

CARERS' STRATEGY 2018-21: *including 2017-18 progress update*

Cabinet Member(s)	Councillor Phillip Corthorne
Cabinet Portfolio(s)	Social Services, Housing, Health and Wellbeing
Officer Contact(s)	Nina Durnford, Assistant Director, Adult Social Care
Papers with report	Carers' Strategy 2015-18 Delivery Plan End of Year Update Carers' Strategy 2018-21 Draft Carers' Strategy 2018-21 Delivery Plan Draft Carers' Memorandum of Understanding

HEADLINES

Summary	This report provides Cabinet with a final update on the Carers' Strategy 2015-18 delivery plan. It also seeks approval for a new Carers' Strategy and delivery plan for 2018-21 and for the Council to become a signatory with health and care partners to a Memorandum of Understanding for Carers in Hillingdon.
Putting our Residents First	This report supports the following Council objectives of <i>Our People</i> It contributes to the delivery of Hillingdon's Health and Wellbeing Strategy. Actions within the Delivery Plan are also reflected in the 2017/19 Better Care Fund plan. The Strategy also implements the Council's additional responsibilities for supporting Adult Carers introduced under Care Act 2014 and Young Carers, e.g. Carers under the age of 18, introduced by the Children and Families Act, 2014.
Financial Cost	The Strategy does not have any direct financial implications. There is a contract with Hillingdon Carers to Deliver Universal Services and it is expected the costs for LBH will be contained within this contract.
Relevant Policy Overview Committee	Social Care, Housing and Public Health
Relevant Ward(s)	All

RECOMMENDATIONS

That the Cabinet:

1. **Note the final update on the Carers' Strategy 2015-18 Delivery Plan;**
2. **Approve the new Carers' Strategy 2018-21;**
3. **Approve the new Carers' Strategy Delivery Plan 2018-21 and instruct officers to provide an annual progress report to Cabinet and;**
4. **Agree the London Borough of Hillingdon becomes a signatory to the Carers' Memorandum of Understanding for Hillingdon, authorising the Cabinet Member for Social Services, Housing, Health and Wellbeing to sign on the Council's behalf.**

Reasons for recommendation

1. *2015-18 Delivery Plan Update* - At its November 2015 meeting, Cabinet requested an annual review and update on the implementation of the Carers' Strategy and associated Delivery Plan. The recommendation reflects the final update on the delivery of the 2015-18 strategy. The progress update and proposed new strategy and delivery plan will also be submitted to Hillingdon Clinical Commissioning Group's (HCCG) Governing Body

2. *Carers' Strategy 2018 - 21 and Delivery Plan* - The Carers' Strategy 2018-21 takes forward the excellent work that has been delivered for Carers in Hillingdon over the last three years. It demonstrates the continued recognition of the Council and its partners to the critical role that Carers have in supporting the local health and care economy. The delivery plan identifies the key actions that will be undertaken to support Carers over the lifetime of the strategy. Annual progress reports will provide assurance to Cabinet and HCCG Governing Body on the delivery of the plan.

3. *Carers' MoU* - The proposed MoU establishes a set of key principles that create an opportunity to deliver a consistent approach to supporting Carers across health and care partners in Hillingdon. Signing up to the MoU would demonstrate the commitment of the partner organisations to abide by the principles. The 2018-21 Carers' Strategy and delivery plan have been framed around the principles within the MoU.

Alternative options considered / risk management

4. *2015-18 Delivery Plan Update* - No alternative options were considered as Cabinet has asked for an annual progress report.

5. *Carers' Strategy 2018 - 21 and Delivery Plan* - No alternative options were considered as the expiry of the 2015-18 Strategy necessitated a refresh.

6. *Carers' MoU* - Cabinet has the option not to agree to the Council becoming a signatory, however, the MoU is an opportunity for health and care partners to demonstrate a commitment to a consistent approach to supporting Carers.

Policy Overview Committee comments

7. None at this stage

SUPPORTING INFORMATION

Strategic Context

8. The 2011 census showed that there were over 25,000 Carers in Hillingdon providing unpaid support. Their contribution to the health and wellbeing of those they care for is significant. The census also showed that 18% of unpaid carers were aged 65 and over. Projections by the Projecting Older People Population Information Service (POPPI) developed by the Institute of Public Care (IPC) and Oxford Brookes University suggest that this number is likely to increase by 19% to 5,703 by 2020. Additional census information showed that approximately 10% of Carers were aged under 25, which emphasises the continuing importance of supporting Carers of all ages.

9. 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. Addressing these issues is critical to supporting Carers in their caring role for as long as possible, thereby reducing pressure on the local health and care system.

2017/18 Delivery Plan Update

10. Appendix A presents the final Delivery Plan end of year update for the Strategy 2015-18. Key achievements over the past three years include:

- Over 800 Carers Assessments completed during 2017-18.
- Four local Carer forums delivered in Hayes, Northwood, Heathrow Villages and Uxbridge between July '16 & April '17 with approximately 100 carers giving views on respite, crisis intervention and support for new Carers.
- Four new Carers Cafes set up at Mental Health Centres around the Borough.
- Carer income maximised with over £800k in benefits secured during 2017-18.
- 68 Carers thanked for the work they do at a Recognition Event in July 2017.
- The contract for Carers Support Services awarded to the Hillingdon Carers Partnership in September 2016 which has secured over £400k of additional funding to end March 2018.

Proposed 2018/21 Carers' Strategy and Delivery Plan

11. The draft Carers' Strategy 2018-21 is attached as Appendix B. This sets out the Council and HCCG's joint vision to embed an integrated approach to identifying and assessing the health and wellbeing of Carers by 2021. The aim of this is to enable Carers to:

- Maintain the independence and physical and mental health of Carers and their families.
- Empower and support Carers to manage their caring roles and have a life outside of caring.
- Ensure that Carers receive the right support, at the right time, in the right place.

- Respect Carers' decisions about how much care they will provide and respect Carers' decisions about not providing care at all.

12. In order to ensure a consistent approach across partners to achieving these outcomes the strategy and delivery plan have been framed around the national principles for establishing an integrated approach to identifying and assessing Carers. The seven principles are:

- **Principle 1** – We will support the identification, recognition and registration of Carers in primary care.
- **Principle 2** - Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health.
- **Principle 3** - Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after.
- **Principle 4** – The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities.
- **Principle 5** - Carers will be supported by information sharing between health, social care, Carer support organisations and other partners to this agreement.
- **Principle 6** - Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision- making and reviewing services.
- **Principle 7** - The support needs of Carers who are more vulnerable or at key transition points will be identified early.

13. The Delivery Plan 2018-21 attached as Appendix C outlines the programme of work to deliver against the principles shown in paragraph 13 above. The programme is phased over the three year period of the Strategy. The plan outlines what we aim to achieve over and above what is contained within the Carers in Hillingdon contract with the Hillingdon Carers' Partnership led by Hillingdon Carers that started in September 2016. There is a focus on what Carers have told us is important to them.

14. The delivery of this work will be monitored by the Carers' Strategy Group, a multi-agency group comprising of representatives from health and care partners across Hillingdon. There will be regular updates to the Health and Wellbeing Board and, subject to approval of the recommendation in this report, an annual report to Council Cabinet. There will also be annual report to HCCG's Governing Body. The work programme is intentionally high level, focussing on working with our partners, making the best use of limited resources.

15. There will be a particular focus on: how young carers can be better supported; improving Carers' experience of Primary Care and; raising awareness of the Caring role in the workplace.

Carers' Memorandum of Understanding

16. The MoU which is intended to show the commitment of partners to the delivery of the principles shown in paragraph 13 is attached as Appendix D. In addition to the Council, the intended partners to the MoU include:

- Hillingdon Clinical Commissioning Group.
- The Hillingdon Hospitals NHS Foundation Trust (THH).
- Central and North West London NHS Foundation Trust (CNWL).
- Hillingdon GP Confederation.
- H4All
- The Hillingdon Carers Partnership (HCP).

17. The MoU is a statement of intent and does not constitute a legally binding document. However, it does represent a considerable step forward in the recognition by health and care partners in Hillingdon of the important role that Carers have in supporting the care system.

18. CNWL, the GP Confederation, H4All and HCP have all agreed to become signatories. HCCG's Governing Body is being asked to consider becoming a signatory at its meeting in June 2018. A decision by THH is awaited.

Financial Implications

There is a contract in place with Hillingdon Carers to deliver services to Carers in Hillingdon. The approved budget for this contract is £629k in 2018/19. The services outlined within this Strategy will be delivered within this budget.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon residents, service users and communities?

The Carers' Strategy 2018-21 and Delivery Plan demonstrates to residents and Carers in Hillingdon, the shared commitment to supporting Carers - across the Council, HCCG and its partners - and the shared accountability to improving services for Carers.

Consultation carried out or required

Carers and strategic partners have been consulted on the Strategy and work programme in the Delivery Plan via the Carers' Strategy Group and Carers Forum. Integral to this is the role of the Carers' Champion, Councillor Becky Haggar.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance has reviewed the report and note that there are no direct financial implications arising from the recommendations. There is a contract with Hillingdon Carers to

Deliver Universal Services and the costs arising from this Strategy will be contained within this contract.

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.

BACKGROUND PAPERS

NIL