

25th November 2013**Agenda Item: 8****REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND
SUPPORT – OLDER ADULTS****CARERS' SURVEY 2012****Purpose of the Report**

1. To notify the Adult Social Care and Health Committee of the Carers' Survey 2012 and to seek agreement to the implementation of the plan contained in the report.

Information and Advice

2. Many people, mainly women, are now balancing work, childcare and caring for an ageing parent. Increasing numbers of older people often care for their partner while providing childcare for grandchildren and parents of children with complex health needs, knowing that they will be 'lifetime' carers. Furthermore, the positive shift to independent living and care at home, away from institutional care, will continue to require a greater contribution from carers.
3. The economic value of the contribution made by carers in the UK is estimated to be £119 billion per year. Based on population data, the value in Nottinghamshire would be around £1,656 million. In other words, carers in the County are saving the public sector an enormous sum of money; it is therefore both economically and ethically sound to support carers to continue in their caring role.
4. The 2011 Census report identified that there has been an increase in the number of carers in the last decade by 7,517 across Nottinghamshire (excluding Nottingham City). There are now 90,698 carers in the County; 57,426 carers are providing between 1-19 hours of care per week, and the number of carers now providing over 50 hours of care per week has reached 21,680.
5. Currently, Nottinghamshire County Council spends approximately £5 million on carers. In addition, £1.7 million is transferring this financial year to Nottinghamshire County Council under a Section 256 arrangement for carers' services. This is a joint budget which has been agreed by all Clinical Commissioning Groups in partnership with the Authority, and is overseen by the Carers' Implementation Group. From April to September 2013, the Authority has assessed and reviewed 1,393 carers.

6. A paper outlining the proposed expenditure on the Section 256 carers' monies was approved by the Adult Social Care and Health Committee on 4 March 2013, entitled 'Expenditure of Carers' Funding Allocation – Proposed Plans'.
7. The Carers' Survey is a national tool which aims to find out whether or not services received by carers are helping them in their caring role, their life outside of caring and also their perception of services provided to the cared for person.
8. 2012/13 is the second time a survey of this nature has been run. In 2009/10, a pilot survey was run in which councils were asked to volunteer to take part; 90 councils including Nottinghamshire agreed to do this.
9. Information from the survey is used to produce Adult Social Care Outcomes Framework Indicators (see appendix A for more information):
 - 1D – Carer reported quality of life
 - 3B – Overall satisfaction of carers with social services
 - 3C – The proportion of carers who report that they have been included or consulted in discussion about the person they care for.
 - 3D* – The proportion of people who use services and carers who find it easy to find information about services.

(*This indicator includes results for carers and service users combined)

10. The key findings from the Carers' Survey are as shown below. In most cases, the level of positive results has dropped since the 2009/10 survey.
 - + Nottinghamshire remains slightly above the average for overall satisfaction with support or services.
 - + The percentage of carers who feel they are neglecting themselves has fallen in Nottinghamshire since 2009/10.
 - + More carers in Nottinghamshire have no worries about their personal safety since 2009/10. Results for the East Midlands dropped and England remained the same.
 - + Nottinghamshire have scored higher than the East Midlands and England average for carers saying they felt involved or consulted to some level.
 - Carers in Nottinghamshire feel they spend less time doing things they want or enjoy than in the East Midlands or England.
 - Nottinghamshire score for carers having enough control over their lives is below the East Midlands and England average.
 - Results for social contact remain fairly consistent between years however Nottinghamshire scored below the East Midlands and England average in this area.
 - There has been a drop in the percentage of carers who feel they have encouragement and support in their role and Nottinghamshire are below the East Midlands and England average.
11. It is extremely difficult to ascertain whether these negative findings are a result of the recession and related consequences, or are connected to interventions and policies undertaken by the County Council. There are sections within the attached survey which relate to the benchmarking of Nottinghamshire's performance with other authorities which

may help to further understand and evaluate this Authority's performance (See pages 3-12 of Appendix A).

12. A full copy of the Carers' Survey 2012 is attached to the report.

Response to Results

13. Learning the lessons from the Carers' Survey is essential in order to support carers in their own right and to assist them in their invaluable role in supporting vulnerable and disabled people. There are a number of actions in the Integrated Commissioning Carers' Strategy 2013/14 which address some of the concerns raised by this survey.

Concerns from Carers' Survey	Plan
<ul style="list-style-type: none"> 25% of carers said information and advice were difficult to find 	<ul style="list-style-type: none"> Recruitment of 3 (2 fte) Carers' Triage workers in the Adult Access Team, based at the Customer Services Centre, whose main purpose is to provide accurate and comprehensive information promptly to carers Commissioning of Carers' Universal Services (current provider is Carers Federation) to provide information and advice to carers in Nottinghamshire Encouraging carers to access 'Choose My Support' to find accurate, updated information about community resources, social care services, etc. Updating of information on the Council's website Development of Carers' Factsheet (translated into several languages by Clinical Commissioning Groups) Sharing of information and good practice by Adult Social Care staff and NHS colleagues through the Carers' Implementation Group
<ul style="list-style-type: none"> 87% of carers said they do not spend enough time as they want on what they enjoy 	<ul style="list-style-type: none"> Promoting use of Personal Budgets for carers to facilitate a life outside caring Promoting availability of NHS breaks Investigating flexible use of Carers' Personal Budgets to access NHS breaks for people looking after people with dementia or complex needs
<ul style="list-style-type: none"> 45% of carers said they do not look after themselves well enough 	<ul style="list-style-type: none"> Commissioning of 6.5 fte Band 5 qualified 'Compass' workers to provide practical and emotional support to carers of people with dementia Commissioning of 'End of Life Carers Support Service' to provide practical and emotional support for 'end of life' carers Promoting awareness and uptake of Carers' Crisis Prevention Service – free service accessed, for example, when carer needs to attend hospital or GP appointment for themselves, or when they are taken ill Improving access for carers to 'Let's Talk Wellbeing' (Improving Access to Psychological Therapies) Offering training courses ('Caring with Confidence' by Carers Federation)

<ul style="list-style-type: none"> 68% of carers said they did not have enough social contact 	<ul style="list-style-type: none"> Commissioning of Carers' Universal Services (currently Carers Federation) to provide support to carers through 1 to 1 and group work Encouraging carers to access 'Choose My Support' for information about community activities in their locality
<ul style="list-style-type: none"> 65% of carers said they did not get enough encouragement and support in their role 	<ul style="list-style-type: none"> Commissioning of 6.5 fte Band 5 qualified 'Compass' workers to provide practical and emotional support to carers of people with dementia Commissioning of 'End of Life Carers Support Service' to provide practical and emotional support for 'end of life' carers

Other Options Considered

14. There were no other options to be considered.

Reason/s for Recommendation/s

15. The Carers' Survey is the key way in which the Authority is able to measure the impact of caring and the experience of services received by carers.

Statutory and Policy Implications

16. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

17. There are no financial implications contained in this report.

Public Sector Equality Duty implications

18. The survey applies to all carers across the County.

Implications for Service Users

19. Learning the lessons from the Carers' Survey and translating these into concrete action will have a positive impact on both carers, and by implication on the service users they are looking after, as carers will be receiving more support, advice and information to assist them in their role as a carer.

RECOMMENDATION/S

- 1) It is recommended that the Adult Social Care and Health Committee notes the Carers' Survey 2012 and agrees to the implementation of the plan contained in the report.

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Constitutional Comments (LM 7/11/13)

20. The Adult Social Care and Health Committee has delegated authority within the Constitution to approve the recommendations in the report.

Financial Comments (CLK 31/10/13)

21. There are no financial implications contained in this report, as detailed in paragraph 17.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Expenditure of Carers' Funding Allocation – Proposed Plans (approved by the Adult Social Care and Health Committee on 4 March 2013)
- The Integrated Commissioning Carers' Strategy 2013/14 (approved by the Adult Social Care and Health Committee on 22 July 2013).

Electoral Division(s) and Member(s) Affected

All.

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