

BRIEFING NOTE

Agenda Item no. 9

TO: SOCIAL CARE SCRUTINY AND PERFORMANCE PANEL

DATE: 23 July 2013

RE: CARERS UPDATE JULY 2013

Purpose

This briefing note has been developed to provide Scrutiny Panel with an interim update on the Carers Agenda.

Context

Census Information

There are approximately 5.8 million people providing unpaid care in England and Wales in the 2011 Census, representing just over one tenth of the population. The number of unpaid carers has grown by 600,000 since 2001; the largest growth being in the highest unpaid care category, fifty or more hours per week. Unpaid care has increased at a faster rate than population growth between 2001 and 2011 in England and Wales.

Walsall has an estimated resident population of 269,323, some 30,632 provide unpaid care to relatives, friends or neighbours compared to 27,941 in 2001.

	1 to 19 hours unpaid care a week	20 to 49 hours unpaid care a week	50 or more hours unpaid care a week
2001	17,405	3,749	6,787
2011	17,015	4,840	8,777

Local Support and Governance

The Carer's Operational Group continues to meet. This now engages operational staff from across adult services. Links with Children's services have now been made a young carers strategy has been produced and lead officer have been identified. Joint working has commenced with those working with children's with disabilities and young carers.

Commissioning and Service Development

Following the production of the Carers Strategy, a commissioning plan was developed in order to drive commissioning activity. This outlined how existing commissioned services along with the development of a range of new services to support carers would be delivered, using the outcomes of the consultation with Carers in 2012.

Current Position

The Carers Budget ceased to be ring-fenced 3 years ago. There has been year on year decreases, in line with other budget reductions across the Council. The budget for 2012/13 was £704,041. However councillors agreed a further one off increase of £100,000 for Carers Direct Payments as well as £150,000 over a three year period (50,000 each year) for additional Welfare Rights support.

The table below identifies the proposed budget allocations for 2013/14.

	£
<u>Universal and Preventative Services</u>	
Carers Emergency Response Service	101,00
Carers Direct Payments	190,506
Carers Direct Payments (additional from transfer)	9,494
Holiday Grant scheme	30,000
Carers Additional Room – Carers Centre Ground Floor Unit 7	10,000
Asian Carers Support Group	4,500
Welfare Rights	75,000
Carers Mental Health and well being service (To be commissioned in 13/14 as replacement for Broadway north alternative therapy service which will continue assessments for DP's until new service is commissioned)	35,000
	25,000
Adverts / Publications / Consultation and Engagement	87,171
Walsall Carers Centre	55,256
Carers Assessments (12/13 backlog)	
Total Committed	<u>622927</u>
<u>Client Specific Carers Preventative and Support Services</u>	
Mencap – Me Time	12,822
Summer Scheme	20,000
Mary Elliot Social Club	7,000
Midland Mencap Social Club	7,000
Gateway South East	1,500
Gateway North West	2,000
Autism Befriending and Empowerment	39,364
Service User Empowerment (SUE)	31,500
Mencap Parents Project	32,304
	2,000
Goscote Autism Group (TBC)	
Total Committed	<u>155,490</u>
Total committed carers budget 13/14	<u>778,417</u>
Development Fund 2013/14	<u>63,997</u>
___TOTAL CARERS BUDGET 13/14	<u>842,414</u>
(Transfer 139,720 and budget 13/14 £702,694)	

2013/14

The total budget allocation for 2013/14 is 842,414. This is a reduction of £61,559 for this year. Again, this is in line with other Directorate and Council reductions. The table below gives a description of the services, the current provider and the expected outcomes for local carers, activity data for these services is also shown at **Appendix 1**.

Service Description	Provider	Service Outcomes
Emergency Response Service which provides replacement care and support service, in an emergency for all Walsall carers for up to 72 hrs	Sevacare	Reduce anxiety for carers and service users in an emergency, safeguarding the cared for person and avoiding crisis interventions through the provision of specialist support.
Carers One Off Payments accessed via a carers assessment, which identifies outcomes that can be met through one of the payment schemes enabling an agreed sum to be paid to the individual if they meet a specified criteria	The Council	To support carers in different aspects of their lives, and to help ease some of the extra pressures arising from the caring role.
Holiday Grant Scheme that provides £300 grant to Walsall carers who can evidence through professional intervention that they provide significant unpaid care. Available every three years.	Walsall Carers Centre	Supported in their caring role by being able to take a break from it – preventing breakdown.
Walsall Carers Centre receive funding to secure additional meeting room space at St Pauls the Crossing	Walsall Carers Centre	Enable Walsall Carers to have a meeting room facility accessible within the town centre to provide support groups.
Asian Carers Support Group	Walsall Carers Centre	Provide targeted support to reach Asian Carers inclusive of monthly meetings.
A welfare rights specialist worker to provide benefits advice and ensure	Walsall Council	Ensure carers are able to access all entitlements and advice and information on all state benefits and tax credits.
Provision of publications, adverts and consultation and engagement	Walsall Council	To raise awareness of carer's issues through publications and seek carer input into service design.
Information, advice, advocacy and support to Walsall Carers	Walsall Carers Centre	Reported aims are to provide real support to carers within the Borough of Walsall, and give their needs and their contributions the recognition and status they deserve. Provide a 'listening ear,' someone to talk to who understands emotional problems.

Service Description	Provider	Service Outcomes
Me Time service for adults with a learning disability within Walsall to receive a 12 week programme of learning through activity for people with a learning disability	Mencap	Designed to enable more involvement in the community and achieve greater independence, new skills and self confidence
Meaningful daytime activities to people with a learning disability	The Council	Supports carers throughout the summer period when colleges are closed to have a break from their caring role.
Social club for people with a learning disability	Mary Elliot	Provides weekly support for people to participate in leisure activities, establish contact with family and friends and have greater choice control and involvement
Social club for people with a learning disability	Midland Mencap	Provides monthly support for people to participate in leisure activities and, access employment, manage their health and become involved
Gateway South East	Gateway South East	Provides weekly support for people to access leisure, training, education and support to access external agencies.
Gateway South West	Gateway South East	Provides weekly support for people to access leisure, training, education and support to access external agencies.
Autism befriending and empowerment support	The Council	Provides group and individual sessions for people with Autism to access services, leisure and learning opportunities and have greater choice and control over their lives
User led organisation for Walsall service users	Service User Empowerment	A user led organisation that supports service users to access services, connect with people and groups and encourages people to take control over their lives and the services they use.
Parents project for Walsall Service Users who are parents with disabilities	Mencap	Enables parents to retain their rights as a parent / carer with their children. Providing advocacy and support for parents with a learning disability.

Carers Survey Results

During early 2013, a National Survey was undertaken relating to carers, with the results being aggregated at a local level. Some of these then formed a number of national carer related performance indicators.

At a regional level:

- Just under 12,000 carers were surveyed across the region 1/3 Male, 2/3 Female (same as total)
- 5,800 responded with a completed questionnaire
- 5,500 didn't respond

At a local level:

- 600 sent back a blank returned questionnaire response
- Overall Satisfaction of Carers was 33%. This is a disappointment outcome for Walsall, as although Birmingham was lower at 31% the highest satisfaction levels were in Warwickshire.
- The proportion of carers who find it easy to find information was 61%, putting Walsall mid-range in the region. The highest was Worcestershire 78%, the lowest was Birmingham at 55%.

Carers Assessment

Adult Social Care Assessment

In order to address the backlog of referrals earlier this year, it was agreed to fund two additional temporary staff. Their sole task was to complete carers assessment and undertake extensive cleansing of data. This has resulted in a positive increase in activity to support carers since last year.

- From 01/04/2012 – 31/05/2012 **38** Separate Carers Assessments completed
117 Joint Assessments completed
- From 01/04/2013 – 31/05/2013 **78** Separate Carers Assessments completed
121 Joint Assessments completed

Work has also commenced on the documentation required to ensure that demographic information is collected in relation to those carers that decline an assessment. Further work continues to ensure improved data recording.

The Dudley Walsall Mental Health Trust continue to fund a dedicated Carers Team, although this has reduced in size. This team focus solely on supporting carers by undertaking a carer assessment and arranging their services. This is a different

approach to how carers are supported in Social Care and Inclusion as the assessment is part of the social work role. The associated activity with this approach is:

2011/12

- 179 new assessments leading to services
- 144 reviews leading to services 210 approx carers who continue to receive information on carers activities and events ie carers cafe and or reviews outside of being allocated to individual workers. (NB. Figures not inclusive of initiatives provided by, for example, Informal Carers Course, Asian Women's Group, Carers Cafe, Walsall HUB, Triangle of Care.)

2012/13

- Assessment 610
- ASW mental Health Act Assessment 36
- Care Management Monitoring 2
- Carer Support 1266
- Intervention 32

One off payments

The Council provide Carers "One off Payments" accessed via a carers assessment, which identifies outcomes that can be met through one of the payment schemes. This enables an agreed sum to be paid to the individual if they meet a specified criterion to support carers in different aspects of their lives, and to help ease some of the pressures arising from the caring role. The take up for 2010/11, 2011/12 and 2012/13 can be seen below.

April 2010 - March 2011	Numbers	Spend
Older People Services	30	13,560.00
Carers Social Work Team	90	34,595.00
Learning Disabilities	5	1,050
YADS	32	11,102.75
Mental Health	53	14,790.00
Children's Disability Team	95	36,950.00
TOTAL		112,047.75

April 2011 - March 2012	Numbers	Spend
Mental Health	39	10,983.50
Children's Disability Team	123	47,003.50
Adult Social Care	149	51,780.00
TOTAL		109,767.00

April 2012 – March 2013	Numbers	Spend
Mental Health	69	22,408.00
Children's Disability Team	61	23,715.00
Adult Social Care	137	52,315.00
TOTAL		98,438.00

Young Carers

The Young Carers Strategy is a means to monitor and ensure that providers that have signed up to support and develop services to young carers, as accountable and also supporting the development. The Young Carers Strategy has been produced to cover 2011-14. The strategy has been signed off by the partnership core strategy champion, Shain Akhtar. It was informed by research conducted relating to young carers and was produced by working in partnership with Walsall Young Carers, to establish some common understanding and language around young carers work.

The Strategy identifies the links to different strategies internally and externally including Social Care. An action plan and supporting information identifies how the strategy will be implemented, and the contribution from other service areas. A Young Carers Steering Group, has been established as a means of sharing practice and to oversee the implementation of the Strategy. The group is made up of representatives from Information Advice and Guidance, School Welfare Work, Virtual School, a young person, IYPSS as the commissioner. Other agencies are invited as and when required.

Future Work

The carers strategy review will commence in late 2013. This will enable further consultation to take place resulting in a revised document, which will accurately reflect the local and national priorities and shape the strategic direction for carers in Walsall.

Care and Support Bill

The Government published its draft Bill on Care and Support in July 2012. The draft Bill introduces a new legal framework for the provision of care and support services in England. For the first time, carers will be recognised in the law in the same way as those they care for.

The draft bill creates a single duty for Local authorities to undertake a carer's assessment, replacing the existing law and removing the "substantial amount of care on a regular basis" stipulation. Once complete the local authority must use an eligibility framework that will be set out in regulations to determine eligible needs. Local authorities will have a duty to meet eligible needs of adults needing care, giving carers their first ever legal entitlement to support.

Carers will be supported to determine how best to meet those needs, through direct service or a service to the person they care for, the draft Bill makes clear that this is possible. Support planning is set out in the draft bill and personal budgets should be

available to meet identified needs, carers have a right to request a Direct Payment, and a regular review.

All the provisions in the bill apply equally to carers as to those they care for. Children under the age of 18 who care for adults will be provided with children's services, rather than adult care and support. However, when they reach the age of 18, the responsibility for their support will switch to adult services, with provisions in the bill for transition planning, with a duty to continue children's support if adult support is not in place.

Parent carers are assessed under children's law alongside the child they care for, the bill includes provisions which mean that adults caring for children can be assessed under adult law, and may meet their needs under adult legislation, as well as through the provision of children's services

Next Steps

The development of a carer's board reporting to the Vulnerable Adults Executive Board will ensure the future development of the Walsall Carers Strategy will meet commitments through a structured management process and influence the commissioning plans and deployment of the carer's budget.

A project approach will be initiated to deliver the key priorities, and will report progress to the carers board once established. The project initiation will include activity in support of the following:

- A whole family approach to assessment, support planning and review will be developed in line with the social care operating model, ensuring the system can deliver timely proportionate assessment and enable data capture, performance reporting culminating in the production of a local account for carers.
- The development of a comprehensive commissioning plan based on good quality information about carers needs will be developed in line with a refreshed carers strategy.
- Research will be conducted to identify clearly what investments the council can make that make a real difference to the carer, how we can identify when a break down may occur and what type of things we should be seeking to commission.
- The development and implementation of a Local Memorandum of Understanding between Children Services and Adult Social Care will be developed to reinforce the whole think family agenda, by engaging with families earlier through preventative approaches, Improving accountability of service commissioned and reducing barriers to information and improving information sharing.
- Consideration will be given to how the operating model, commissioning intentions, and overall strategic direction can address the requirements of the Governments draft Bill on Care and Support published in July 2012 and how resources should be organised to enable us to meet the current requirements and future proof developments for carers.

Suzanne Joyner

Head of Community Care
☎ 01922 654712
joyners@walsall.gov.uk

Appendix 1

Carers Budget Contract Activity Data

Universal and Preventative Services	£
Carers Emergency Response Service	101,000
<ul style="list-style-type: none"> • New contract started 01st March 13 • Provides support to unpaid carers in an emergency/crisis for up to 72 hrs – provides generic and specialist support for all client groups 	
Holiday Grant Scheme	30,000
<ul style="list-style-type: none"> • 102 carers were supported with holiday grants totalling £27,750 (05/04/13) • April 13 to date 30 carers supported with holiday grants totalling £8,750 	
Carers Additional Room – Carers Centre ground floor Unit 7	10,000
<ul style="list-style-type: none"> • Unit is used on a daily basis • At least once a month for Asian Carers (Women) • At least twice a month for Asian Carers (Men) • Used for storage e.g. Young Carers equipment, leaflets, office files • Young Carers After School Club • Young Carers Steering Group • Welfare Rights Clinic for Carers • Private facility for talking to Carers individually when required • Trustee and Management meetings • Walsall Council for consultation with Carers • St Pauls Ladies – caring for loved ones across Disabilities • Goscote – Men and Women – caring for loved ones across Learning Disabilities 	
Asian Carers Support Group	4,500
<ul style="list-style-type: none"> • An average of 60 carers supported each session • Asian Women meet at least once a month • Asian Men meet at least twice a month 	
Walsall Carers Centre	87,171
<ul style="list-style-type: none"> • Provide support, advice and guidance to carers • Supported nearly 778 carers over the last quarter • Over 2000 carers registered with the centre • 36 supported to maximise their benefits • 219 supported to participate in leisure/learning activities • 163 were supported to contact external groups • 193 were supported to establish contact with friends or family • 34 were supported to better manage their physical/mental health • 23 were supported to avoid eviction • 110 were supported to have greater choice and control 	
Client Specific Carers preventative and Support Services	£
Mencap – Me Time	12,822
<ul style="list-style-type: none"> • Supported 24 people with learning disabilities • Delivers three leisure groups a week, Gardening, Media and Healthy Lifestyles • To support and facilitate skills and personal development through informal learning whilst taking part in an activity they like • 24 were supported with training/education, accessing external services and establishing 	

<ul style="list-style-type: none"> • contact with friends or family • 13 were supported to better manage their physical health • 24 were supported to have greater choice, control and involvement 	
Summer Scheme	20,000
<ul style="list-style-type: none"> • Provides support to people with a learning disability • Daily capacity is 55 places • Runs a programme of activities over 4 consecutive weeks over the college holidays • Supports individuals to engage with others and develop new friendships • Provides respite for families and carers 	
Mary Elliot Social Club	7,000
<ul style="list-style-type: none"> • 50 to 60 people attend each session • Meet every Monday (45 weeks of the year) • 60 people supported to participate in leisure activities • 60 people supported to establish contact with friends and families • 60 people supported to have greater choice, control and involvement 	
Midland Mencap Social Club	7,000
<ul style="list-style-type: none"> • Average attendance 65 • Meet the 1st Friday of every month • 65 people were supported to participate in leisure activities • 4 were supported to access work-like activities • 65 people were supported to better manage their physical and mental health • 65 people were supported to have greater choice, control and involvement 	
Gateway South East Social Club	1,500
<ul style="list-style-type: none"> • Supported 35 people with a learning disability • Meet every Wednesday • 35 people were supported to participate in leisure/training/education and to establish contact with external agencies • 4 people were supported to have greater choice, control and involvement 	
Gateway North West Social Club	2,000
<ul style="list-style-type: none"> • Supported 30 people with a Learning disability • 30 people supported to participate in leisure activities and to establish contact with friends or family • 30 People were supported to have greater choice, control and involvement 	
Autism Befriending and Empowerment	39,364
<ul style="list-style-type: none"> • Supported 24 people with Autism • Capacity is 30 • Individual sessions once monthly • Group sessions once monthly • 17 people were supported to participate in leisure/training and informal learning • 3 people supported to establish contact with external services • 7 people supported to better manage their physical/mental health • 5 people supported to stay safe and minimise risk • 13 people supported to have greater choice, control and involvement 	
Mencap Parents Project	32,304
<ul style="list-style-type: none"> • Support 12 parents with a Learning Disability • 18 hours per week • Advocacy and support for parents in relation to child protection cases 	