



**14<sup>th</sup> March 2022**

**Agenda Item: 6**

## **REPORT OF SERVICE DIRECTOR, AGEING WELL COMMUNITY SERVICES**

### **NOTTINGHAM AND NOTTINGHAMSHIRE CARERS STRATEGY**

#### **Purpose of the Report**

1. The report sets out the vision for supporting carers in the future. The overall aim is to enable unpaid carers to access the right support they need to enable them to maintain their caring role whilst having a life alongside caring. The Council will co-produce this work with carers with lived experience, Nottingham and Nottinghamshire Integrated Care System partners, as well as Nottingham City Council and City health partners to ensure all local carers can access the support they need, regardless of where they live.
2. The report recommends that Committee approves a public consultation on the draft Strategy (attached as **Appendix 1**) and the development of next steps on how best to translate it into action.

#### **Information**

##### **Legislative context**

3. Under the Care Act 2014 local authorities have a statutory duty to assess carers who appear to have needs, to provide care and support if they are eligible and to provide information, advice and support to all carers. The Care Act also provides a duty on local authorities to support people's wellbeing which includes considering and addressing the impact of a caring role on a person's wellbeing. The Children's and Families Act 2014 provides the legal framework for local authorities to assess Young Carers (under the age of 18) for support where there is an appearance of need.

##### **Policy Context**

4. The recently published Government white paper, 'People at the Heart of Care: Adult Social Care Reform' sets out a 10-year vision for how people will experience care and support in England, which has a particular focus on three key objectives:
  - 1) how we will support people to have choice, control and independence
  - 2) how we will provide an outstanding quality of care

- 3) how we will ensure that care is provided in a way that is fair and accessible to everyone who needs it.
5. The White Paper, published December 2021, highlights three key core strands specifically relating to improving support to unpaid carers as part of the new vision in reforming social care. The three core strands are:
    - 1) working with the sector to kick-start a change in the services provided to support unpaid carers. Supported by £25m over three years to identify and test a range of new and existing interventions that support carers
    - 2) identifying, recognising and involving unpaid carers
    - 3) supporting the economic and social participation of unpaid carers.
  6. The financial contribution that carers make nationally to the economy (according to Carers UK in 2015) was estimated at £132 billion per annum – this is now estimated to have increased to £193 billion in 2020, due to the impact of the Covid-19 pandemic.

## Demographic information

7. The table below summarises the number of carers in Nottinghamshire (more details are provided in the draft strategy document):

<b>Carers in Nottinghamshire</b>	
Total number of carers identified – Census 2011* (2021 Carers UK up-dated this with a national estimate)	90,698 (189,040)
Those identified who provide over 50 hours per week (2021 Carers UK up-dated this with a national estimate)	21,680 (45,181)
Young and Young Adult Carers (under the age of 25 – estimated) (source Carers UK based on 2011 Census data)	5,562
Young Carers (aged 5-17) – known to Adult Social Care & Health (via assessment or Young Carers support service – Council Mosaic system)	650
All Nottinghamshire carers registered with the carers information, advice and support service (data from the Carers Hub service) – since August 2015	9,000 (approx.)
Total number of carer assessments and reviews undertaken – 2020/21(Council Mosaic System)	6,100

\* Census 2021 data not available until summer 2022

8. There is a gap between the number of carers that will be in Nottinghamshire from the data and those that the Council knows about and supports. Other partners, however, are in contact more regularly with a wider group of carers, for example, GPs and other primary care professionals who offer support and signposting. The current carers partnership strategy is for all to identify and contact more local carers and provide them with the right support at the right time. Over recent years the numbers of carers supported with information and advice has significantly increased.

9. The current Nottinghamshire County Council budget for carer specific support, such as the Carers Hub, is just over £1.5million per annum overall. This amount does not include support provided for the person they care for. A considerable proportion of this is joint funding for joint strategic commissioning with the Clinical Commissioning Groups through a pooled budget in the Better Care Fund.

### **Co-production and partnership approach.**

10. Working in a co-productive way in partnership with carers with the City Council and Clinical Commissioning Group colleagues provides a great opportunity to work across the whole system in a truly integrated way. The key benefits of this will be to strengthen and enhance the way carers are identified and supported with the commitment from all partners in making the best use of joint resources. Examples of these benefits include:
- provision of the same support where carers live in the City and their cared for person lives in the County (or vice versa)
  - parity of support offer to carers across the system
  - support services being jointly commissioned under joint contractual arrangements
  - information, advice and support for carers provided by one Carers Hub
  - joint communications for carers e.g. carers information booklet
  - partners across the whole system having the same approach to identifying, supporting and signposting carers to services.

### **Strategy principles**

11. Seven key principles to underpin the strategy were co-produced with carers with lived experience and agreed by all joint partners:
- 1) to work in a way that is tailored to each carer to meet their needs and support their health and wellbeing and maintain their independence
  - 2) to reduce isolation and [health inequalities](#) by improving access to carers who are '[seldom heard](#)' or who are from ethnic minority groups
  - 3) to ensure carers have a voice, that they are listened to and are treated with respect as expert partners in carer support
  - 4) to improve the lives of all carers by everyone working together
  - 5) to identify and support carers as early as possible
  - 6) to provide the right support across the health and social care system to meet the needs of all carers and the people they care for by delivering high quality services
  - 7) to make best use of available resources in supporting carers across the health and social care system.

These key principles address the areas identified for improvement in the Council's own carers performance data.

12. The carers co-production working group (known as the Carers Panel) was formed with a group of eight carers from the City and the County. These carers have a broad range of caring experiences across a diverse range of health conditions, needs, age groups and social backgrounds. The Carers Panel met regularly, providing their valuable expertise and time, to discuss and shape the strategy.

13. There are 10 key objectives of the strategy. These all have “I” statements that describe what good services and support should look like for carers. For example, the objective ‘Giving carers a voice’ has an associated “I” statement of:

*“I want to be involved in decisions affecting the person I care for at all stages and by all professionals/services involved”. T*

The statements being specific clarify what needs to happen to achieve success, as well as measure when an objective has been successfully achieved.

14. The co-production work with carers will continue as the Council consults on and develops the final strategy and action plan. Each partner will also have individual service delivery plans that will detail how each key partner from the system will agree and commit to delivering their key objectives in supporting carers in a more integrated way. This will also inform how future support services for carers are commissioned and developed.

### **Informing the strategy**

15. In addition to national policy, local demographics, performance information and the Carers Panel, the strategy has also been informed by:
- 1) local policies and strategies across the Nottinghamshire health and social care systems, including the Nottinghamshire Plan
  - 2) engagement and feedback from other key partner organisations and carer support services
  - 3) the impact of the Covid-19 pandemic and views of carers about this
  - 4) the voices and experiences of carers – not just locally, but regionally and nationally from surveys and other engagement activity.

### **Key consultation and engagement themes**

16. A significant amount of engagement and involvement activity with carers has been undertaken locally, regionally and nationally to obtain their views and feedback of their own personal experiences of how their caring role impacts on their lives.
17. Much of the engagement activity undertaken was initiated to understand how the Covid-19 pandemic has impacted on carers and their lives. For many carers the impact of the pandemic just added to their previous existing daily challenges and struggles of being a carer.
18. A summary of local engagement activity with carers of people who live within the county includes:
- 1) Day Opportunities consultation – November 2020
  - 2) Consultation and survey on new carers assessment proposals – February 2021
  - 3) Impact of Covid-19 – Carer co-production task and finish group – March to August 2021
  - 4) Short breaks co-production carers working group – March to August 2021.
19. The following top five key themes were identified based on what carers said is most important to them:

- 1) access to short breaks or replacement care to get a break from caring
- 2) access to relevant and appropriate information, advice and guidance to support carers with their caring role
- 3) support for carer health and wellbeing (physical and mental health)
- 4) accessing the right support for the cared for person
- 5) communication; being listened to and being able to access good information.

### Building on our existing work

20. The new strategy identifies successes and achievements in supporting carers over the past few years. The aim is to build on those existing strengths of what works well to enhance the support offer to carers. Some examples of these include:
- 1) a new ‘strength-based’ approach to assessment by having better conversations with carers to identify more personalised support
  - 2) access to a wider range of short breaks and respite support options to enable carers to get time off from their caring role
  - 3) access to a wide range of information, advice and support via the Carers Hub service.
21. The Carers Strategy also dovetails into work underway in Nottinghamshire to develop a new Day Opportunities Strategy and the Short Breaks review, which together aim to develop an enhanced and more flexible support offer for carers.

### Performance information

22. The new strategy will also address areas identified for improvement by carers in the County from the last national Survey of Adult Carers in England (SACE). This takes place every two years and goes out to all carers who the County Council or the Carers Hub have had any contact with. The results of the most recent survey are expected soon. The data from this survey informs the wider report of the Adult Social Care Outcomes Framework (ASCOF), which measures how well care and support services achieve outcomes which matter most to people.
23. The carers survey contains five key indicators, listed in the table below:

Carers Survey indicators		Notts 2018/19	East Mids 2018/19	England 2018/19	Notts 2018/19 ranking (1 is best, out of 151)
1d	Carer-reported quality of life (% - maximum score is 12)	<b>7.1</b>	7.4	7.5	<b>105</b>
1i(2)	Proportion of carers who reported that they had as much social contact as they would like (%)	<b>23.6</b>	30.1	32.5	<b>128</b>

3b	Overall satisfaction of carers with social services (%)	<b>33.2</b>	37.7	38.6	<b>120</b>
3c	Proportion of carers who report that they have been included or consulted in discussion about the person they care for (%)	<b>66.3</b>	69.1	69.7	<b>105</b>
3d(2)	Proportion of carers who find it easy to find information about services (%)	<b>62.2</b>	61.3	62.3	<b>78</b>

An analysis of comments submitted as part of the survey will be undertaken to get specific feedback from carers on improvements needed. To enable more regular feedback on progress, a local survey of carers in Nottinghamshire who have received support from the Council was also undertaken on two of the indicators by the Department in Summer 2021. A total of 135 responses were received out of 451 carers surveyed - a response rate of 30%. The results of this survey indicates positive progress for carers that we support:

- 58% of carers were extremely or very satisfied with support received
- 51% of carers have as much social contact with people as they want.

### Timeline and next steps

24. All partners to the strategy are currently taking it through their respective governance processes. Timescales for next steps and the milestones are:

Activity	Timescales
Adult Social Care and Public Health Committee	14 March 2022
Nottingham City Corporate Leadership Team	29 March 2022
Strategy consultation and engagement activity	April to mid-May 2022
Consultation analysis	Mid-May to mid-June 2022
Creation of action plans and final strategy document	Mid-June to mid-July 2022
Development of commissioning intentions and procurement planning	Summer 2022
Final strategy with delivery plans	September 2022
Commissioning activity	September to December 2022
Implementation of new support offer	January 2023 onwards

### Other Options Considered

25. Other options were considered as part of developing the strategy, for example, continuing with a County only strategy, but with a continued partnership with the Nottinghamshire Clinical Commissioning Groups as previously. A County and Clinical Commissioning Group only strategy would still aim to enable unpaid carers to access the support they need to maintain their caring role in line with the principles identified in **paragraph 11**. However, without Nottingham City partners, carers would not experience the benefits of a truly integrated approach across the whole system, as described in **paragraph 10**.

## **Reason/s for Recommendation/s**

26. The recommended approach and draft strategy were identified as the most appropriate to meet the needs of local carers across the whole system, by working in an integrated way with our partners by making best use of joint resources to drive improvements for carers in the key areas identified. This approach also ensures consistency where the carer lives in the city and the person they care for lives in the County, or vice versa.

## **Statutory and Policy Implications**

27. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Public Sector Equality Duty implications**

28. An Equality Impact Assessment will be completed after the public consultation has been undertaken.

## **Financial Implications**

29. The 2021/2022 Better Care Fund budget for carers is £1.5 million. Future developments relating to direct support to adult carers and young carers should be covered within this budget envelope, as there has historically been unallocated funding against commissioned support services and other projects, resulting in annual underspend.

## **RECOMMENDATION/S**

- 1) That Committee approves the undertaking of a public consultation on the draft Carers Strategy, attached as **Appendix 1**.

**Sue Batty**  
**Service Director, Ageing Well Community Services**

**For any enquiries about this report please contact:**

Dan Godley  
Senior Commissioning Officer, Strategic Commissioning  
T: 0115 977 4596  
E: [dan.godley@nottsc.gov.uk](mailto:dan.godley@nottsc.gov.uk)

### **Constitutional Comments (LPW 03/03/22)**

30. The recommendations fall within the remit of the Adult Social Care and Public Health Committee by virtue of its terms of reference.

### **Financial Comments (DG 02/03/22)**

31. The 2021-22 budget envelope for carer specific support is £1,556,221, funded in the main by the Better Care Fund and can be utilised to fund any additional carers projects.

### **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.

None.

### **Electoral Division(s) and Member(s) Affected**

All.

ASCPH795