services for carers in York alongside implementing new duties under the Care Act 2014. A 'single point of contact' for carers is being developed in York as a partnership across voluntary sector and community groups, health and social care.
4. The Carers Project comprises a programme of work which includes enabling carers to have easy access to our local information and advice offer, incorporating a proportionate approach to providing a carer's assessment and developing a Whole Family approach as part of the implementation of the Care Act.

A new carer's personal budget is in place and a review of current replacement care provision underway. The work will be developed alongside the new Adult Social Care operating model to ensure customer and carer support and personal budgets are aligned appropriately.

Consultation

5. The Carers Strategy Group includes carer representatives from the three carer-led forums in the city: Young Carers Revolution; CANDI; and York Carers Forum. There have been conversations with carers during the past year about improving carer involvement, including a meeting with the Chair of the Carers Advisory Group in East Yorkshire. This resulted in the first meeting of a Carers Action Group in June 2015. The group will be carer led, aiming to develop a focal point for collective issues carers want to raise and as a potential sounding board for statutory and other agencies who want to elicit carers' views.
6. Engagement sessions took place in spring 2015 as part of CYC's transformation work, which produced a range of feedback including:

"Many people said creating a single contact point for carers would be particularly useful as would having support, information and training for informal carers"
7. A discussion group with carers at York Carers Centre raised a number of key points including:
 - More joined up approaches between health and social care
 - Only tell your story once (instead of half a dozen times)
 - Ready advice, help and support without having to go through a lengthy assessment process

Carers Strategy Update

Achievements

8. The National Carers Strategy National Carers Action Plan 2014 – 2016 identified four priority areas and achievements are listed accordingly:

Identification and recognition

- New website at York Carers Centre up and running.
- Engagement work with carers as part of Transformation project.
- First meeting of new Carers Action Group in June 2015 during Carers Week.

- [Online carer awareness courses](#) about Adult Carers and Young Carers updated, and new course about Young Adult Carers commissioned.
- Continuing work to raise carer awareness amongst professionals in health settings.

Realising and releasing potential

Young Adult Carers

- Partnerships established between local colleges and universities and York Carers Centre.
- York College's work with York Carers Centre highlighted as a flagship project in the national 'Supporting Students with Caring Responsibilities' publication.

Young Carers

- The Young Carers Card is running in 7 of the 9 local secondary schools as well as York College and Askham Bryan College.
- York Carers Centre provided 72 young care awareness sessions in the year from April 2014.
- Successful 'Tiny Treasures' theatre project to raise awareness mainly in Primary Schools was rolled out in Yorkshire and the North East in 2014 <http://yctinytreasures.wordpress.com/>
- Work on establishing a Whole Family approach between Children's and Adults social services underway.
- Family Early Help Assessments established as a tool to assist young carers.
- Successful local media coverage about young carers during Carers Week, June 2015.

Carers and employment

- York Carers Centre received 59 referrals from Job Centre Plus and hosted a number of workshops to support carers in maintaining a balance in terms of work, life and caring.
- City of York Council submitted a bid for national funding to support carers in employment through use of assistive technology. Whilst the bid was unsuccessful this identified potential future project work.

A life alongside caring

- Universal information offer and [Start Here](#) checklist produced.
- Carers assessment of need waiting list reduced. (Unfortunately it then increased again during 2014.)
- Implementation of new duties under Care Act 2014 around carer assessments and eligibility for services and support.
- Streamlined system in place to provide personal budgets for carers significantly reduces bureaucracy.
- Small grants funded a range of support groups for carers.
- York Carers Centre established outreach work in New Earswick.

Supporting carers to stay healthy

- Vale of York Clinical Commissioning Group's (VOYCCG) carer's lead officer actively involved in work to deliver York Strategy for Carers.
- VOYCCG's lead officer has planned visits to all GP practices.
- Links established between VOYCCG carer's lead officer and York Teaching Hospital's Patient Experience Team in working to identify and support carers.
- Carers awareness training commissioned by VOYCCG delivered to GP practices autumn 2014 and further sessions planned for autumn 2015.
- York Carers Centre sent out the Adult Quality of Life survey to carers known to the Centre and followed up with work to support those in greatest need.
- York Carers Centre established links with Priory Medical Group and the Integrated Teams.
- An evaluation completed in October 2014 of 17 group activities funded through a small grants programme evidenced that almost all carers who attended reported benefits to their emotional and physical wellbeing.

Future direction

9. The Carers transformation project is underway with the programme co-designed by local providers and carers delivering a new approach:
 - A 'single point of contact' for carers to enable easy access to information, advice and support that is carer focused, from spring 2016.

- A partnership approach across statutory and voluntary sector organisations enabling proportionate and timely carer's assessments, personal budgets, and support planning in line with implementation of the Care Act 2014.
- Work to align customer and carer assessments and personal budgets, with the development of the new Adult Social Care operating model.
- Further development of a Whole Family approach across Children's and Adult services.
- The review of replacement care to be completed by April 2016 with an implementation plan for a new approach in place.
- The Carers Information Group will continue to lead and promote carer awareness raising amongst professionals and local communities in order to increase carer identification.
- Joint work between VOYCCG's and CYC's carer's lead officer to implement carer focused work in the Integrated Teams and with York Teaching Hospital's Patient Experience Team.

Renewal of York Strategy for Carers

10. The current local Strategy runs from 2011 to 2015. The Carers Strategy Group is keen to develop a renewed Strategy as a joint venture between health and social care, with the newly established carer led Carers Action Group taking a lead role in this co-production. We also await further information from the Department of Health who in July announced a refresh of the National Strategy, to enable our local work to align with national priorities. The renewal work will therefore commence towards the end of 2015.

Analysis

11. The report is provided for information and consideration. Members are also asked to clarify if they wish to continue to receive the report on an annual basis.

Council Plan

12. Carers are York residents, or are supporting York residents and as such are affected by all the five key priorities in The Council Plan 2011- 2015. However, the actions and projects under 'protect vulnerable people' are of particular significance in providing services and support to sustain carers in their caring role.

Implications

13. Financial: All actions are accommodated within existing budgets.
14. Equalities: An Equalities Impact Assessment was completed for York Strategy for Carers 2011-15. A Community Impact Assessment has been completed for the Carers Project as part of the Transformation work.
15. Other: There are no implications relating to Human Resources, Legal, Crime and Disorder, Information Technology or Property arising from this report.

Risk Management

16. No risks arise directly from this report. In a broader sense, however, failure to recognise the importance of carers could lead to the Council failing to comply with its statutory duties under the Care Act 2014 and Equalities legislation, and to additional costs falling on social care budgets.

Recommendations

17. The report is presented for information and consideration.

Reason: To inform the Committee of the Council's carer's strategy.

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**Report
Approved**

Date 5/10/2015

Wards Affected:

All

For further information please contact the author of the report

Annexes

Annex 1 York Carers Strategy 2011- 15

Annex 2 Carers Strategy Action Plan update V5 August 2015

Glossary of abbreviations used in report and annexes

BCF- Better Care Fund

BME- Black, Minority and Ethnic

CAB- Citizens Advice Bureau

CAF- Common Assessment Framework

CYC- City of York Council

DH- Department of Health

GP- General Practitioner

LINK- Local Involvement Network

NHS- National Health Service

PCT- Primary Care Trust

VOYCCG- Vale of York Clinical Commissioning Group

YCC- York Carer's Centre

YCR- York Carers Revolution