

## CARERS STRATEGY 2015-18 - Q2 UPDATE

<b>Cabinet Member</b>	Councillor Philip Corthorne
<b>Cabinet Portfolio</b>	Social Services, Health and Housing
<b>Officer Contact(s)</b>	John Higgins, Adult Social Care Directorate Kevin Byrne, Administration Directorate
<b>Papers with report</b>	Appendix A - Carers Strategy Delivery Plan 2015-16 Q2 update

### 1. HEADLINE INFORMATION

<b>Summary</b>	The report presents Cabinet with an update on progress against the Carers Strategy Delivery Plan objectives. A respective update for the NHS will be presented to the Hillingdon CCG Governing Body in December 2015.
<b>Putting our Residents First</b>	This report supports the following Council objective of: <i>Our People</i>  The Carers Strategy supports priority three in Hillingdon's Health and Wellbeing Strategy to develop integrated, high quality social care and health services within the community or at home. The strategy implements part of the requirements of the Care Act 2014.
<b>Financial Cost</b>	There are no direct financial costs associated with this Strategy. New Burdens funding has been made available to deliver the Care Act 2014 which includes support for carers.
<b>Relevant Policy Overview Committee</b>	Social Services, Housing and Public Health
<b>Ward(s) affected</b>	All

### 2. RECOMMENDATIONS

That Cabinet:

1. Notes the Q2 progress update against the objectives in the Delivery Plan 2015-16;
2. Agrees progress updates on the Strategy Delivery Plan are presented to Cabinet on an annual basis in May, starting in 2016 and;
3. Agrees that key performance metrics for each of the priorities are included in the next progress update.

## **Reasons for recommendation**

The Carers Strategy 2015-18 is an important element of implementing the requirements of the Care Act 2014 and demonstrates what the Council, Hillingdon Clinical Commissioning Group (HCCG) and its partners are doing to support carers in Hillingdon. It also supports the Health and Wellbeing Strategy priority of developing integrated, high quality social care and health services within the community or at home. The Delivery Plan provides progress against the objectives in the Strategy and assures Cabinet and HCCG that work is on track to be delivered in the timescales required.

## **Alternative options considered / risk management**

An alternative option would be not to present regular updates to Cabinet and HCCG but this was rejected as it is important to monitor progress against the Delivery Plan objectives on a regular basis.

## **Policy Overview Committee comments**

None at this stage.

## **3. INFORMATION**

According to Census 2011 there are over 25,000 carers in Hillingdon who provide unpaid support. Their contribution to the health and wellbeing of those they care for is significant. Carers say that supporting someone to live an independent life at home, in the community they know, can be very rewarding. However, the cost to carers themselves can be considerable in terms of their own health, financial situation, employment position and independence.

The Carers Strategy sets out the Council and HCCG's joint vision and strategic aims for carers of people within the London Borough of Hillingdon. The delivery plan outlines activity that the Council, HCCG and its partners will deliver over the course of the Strategy. This delivery plan will be updated on an annual basis and monitored by the Carers Strategy Group with updates to the Health and Wellbeing Board via the Health and Wellbeing Strategy performance report.

Good progress has been made across partners to take forward the actions in the delivery plan including strong support from Cllr Haggard, the Carers Champion, who has played an integral role in the coordination of new initiatives such as the Carers Recognition Scheme and the Carers Support Planning Checklist.

All tasks are on track and the positive engagement of carers has been welcomed. A pilot Carers Assembly took place on 12 November and, through a new arrangement with Hillingdon Carers, a "Carer's Collaborative" is being established to improve coordination and collaboration between all organisations working with carers. Key milestones over the next period include the tendering of arrangements for carers services into one contract from September 2016. The Carers Strategy Group will also consider developing the most appropriate metrics to monitor outcomes from the plan and will report back in the next Cabinet update.

A full update is provided in the Delivery Plan (appendix A). In addition, key activities within each of the priority themes are set out as follows:

## **Priority one: Cross-cutting and strategic activity**

Carers Recognition Scheme for Hillingdon - planning for the scheme is on track with a provisional date set of 10 May 2016 for the event.

The proposed recognition categories are:

- Young carers 5-17
- Young adult carers 18-25
- Adult carers
- A school that supports young carers

A full budget proposal is being prepared including costs for certificates, catering, communications, nomination leaflets etc.

Communications - a joint communications campaign between the Council and HCCG is being drafted with the aim of raising awareness of the caring role and encouraging more carers to access services to assist them in their role and to continue providing care.

The campaign will take the form of internal and external communications including posters, media articles and online case studies.

As part of the development of the 'Carer Collaborative' there are plans for a borough-wide 'Think Carer' campaign which has been included in Hillingdon Carers new Communication Strategy.

## **Priority two: For carers to say "I am physically and mentally well and treated with dignity"**

Physical activity sessions for carers - the ongoing physical activity programme has seen 333 carers accessing 1,031 wellbeing sessions from Apr-Sept 2015. These include exercise, health MOT days and carer cafes.

Therapeutic care - From Apr-Sept 2015, 192 carers accessed 280 sessions of therapeutic care.

Design a 'Life Planning Support' checklist - A joint meeting has taken place to review the provision of a 'Life Planning Support' checklist. It is proposed that this is made available online as well as in a booklet format that carers can keep and refer to when needed. The checklist will be formatted around the four main priorities of the Carers Strategy.

## **Priority three: For carers to say "I am not forced into hardship by my caring role"**

Deliver a budgeting and financial management programme for young adult carers - Lloyds Bank, Uxbridge have committed to a delivering a programme of workshops during September to December 2015 for young carers covering budgeting, an introduction to the workplace and mock interviews.

Maximise carer income - From April to September 2015, 136 requests have been made for carer assessments with 59 full assessments completed to end September. Ongoing benefit advice and support for carers has secured £481,344 in benefit entitlements.

#### **Priority four: For carers to say "I enjoy a life outside of caring"**

Continue to develop a range of social activities for young carers - the average take up of social opportunities in the last financial year was 6.7 breaks per young carer, up from 5.0 the previous year. Three years continuation funding has been secured for the Young Carers Plus project, 27 families have accessed the new social programme and the Young Carers Team is supporting 267 families.

Explore options to extend services for carers e.g. weekend carers cafes - plans are in development for a Sunday Carer Café for working carers which is on target for March 2016.

#### **Priority five: For carers to say "I am recognised, supported and listened to as an experienced carer"**

Establish a "Carer Collaborative" for the Borough - an initial meeting has been held with carer organisations and a series of focus groups have been arranged to look at specific areas of provision i.e. dementia, carer training, therapeutic care, respite etc.

Design and deliver an integrated engagement framework for carers - A draft engagement framework is out for consultation with key stakeholders. Feedback will be discussed with members of the Carers Strategy Group.

#### **Financial Implications**

There are no direct financial implications associated with this report. The programmes detailed are funded from existing approved budget resources. New burdens funding for delivering services under the Care Act 2014 have been received. Any additional expenditure will be subject to formal approval in accordance LBH Standing Orders.

### **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

#### **What will be the effect of the recommendation?**

The Carers Strategy 2015-18 Delivery Plan demonstrates to residents and carers in Hillingdon, the Council's, HCCG and its partners' commitment to supporting carers and how it is improving services to carers.

#### **Consultation carried out or required**

A full consultation programme has been completed to establish what unpaid carers in Hillingdon want and need to be healthy, happy and supported in their caring role. This has been carried out in partnership with HCCG, Hillingdon Carers and other voluntary organisations such as the Alzheimer's Society, Carers Trust and Healthwatch Hillingdon.

The consultation activity has centred around an online and paper based survey along with face to face drop in's at Hillingdon Hospital, Uxbridge and Botwell libraries and at Carers Cafes. At the end of the consultation period, over 200 adult carers and 16 young carers have provided feedback.

The final results of the consultation have been reviewed to ensure that any additional feedback is reflected in the priorities and activities in the Delivery Plan.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

Corporate Finance has reviewed this report and confirms that there are no direct financial implications arising from the recommendations therein. The measures outlined in this report to support carers under the Care Act 2014 will be funded from Department of Health New Burdens Grant.

### **Legal**

Implementation of the Carers' Strategy helps the Council to meet its duty under section 4 of the Care Act 2014 to provide information and support to carers and their families.

## **6. BACKGROUND PAPERS**

NIL