

CARERS STRATEGY 2015 -18

2015-16 END OF YEAR UPDATE

Cabinet Member	Councillor Philip Corthorne
Cabinet Portfolio	Social Services, Housing, Health & Wellbeing
Officer Contact(s)	John Higgins, Social Care
Papers with report	Appendix A - Carers Strategy Delivery Plan 2015-16 end of year update

1. HEADLINE INFORMATION

Summary	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 June 2016.
Putting our Residents First	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.
Financial Cost	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.
Relevant Policy Overview Committee	Social Services, Housing and Public Health
Ward(s) affected	All

2. RECOMMENDATIONS

That Cabinet notes the progress update against the objectives in the Carers Strategy Delivery Plan 2015-16

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 or completed with the exception of one for which there is reliance on a partner agency to deliver. There has been ongoing positive engagement of carers which is welcomed. A pilot Carers Assembly took place on 12 November 2015 and, through a new arrangement with Hillingdon Carers, a "Carer's Collaborative" has been established to improve coordination and collaboration between all organisations working with carers. Key milestones over the next period include the implementation of arrangements for the new Carers Services contract from September 2016. The Carers Strategy Group continues to develop 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 Assessments

In 2015-16 a total of 444 assessments were completed, a 35% increase on the previous year. Of these, 222 were sole assessments and 222 were joint. This total includes 148 completed by Hillingdon Carers.

Carers Recognition Scheme for Hillingdon - The Carers Recognition Scheme received 48 nominations and invitations for the Carers Award event held on 10 May 2016.

Nominations were received from all the categories apart from a school, with the majority for adult carers who provide 50 hours of care or more per week.

The event was opened by the Mayor of Hillingdon and the Leader of the Council with attendance by the Cabinet Members as well as the Carers Champion.

All carers who were nominated received a signed certificate regardless of whether they are able to attend the event and replacement care is being offered via Carers Trust and paid for by the Council.

Communications - A joint communications campaign between the Council and HCCG has been delivered 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 included internal and external communications including posters, media articles and online case studies.

Outreach and education sessions have been completed at 25 schools, Uxbridge College, Brunel and New South Bucks Universities, for Social work teams, Youth Services, Student nurses and to staff at Victim Support. Hillingdon Carers also have a monthly carer slot on Hayes FM.

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

Physical activity sessions for carers - in 2015-16, the ongoing physical activity programme delivered by Hillingdon Carers has seen 117 carers attending 111 exercise sessions a total of 1,044 times.

Therapeutic care - In 2015/16, 112 carers have had 573 attendances of therapeutic care over 51 sessions.

Design a 'Life Planning Support' checklist - The checklist, formatted around the four main priorities of the Carers Strategy, is in the final stages of approval with a plan to launch at the Carers Recognition Event on 10 May 2016.

A small number of hard copy versions will be produced initially and then the usefulness of the document monitored closely prior to any further production.

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 - A 12 month programme of workshops has been provided by Lloyds Bank, Uxbridge for young carers covering personal finance and budgeting, an introduction to the workplace, CV writing, mock interviews. To date, 57 young adult carers have been supported back into further education or work.

Maximise carer income - As part of the carers assessment process, benefit advice and support for carers has secured £871,672 in entitlements throughout the year. 80 carers have received free legal advice from Turvbervilles Solicitors at their monthly clinics.

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 young carers team has run a full school holiday activity programme in every holiday including half-term. In 2015/16, 661 young carers attended 35 trips and holiday activities and 83 young carers had overnight stays at 7 residential weekends.

Three years continuation funding has been secured for the Young Carers Plus project and a new Supported Transition project was launched which attracted match-funding from a second funder.

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 hold pending the outcome of the Carers Services tender process. Arrangements are also in place for two new Carer Cafes in Ruislip and Yiewsley. Sponsorship and volunteers have been secured for the Ruislip Café through Ruislip Lions.

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

Establish a "Carer Collaborative" for the Borough - The Hillingdon Carers Partnership has been formed and partners have started to share resources such as training provision.

Design and deliver an integrated engagement framework for carers - An engagement plan has been created for 2015-17 based on the agreed engagement framework and feedback from the pilot Carers Assembly held in November 2015.

The inaugural steering group meeting to plan and deliver four local carer forums in 2016/17 will be held on Monday 25 April with carer involvement.

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 with 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 was completed to establish what unpaid carers in Hillingdon want and need to be healthy, happy and supported in their caring role which has informed the priorities and activities in the Delivery Plan.

Ongoing engagement and consultation activities will support the annual refresh of 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