

## REVIEW OF ADULT SOCIAL CARE EARLY INTERVENTION AND PREVENTION - 4<sup>TH</sup> WITNESS SESSION

<b>Committee name</b>	Health and Social Care Select Committee
<b>Officer reporting</b>	Graham Puckering – Adult Social Care and Health, Hillingdon Council Gary Collier – Adult Social Care and Health, Hillingdon Council
<b>Papers with report</b>	Appendix 1 – Carer Support Service Performance Targets
<b>Ward</b>	All

### HEADLINES

At the fourth witness session for the Committee's review into early intervention and prevention services for adults, Members will have the opportunity to explore in more depth the Carer Support Service, which is intended to support children and adults who provide unpaid care to residents of the Borough. Cabinet awarded the contract for this service to Carers Trust Hillingdon and Ealing in their capacity as the lead organisation for the Hillingdon Carers Partnership (HCP), a consortium of local third sector providers that also includes the Alzheimer's Society, Give Space, Harlington Hospice and Hillingdon Mind.

The fourth witness session will be attended by the following external witnesses:

<b>Carers Trust Hillingdon &amp; Ealing (lead provider)</b>	Linda Andrew Chief Executive
<b>Alzheimer's Society</b>	
<b>Give Space</b>	Rachel Irving & Becci Morris Lead Therapists
<b>Harlington Hospice</b>	Jane Wheeler Chief Executive
<b>Hillingdon Mind</b>	Angela Stango Chief Executive  Evelyn Cecil Deputy Chief Executive

### RECOMMENDATIONS

That the Health and Social Care Select Committee:

- questions witnesses on their presentations; and
- questions officers on any commissioning or contracting issues.

### SUPPORTING INFORMATION

## Strategic Context

1. The Committee is reminded that the 2021 census showed that 22,465 people identified themselves as unpaid carers and Table 1 below provides an age breakdown.

<b>Table 1: Age Breakdown of Carers in Hillingdon (2021 Census)</b>	
<b>Carer Age Group</b>	<b>Number</b>
5 - 18	660
19 - 24	1,215
25 - 64	16,625
65 +	3,965
<b>TOTAL</b>	<b>22,465</b>

2. Table 2 provides a breakdown of the number of hours of unpaid care being provided by people identifying themselves as unpaid carers in the census.

<b>Breakdown of Unpaid Care Hours Provided 2021 Census</b>		
<b>Number of Unpaid care Hours Provided Per Week</b>	<b>% Hillingdon Population 2021</b>	<b>Number of Carers</b>
• Up to 19 hours	4.1	11,015
• 20 to 49 hours	1.8	5,000
• 50 or more hours	2.5	6,450
<b>TOTAL</b>		<b>22,465</b>

3. At its meeting on 13 March 2025, Cabinet awarded a contract for the provision of the Carer Support Service to Carers Trust Hillingdon and Ealing as lead provider on behalf of the Hillingdon Carers Partnership. The contract award followed a competitive tender and was for a five-year period that started on 1 May 2025 at an annual value of £519k and a total value of £2,595k for the initial contract period. An option to extend for a further three years to 2033, i.e. maximum of eight years, was also agreed at a total additional cost of £1,557k.
4. The contract award was to the incumbent provider as they submitted the tender with the highest score, which was evaluated by social care, the Northwest London Integrated Care Board (ICB), a carer with lived experience and the transformation team. Five tenders were received and evaluated.
5. The Carer Support Service has a critical role in the delivery of outcomes within the draft Joint Carers Strategy shown in Table 3 below.

<b>Table 3: Joint Carers Strategy Outcomes, 2025 – 2030</b>	
1.	Carers are identified, recognised and listened to as expert care partners.
2.	Carers have access to quality information and advice at any point in their caring journey and know where to find this.
3.	The physical and mental health and wellbeing of carers is supported, and they have a life alongside caring.
4.	The financial impact of being a carer is minimised.
5.	Carers have the skills they need for safe caring.
6.	Young carers are supported from inappropriate caring and provided with the support they

Table 3: Joint Carers Strategy Outcomes, 2025 – 2030	
	need to learn, develop, and thrive and enjoy being a young person.

## Service Dimensions

6. The dimensions of the Carer Support Service contract are summarised below.
  - 6.1 **Information, advice and support:** The focus of this part of the service is to enable carers to help themselves and make informed decisions.
  - 6.2 **Development and maintenance of a carer register:** This is intended to create the means for information to be targeted to carers and to provide the Council with an overview of the needs of carers being supported by the service.
  - 6.3 **Provision of a home-based short breaks (replacement care) service:** This is attending to the personal care needs of a cared for adult whilst the carer is taking a break, i.e., replacement care. The minimum period of the break would be approximately four hours a week and excludes people supported by Adult Social Care.
  - 6.4 **Access to recreational activities:** This includes activities that will support the physical and mental wellbeing of carers to help them in their caring role.
  - 6.5 **Provision of counselling and emotional support:** This includes facilitation of support groups that may be formal, informal or focus on specialist carer groups, e.g. carers of people living with dementia, carers of autistic people, carers of people with mental health needs.
  - 6.6 **Developing a young carers' programme:** This includes work with schools to identify young carers and support to young carers in their caring role, including the provision of information and advice.
  - 6.7 **Undertaking carers assessments:** This includes undertaking triage assessments on behalf of the Council under a trusted assessor model.
  - 6.8 **Empowering the carer voice:** This includes an engagement programme to demonstrate how feedback will be obtained from carers to inform service delivery and local strategic priorities for carers, and a communication programme that will help individuals to recognise themselves as carers, and find 'hidden' carers, and thereby enable them to access appropriate information, advice and support.
  - 6.9 **Securing external investment:** This is about contributing added value by securing additional funding external to the contract to increase the range of support services available to address the changing needs of carers in Hillingdon.

## Hillingdon Carers Partnership Roles and Responsibilities

7. The respective roles and responsibilities of HCP members are summarised in Table 4 below.

Table 4: Summary of Roles and Responsibilities of Hillingdon Carers Partnership Members	
Organisation	Role and Responsibilities
Carers Trust Hillingdon & Ealing	<ul style="list-style-type: none"> <li>• Information, advice and support.</li> <li>• Development and maintenance of a Carers Register.</li> <li>• Access to recreational activities that include promotion of good mental and physical health, therapeutic care, training in caring and social and leisure activities, including peer support.</li> <li>• An extensive support programme for young and young adult carers.</li> <li>• All-age carer assessments including triage.</li> <li>• A carer engagement and communication programme.</li> <li>• Leadership of the HCP.</li> </ul>
Alzheimer's Society	<ul style="list-style-type: none"> <li>• Provision of specialist dementia support to families living with a dementia diagnosis.</li> </ul>
Give Space	<ul style="list-style-type: none"> <li>• Tackling enduring mental health issues and growing carer resilience through specialist psychotherapeutic support and drama therapy.</li> </ul>
Harlington Hospice (Harlington Care)	<ul style="list-style-type: none"> <li>• Provision of a short-breaks (replacement care) service, which offers carers respite in the home by taking over the carers' duties to give carers a much-needed break.</li> </ul>
Hillingdon Mind	<ul style="list-style-type: none"> <li>• Provision of specialist support to carers of someone with an acute mental illness, as well as carers who are starting to develop their own low-level mental health issues.</li> </ul>

### Suggested Key Lines of Enquiry

8. Lines of enquiry that the Committee may wish to explore include:
  - 8.1 How does the consortium delivery model work in practice and what are the benefits for carers?
  - 8.2 What aspects of the service does the provider consider have the greatest impact on the largest number of carers?
  - 8.3 How does the provider propose to manage demand over the lifetime of the contract?
  - 8.4 How will new technology and other innovative approaches improve access, including to Hillingdon's most vulnerable residents?
  - 8.5 How does the provider intend to reach '*hidden*' carers, i.e., carers who do not recognise themselves as carers from harder to reach communities?
  - 8.6 What challenges and opportunities do the provider envisage arising during the lifetime of the contract?
  - 8.7 How will the effectiveness of the service be measured?

## **PERFORMANCE DATA**

9. The targets under the contract are summarised in Appendix 1. These are expected to evolve during the lifetime of the contract as the needs of carers change and in response to national policy demands. There is a performance reporting framework in place that will be provided separately to the Committee. The Committee may wish to note that officers have sought to ensure that monitoring requirements are proportionate, i.e., do not divert more staffing capacity from delivery than is reasonable considering the value of the contract.
10. The Committee may wish to note that the percentage of carers on the carers register as a proportion of the total number of people identifying themselves as carers in the 2021 census is one of the key performance indicators within the draft Health and Wellbeing Strategy that will be considered by the Health and Wellbeing Board at its December 2025 meeting.

## **LEGAL IMPLICATIONS**

11. There are no legal implications arising from this report.

## **FINANCIAL IMPLICATIONS**

12. The contract-related costs of the contract is addressed in the body of the report. There are no direct financial implications arising from this report.

## **BACKGROUND PAPERS**

None

## Carer Support Service Performance Targets

Carers' Strategy Outcome	Provider Reporting Requirements
<b>Outcome 1: Carers are identified, recognised and able to make a positive contribution.</b>	<ul style="list-style-type: none"> <li>• 25% of adult carer population as identified by the 2021 census on the Carer Register by the end of Year 1 of the Contract and rising to 40% by Year 3.</li> <li>• At least 800 new adult carers being supported in each year of the contract:               <ul style="list-style-type: none"> <li>➢ Approx 150 should be carers of people with mental health needs.</li> <li>➢ Approx 200 should be carers of people living with dementia.</li> </ul> </li> <li>• Minimum of 2 forum meetings supported annually.</li> <li>• An annual carers' fair will be supported.</li> </ul>
<b>Outcome 2: Carers have access to quality information and advice at any point in their caring journey and know where to find this.</b>	<ul style="list-style-type: none"> <li>• 25% of adult carers access information and advice services and increase by at least 3% each year of the contract.</li> <li>• 15% of young and young adult carers access information and advice services and increase by at least 3% each year of the contract.</li> <li>• 95% of carers using information and advice services saying that they found it useful.</li> </ul>
<b>Outcome 3: The physical and mental health and wellbeing of carers of all ages is supported and have a life alongside caring.</b>	<ul style="list-style-type: none"> <li>• 500 adult carers to access emotional support annually.</li> <li>• 1,000 carers to access respite breaks, e.g., carer cafés, exercise classes, arts and culture activities, therapeutic care, carer training, Health MOT and pamper days per year.</li> </ul>
<b>Outcome 4: The financial impact of being a carer is minimised.</b>	<ul style="list-style-type: none"> <li>• At least £300k in carer-related benefits and allowances secured for carers in each year of the contract.</li> </ul>
<b>Outcome 5: Carers have the skills they need for safe caring.</b>	<ul style="list-style-type: none"> <li>• Number, range and utilisation of training opportunities for young, adult and parent carers during the reporting period.</li> </ul>
<b>Outcome 6: Young carers are supported from inappropriate caring and provided with the support they need to learn, develop and thrive and enjoy being a young person.</b>	<ul style="list-style-type: none"> <li>• 45% of young and young adult carer population as identified by the 2021 census on the Carer Register by the end of Year 1 of the Contract and rising to 55% by Year 3.</li> </ul>