

3 June 2024

Agenda Item: 5

REPORT OF THE CABINET MEMBER, ADULT SOCIAL CARE, AND THE CABINET MEMBER, CHILDREN AND FAMILIES

PROGRESS UPDATE ON THE NOTTINGHAM AND NOTTINGHAMSHIRE ALL- AGE CARERS STRATEGY

Purpose of the Report

1. To submit for consideration a progress report on the implementation of the Nottingham and Nottinghamshire All-Age Carers Strategy which was approved by Cabinet in March 2023.

Information

Background

2. Under the Care Act 2014 a carer is defined as “someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally, or through a voluntary organisation”.
3. The Children and Families Act (2014) defines a young carer as “a person under 18 who provides or intends to provide care for another person” and a parent carer as “a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility”.
4. In March 2023 Cabinet approved the Nottingham and Nottinghamshire All-Age Carers Strategy.
5. The Strategy was fully coproduced with carers and partners including the Integrated Care Board (ICB), Nottingham City Council and provider organisations.
6. The vision of the new Carers Strategy is “to support and work in true and active partnership with carers and their families for them to achieve healthy, balanced lives, to give them the confidence that they will be supported in a fair, respected and honest way by all the agencies they come into contact with”.
7. In April 2024 the updated Carers Joint Strategic Needs Assessment (JSNA) was presented and approved at the Health and Wellbeing Board. The JSNA had been updated in light of the Covid-19 pandemic, cost of living crisis and new Census data.

8. New data from the 2021 Census shows that nationally there are 5 million unpaid carers. This is a reduction from the previous Census in 2011.
9. Of these 82,175 live in Nottinghamshire with 1,126 of these carers being under the age of 16.
10. The 2021 Census data highlights two district areas of Nottinghamshire that are ranked second and third highest in England for the proportion of residents aged 5 and over who provide any amount of unpaid care. These are Ashfield at 11.6% and Mansfield at 11.5%.
11. The percentage of the population who said they carry out caring tasks in Nottinghamshire is 10% which is higher than the England average of 8.3%.
12. In order to produce both the Strategy and JSNA a number of coproduction and engagement events were held with carers. Carers were also invited to participate in the Big Conversation.
13. Several areas were raised as part of this coproduction and engagement activity including:
 - a) The need for additional support for working carers and parent carers
 - b) The need for short breaks and respite to be responsive to the needs of carers
 - c) Carers are facing increased pressure due to the cost of living crisis.

Progress to date

14. The All-Age Carers Strategy has enabled joint working across the City and Integrated Care Board (ICB) in order to redesign and retender carers support services. The contracts for these commenced in October 2023.
15. Nottinghamshire County Council Commissioners have led the strategy development and implementation on behalf of the partnership, ensuring that the 'I' and 'We' statements in the strategy are embedded within the Council and across partner organisations including the voluntary sector and health partners (Hospital Trusts, Nottinghamshire Healthcare Trust and General Practice).
16. The development of the Carers Strategy is now part of a new Association of Directors of Adult Social Services (ADASS) national toolkit (launched April 2024) as a good practice example and can be found [here](#).
17. Some work has already taken place to ensure that there are more flexible options for people to have replacement care to enable them to take a break such as the increased use of Personal Assistants and a commissioned respite service supporting people for short periods of time within their own homes but there is still more that can be done to improve this offer.
18. Early intervention support has increased through the Carers Hub with a reduction of 17% in people going on to require a full carers assessment.

19. Carer identification has improved through awareness raising within schools and GP practices with additional support being provided through the Engagement and Promotion Service to support carers to remain in paid employment.
20. The Carers Strategy was formally launched in November 2023 at an Integrated Care System (ICS) wide event that was attended by over 50 carers alongside health and social care professionals and voluntary sector partners.
21. Carer champion roles have been established across the Council's assessment teams which support the wider staff teams with knowledge and expertise relating to carer assessments and support. This includes young carer workshops being established to support staff completing these assessments. A carer staff network has been established to support staff who are carers within the internal workforce.
22. Updates have been carried out to internal processes to enable better conversations with carers and reducing the need for carers to repeat their story.
23. A strategy implementation board has been established which includes carers, commissioners, operational staff teams and commissioned providers across both children and adult services.

Impact

24. Through the engagement and coproduction of the strategy and services with carers one of the areas raised was the lack of service availability outside of standard office hours. In response to this the new carers services include support groups in the evenings for adult carers and groups in evenings and during school holidays for young carers.
25. Since the service commenced in October 2023 the new Carers Hub service has supported 2,707 carers. The service offers information, advice and guidance alongside support groups and one to one support.
26. Of the carers supported by the Hub 2,442 have had their needs met through information, advice and guidance with a further 265 having gone on to require a full support plan to meet their needs.
27. In response to carer feedback regarding the cost of living crisis, a carer wellbeing fund has been established as part of the service to enable carers to take part in wellbeing activities during their time off from their caring role.
28. Feedback from carers regarding the new Hub offer is largely positive with 77% of carers saying they found it easy to make contact with the Carers Hub, 100% saying their initial enquiry was responded to in a timely manner and 62% of people saying they felt listened to. However only 46% said they were happy with the support they had received with a further 9% saying they had yet to receive support.
29. Some work is still required to reduce waiting times as 33% of carers had not received an assessment with one carer saying they had been waiting 12 weeks for support. There is also some development work underway through co-production to ensure people are able to get support in the way that works best for them including through home visits and

development of support in local areas. These needs are being addressed through increasing staff recruitment within the service.

30. Since it commenced in October 2023 the Young Carers Service has supported 421 young carers to access one-to-one support, group activities and help and advice. This is treble the rate of the previous service.
31. In total 524 young carers are registered with the young carers service.
32. All young carers registering with the service receive a My Life assessment and annual review.
33. There are approximately 30-40 new referrals into the young carers service each month.
34. In order to increase the identification of young carers 312 hours of outreach have been delivered to schools between January and March 2024 to support schools to identify young carers and put appropriate support in place. A further 274 hours of support have been delivered to health and social care providers.
35. Both services work closely with those utilising the services and are constantly coproducing their offers to ensure they work for people in the best way possible.
36. Technology is being utilised more frequently to support both carers and the person they are supporting.
37. The technology offer for carers includes:
 - Carer Alert TEC to alert carers in the home if the person they care for is at risk
 - Telecare which enables the Carer Alert TEC to be switched over to a 24 hour monitoring service
 - GPS tracker pendant which gives peace of mind to the carer when the person they care for is out in the community independently
 - reminder devices to support independent living
 - activity assessments to assess the independence of the person being cared for.
38. Between April 2023 and February 2024 1,056 carers were supported through technology, of these 174 were assessed as being at immediate risk of carer breakdown and a further 340 were at high risk.
39. A 2023 survey of people who had been supported via technology found that 89% of people said it had reduced carer stress.

Plans for 2024/25

40. Work is currently underway to ensure that the Strategy is implemented across the Integrated Care System. Over the next year there are plans to:
 - a. Review access to short breaks and the short breaks/respite offer
 - b. Continuous practice development utilising the practice framework

- c. Enhancing the digital offer for carers through the use of technology and online assessments
 - d. The development of a new carers information booklet
 - e. The continuation of peer support and the carers champion roles.
41. In addition to the work already being undertaken the Carers Strategy Board has identified the following as the priority areas over the next 12 months:
- a) Increased engagement and flexible offer at GP practices
 - b) Enhanced offer for parent carers
 - c) Support for carers of people who are coming towards the end of their life
 - d) Identifying and supporting carers from under-represented groups
 - e) Young carers and young adult carers including a review of the current assessment process.
42. A series of workshops are being planned over the coming months to plan the activities against each of these key areas and key deliverables.

RECOMMENDATIONS

That:

- 1) Members consider the progress made in implementing the Nottingham and Nottinghamshire All-Age Carers Strategy.
- 2) Members note and comment on the areas of focus for the Carers Strategy implementation over the next 12 months.

Councillor Jonathan Wheeler
Cabinet Member for Adult Social Care

Councillor Tracey Taylor
Cabinet Member for Children and Families

For any enquiries about this report please contact:

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Constitutional Comments (GMG 21/05/24)

- 43. This matter falls for consideration by the Adult Social Care and Public Health Select Committee under Section 6, Part 1, paragraph 3(a) on p.90 of the Council's Constitution.

Financial Comments (CMER 16/05/24)

- 44. There are no financial implications to the report.

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.

[Nottingham and Nottinghamshire All-Age Carers Strategy – report to Cabinet on 9 March 2023](#)

[Approval of refreshed Joint Strategic Needs Assessment \(JSNA\) Chapter: Carers – Health and Wellbeing Board on 17 April 2024](#)

Electoral Division(s) and Member(s) Affected

All.

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