

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Health Scrutiny Panel **DATE:** 13<sup>th</sup> January 2014

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**(For all Enquiries)**  
**WARD(S):** All

### **PART I**

#### **FOR COMMENT & CONSIDERATION**

#### **Carers Caring for Others – Slough’s Joint Commissioning Strategy Refresh 2014-17**

##### **1. Purpose of Report**

1.1 To provide the Health Scrutiny Panel with the opportunity to review and comment on the draft refreshed Joint Carers Commissioning Strategy for Slough Borough Council (SBC) and Slough Clinical Commissioning Group (CCG).

##### **2. Recommendation(s)/Proposed Action**

2.1 Health Scrutiny Panel to comment on and approve the draft Joint Carers Commissioning strategy including resource allocation.

##### **3. Slough Joint Wellbeing Strategy Priorities**

3.1 The six priorities within the draft Joint Carers Commissioning strategy support a number of national and local priorities and legislative changes. These include:

- The refreshed National Carers Strategy ‘Recognised, Valued and Supported: Next Steps for the Carers Strategy’ 2010 setting out four key priorities. These are:
  - **Priority area 1: Identification and recognition**  
Supporting those with caring responsibilities to identify themselves as Carers at an early stage, recognising the value of their contribution and involving them in designing local care provision and planning care packages.
  - **Priority area 2: Realising and releasing potential**  
Enabling those with caring responsibilities to fulfil their educational and employment potential.
  - **Priority area 3: A life outside of caring**  
Personalised support both for Carers and those they support, enabling them to have a family and community life.
  - **Priority area 4: Supporting Carers to stay healthy**  
Supporting Carers to remain mentally and physically well.

- The changes introduced in the Health and Social Care Act 2012. This includes the increased requirement to involve patient and carers in their own care and treatment along with the need for more integrated working between health and social care.
- The Care Bill which places greater duties on local authorities to meet eligible carers support needs. This will, subject to eligibility, include entitlement to receive a personal budget.
- The Children and Families Bill which adopts a ‘whole family approach’ thereby requiring increased collaboration between Adult and Children’s services. The recent amendments to this Bill also include specific duties to Local Authorities to ensure the needs of Young Carers are given a high priority.
- Slough Joint Wellbeing Strategy (SJW Strategy) 2013-16. The draft Joint Carers Strategy supports the SJW Strategy and work streams within the Priority Delivery Groups. The main priority which applies to Carers within the SJW Strategy is health. This states: By 2028, Slough will be healthier, with reduced inequalities, improved wellbeing and opportunities for our residents to live positive, active and independent lives.

#### 4. **Joint Strategic Needs Assessment (JSNA)**

4.1 The JSNA includes needs assessment data about Slough Carers extracted from the Census 2011<sup>1</sup>. This is detailed in the table below. Slough Carers amount to 14% of the local population compared to the national average which is 12%.

<b>Age Group</b>	<b>Provides unpaid care: Total</b>	<b>Provides 1 to 19 hours unpaid care a week</b>	<b>Provides 20 to 49 hours unpaid care a week</b>	<b>Provides 50 or more hours unpaid care a week</b>
0 to 24	1,350	1,013	208	129
25 to 49	5,662	3,438	1,047	1,177
50 to 64	3,097	1,907	503	687
65 and over	1,513	696	219	598
<b>Total:</b>	<b>11,622</b>	<b>7,054</b>	<b>1,977</b>	<b>2,591</b>

4.2 The JSNA identifies a number of key inequalities experienced by Carers based on national and local information. This research suggests Carers will often ignore their own financial, health and emotional needs, putting the needs of those they care for before themselves. As a consequence caring can impact on many aspects of their lives including:

- Accessing and staying in employment.
- Financial, health and emotional wellbeing.

<sup>1</sup> Office for National Statistics

- Accessing social and recreational activities.
- Family and other relationships.
- Achieving educational potential
- Juggling work and caring responsibilities

## 5. Other Implications

### (a) Financial

The increased pressure to use budgets more efficiently and effectively necessitates more innovative ways of working. This includes greater collaboration between health and social care. A drive for developing this strategy at this time is to agree how Local Authority and CCG funding to support Carers can be targeted most efficiently to improve outcomes for local Carers.

It is anticipated that the Care Bill will result in an increased number of Carers Assessments. Carers meeting eligibility for support will also be entitled to a personal budget. At this stage it is unclear what extra resources will be allocated to Local Authorities to support them with this new duty. However it is anticipated that this will be an additional financial pressure that the Local Authority will need to manage. Likewise the Children and Families Bill will necessitate Children's Services having to plan for the increased numbers of Young Carers assessments and along with appropriate support to meet identified needs.

The Carers Respite and Community Support Framework is now operational. A range of providers are included within the Framework able to meet the diverse needs of Carers including young Carers. There are examples of the framework delivering imaginative and personalised support to Carers. This is a good foundation for the Carers Offer which will be required following implementation of the Care Bill and the Children and Families Bill.

### (b) Risk Management

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
<b>Legal</b> Slough Borough Council has not developed systems to cope with the additional Carers Assessments through legislative changes.	Guidance will be issued to local authorities by the Department of Health as to how to manage changing requirements. Carers Assessments have been included within the new Adult Social care customer pathway.	To review how Carers are being supported from all groups within Slough's diverse community
<b>Property</b> None		
<b>Human Rights</b> Carers not only have a right to a Carers Assessment but, where eligible, to choose services	The Carers and Support Framework also allows Carers to select a provider of their choice able to respond to their individual needs.	To stimulate the market by working with local providers to create more personalised and tailored opportunities for local Carers.

including a personal budget. If Carers are not listened to, then there is a possibility commissioned services do not meet the needs of Carers.	Carers can also use their personal budget to purchase services including through the framework	
<b>Health and Safety</b> None		
<b>Employment Issues</b> Adult Social care and Children's services do not have staff in place to cope with the increased rights for Carers.	Plans in place to review extra duties for the Council. This will be reviewed following the issuing of DOH guidance and allocated resources,	To ensure all eligible Carers have access to tailored and personalised support.
<b>Equalities Issues</b> Services commissioned do not meet the needs of Sloughs communities	Equalities Impact Assessment completed	Commissioning services to ensure responsive and personalised services that meet individual needs of Carers.
<b>Community Support</b> Without full engagement with the local community there is a risk that locally based services will not be developed and or sustainable.	There has been full engagement with key stakeholders throughout the development of the Strategy. This included regular feedback sessions with information updates.	Ensuring Carers have their own needs met. This includes helping them to feel better equipped to support the cared for to remain in their own homes
<b>Communications</b> If the publication of the strategy is not wide spread, there is a risk developed services will not meet the needs of Sloughs community.	Full engagement of key stakeholders throughout consultations.  Feedback sessions with information updates provided.  Summary of the strategy will be developed and circulated within the Slough Community	Keeping carers and key other stakeholders updated and involved in future service developments and commissioning processes.
<b>Community Safety</b> Providers are not adequately monitored	All providers of the Carers Respite and Community support Framework have been evaluated through the	

	tender process. They will also continue to be monitored including providing quarterly performance data.	
<b>Financial</b> Resources to support carers are not adequate to cope with increased duties of the Council to support Carers.	Plans in place to review anticipated increase in numbers along with budget allocation for Carers in order to plan effectively.	Opportunity to review Carers eligibility in light of new DOH guidance
<b>Timetable for delivery</b> The strategy does not have a clear timetable for implementation	A detailed work plan has been developed to support the implementation of the strategy. A strategy development group will be set up to oversee implementation of the strategy	This is a four year strategy.
<b>Project Capacity</b> The strategy will require continued collaboration between different directorates within the Council and the CCG. Without a development group being established with clear governance arrangements to Health and Wellbeing Priority Development Group, accountable to the Wellbeing Board, it will be at risk of not being given adequate priority.	Plans in place to establish a strategy development group.	
<b>Other</b> None		

(c) Human Rights Act and Other Legal Implications

The Government is committed to delivering equity of access to treatment, prevention and promotion interventions, as well as equality of experience and outcomes across all protected groups. The Department of Health's Equality and Human Rights Assurance Group (EHRAG) uses the Adults Social Care Outcomes Framework (ASCOF) outcomes measures and indicators to support the development of an action plan to deliver statutory equality objectives. Slough Borough Council also uses the ASCOF as part of the contract monitoring process.

The development of the strategy ensured full consultation with service users and key stakeholders which had a positive influence in developing the priorities in the strategy. Feedback events on the consultation results were held and the useful information we have gleaned was shared.

(d) Equalities Impact Assessment

An equalities impact assessment (EIA) has been completed.

This shows that the strategy would specifically affect people with regard to age and disability issues in enabling them to live more independently.

(e) Workforce

The Wellbeing directorate has recently been subject to a restructure which will have a positive impact on service delivery. This was necessitated by the need to align the workforce organisational structure to transitional and transformational activities that have taken place within the directorate over the past year. The redesigned Adult Social Care Customer Pathway now includes Carers Assessments. This will support the requirement to give Carers a much higher priority in light of the forthcoming legislation.

The Children and Families Bill will necessitate changes for both Children and Adult Services. This includes the need to ensure the early identification of young people with caring responsibilities, as well as ensuring they receive a carer's assessment and appropriate support. These increased duties will require a 'whole family approach' necessitating much closer collaboration between Children and Adult services and partner organisations including schools.

## **6. Supporting Information**

### **6.1 Background to the strategy development**

6.1.1 Slough's Carer's strategy has come to an end and needed to be refreshed. There have been a number of major legislative and policy changes within health and social care that impact on Carers and those they care for as well as ever increasing budget constraints. This refreshed strategy, adopts an integrated and collaborative approach with health. It provides an opportunity to review and transform the way services are delivered in line with both national and local policy drivers. The strategy has considered:

- The major legislative changes for health and social care in the Health & Social Care Act 2012
- The legislative drivers directly related to Carers, namely the Care Bill and the Children and Families Bill
- The impact of Personalisation on both the cared for and their Carers
- Slough's changing demographics and health needs shown in the JSNA

- Latest census information on the projected needs of carers and young carers within in the borough
- The current financial position for both the Council and the CCG. The action plan supporting the implementation of strategy needs to be realistic and sustainable.

## **6.2 Consultation**

6.2.1 This refreshed strategy has been developed though extensive consultation with Slough Carers and key stakeholders of different methods including:

- SBC and health jointly funding the voluntary sector to arrange and co-host a large consultation event
- Feedback events to share the results of the consultation. The consultation provided significant but important information which helped inform the strategy
- Questionnaires undertaken to seek views of local Carers.
- Partnership working with key stakeholders to identify priorities for future commissioning
- Slough Clinical Commissioning Group have participated and contributed to the development of this strategy

## **6.3 Local Priorities to support Carers**

6.3.1 The six agreed local priorities to support Carers are:

- Local Priority Area 1: Improved Health and Wellbeing
- Local Priority Area 2: Primary Health Care Services
- Local Priority Area 3: Hospital and Carers
- Local Priority Area 4: Improved support for Young Carers
- Local Priority Area 5: Training and Information for Professionals
- Local Priority Area 6: Involving Carers

## **7. Conclusion**

7.1.1 The Joint Carers Commissioning Strategy clearly sets out the priorities for the Council and CCG to support Carers over the next three years. It provides opportunities to:

- Ensure greater collaboration between health and social care so resources are targeted effectively to provide improved support for Carers
- Help re-shape the market according to need to improve outcomes for Carers
- Ensure SBC and the CCG are meeting additional responsibilities to Carers through changing legislation within available resources.

7.1.2 The strategy allows SBC and the CCG to demonstrate commitment to the needs of Carers as well as ensuring the contribution they make is valued.

- 7.1.3 Extensive consultation has been undertaken with carers and key stakeholders to inform the development of the Strategy. The results from the consultations have been reflected in the strategy's priorities.
- 7.1.4 The strategy, together with the action plan, will lead the delivery of the future commissioning of services which provide more flexible service provision, are relevant to current needs and link to the wider community.

## **8. Appendices Attached**

- 8.1.1 Carers Caring for Others – Slough's Joint Commissioning Strategy Refresh 2014-17

## **9. Background Papers**

- 9.1.1 None