

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE



Report subject	<b>BCP Carers Strategy</b>
Meeting date	29 November 2021
Status	Public Report
Executive summary	A review of carers services is currently underway, in collaboration with carers and key stakeholders, which will inform a new BCP Carers Strategy. This report provides the committee with an update on current progress.
Recommendations	<b>It is RECOMMENDED that:</b>  <b>(a) The committee consider and scrutinise the contents of this report</b> <b>(b) The committee consider attendance at future informal Carers Strategy Engagement Sessions</b> <b>(c) The committee requests an update at future Overview and Scrutiny meetings</b>
Reason for recommendations	The review of carers services is ongoing and will inform the content of the carers strategy. The informal engagement sessions will allow committee members to be involved and kept up to date with progress.

Portfolio Holder(s):	Councillor Karen Rampton – Portfolio Holder for People and Homes
Corporate Director	Phil Hornsby: Director – Commissioning for People
Report Authors	Emma Senior: Commissioning Manager – Prevention and Wellbeing and Tim Branson: Head of Access and Carer Services
Wards	Council-wide
Classification	For Information

## Background

1. A joint Pan-Dorset carers strategic vision document (Valuing Carers in Dorset 2016 - 2020) (**Appendix 1**) was produced in collaboration with local carers and eight statutory partners that made up the Better Together Integrated Health and Social Care programme in 2015. This is currently being reviewed and refreshed by the Pan Dorset Carers Steering Group.
2. The creation of a new BCP carers strategy is being developed with carers and stakeholders, which will run alongside the Pan-Dorset review and reflect the specific challenges that carers face within an urban area, like that of BCP Council, as distinct from the more rural environs of the wider Dorset Council area.

## National and Local Context

3. Research commissioned by Carers UK estimates that around 6.5 million adults are unpaid carers and 1.4 million provide over 50 hours of care per week. During the Covid 19 pandemic, 81% of carers provided increased hours of care with little or no external support. Carers UK also estimate that carers save the economy £132 billion per year, an average of £19,336 per carer.
4. We know that at least 11% of people across Dorset are unpaid carers. Although it is a challenge to identify the true number of carers, the increasing membership of the BCP Carers Information and Advice Service, currently standing at 5,385 carers, suggests that they remain under-represented.

## Local Provision

5. Current support to unpaid carers includes a range of commissioned services, self-directed support, direct payments, and universal services. See **Appendix 2** for details of all services.
6. Adult Social Care Outcomes Framework (ASCOF) data has shown that the number of carers receiving direct payments and self-directed support in the BCP Council area is low. This is therefore a key area of focus for the review:
  - a) 38.10% of BCP carers were receiving Self Directed Support in 2020/21 compared to 84.1% in the South West and 86.9% in England in 2019/20

- b) 4.10% of BCP carers were receiving a Direct Payment in 2020/21 compared to 72.6% in the South West and 77.1% in England in 2019/20

## Consultation

7. No formal consultation has taken place at this stage of the review, however, there have been two informal engagement sessions with members of the Health and Adult Social Care Overview and Scrutiny Committee. Once additional feedback from carers and stakeholders has been obtained, there will be consultation on any proposed changes to services.
8. The focus areas for the review were agreed by the BCP Carers Reference Group. **(Appendix 3)**
9. An Adult Social Care Carers Support Services survey was distributed in July 2021 **(Appendix 4)**. The survey was co-designed with the BCP carers and users focus group and relevant officers, and was made available in both electronic and paper format. Positive comments were received about carers' experiences of services such as support vouchers, information and advice, the CRISP Carers Centre, occupational therapy and social work support. Other comments were made about:
  - a. the lack of contact from some of our day services providers,
  - b. preferring a more personal approach
  - c. needing more respite, and
  - d. needing someone to talk to
10. Almost 100 carers have said they would like to be involved in helping develop services and have been contacted to ask how they would like to be involved in the carer's services review.
11. The ASCOF bi-annual survey of carers is currently live. Early feedback has shown one theme emerging of carers having difficulty using their vouchers for home-based support, which is due to staffing shortages in the home care market and the continuing repercussions of the Covid 19 pandemic.
12. A workshop was held with young carers who are members of the MYTIME Young Carers charity, to seek their feedback on the CRISP website. This has provided some valuable insights into the different ways in which young carers prefer to access information, compared to older-age carers.
13. Attendance has been planned for the monthly carer forum for carers of people with a learning disability to discuss how they would like to be engaged with the review.
14. The BCP Carers Reference Group meets monthly and is actively involved in reviewing services and providing feedback.
15. The Pan-Dorset Carers Steering Group also meets monthly and is working collaboratively with carers and stakeholders to review the 9 objectives of the Pan-Dorset strategic vision document which will feed into the BCP carers review.
16. A Dorset Carers Festival is being held on Carers Rights Day, 25 November 2021, in collaboration with Dorset Council. This will provide an opportunity to meet carers face to face and obtain individual feedback.

17. Surveys will also be sent out to all carers registered with the Information and Advice service. The survey questions will be shared with members of the Health and Adult Social Care Overview and Scrutiny Committee, as requested, before being finalised.
18. A Carers Commissioning Officer post has been recruited to and the successful candidate will start in December. They will lead on the engagement for the carers review and strategy

### **Future Demand**

19. There is evidence that carers have been providing many more hours of care during the Covid 19 pandemic. Day services have still not reopened to pre-pandemic capacity levels, and there are workforce capacity issues within the care market. Along with continued growth in the older population, these factors are all expected to contribute to increasing levels of carer demand.

### **Summary of financial implications**

20. The Better Care Fund is providing £1.168 million for carers for 2021/22, and the carers services review and development of the carer's strategy will all carried out within this financial envelope.

### **Summary of legal implications**

21. None identified at this stage. However, depending on the outcome of the review, certain contracts with existing providers may be terminated or not renewed.

### **Summary of human resources implications**

22. None identified at this stage. Once the review is complete, if any decisions are required that have a human resource implication, these will be available for the Overview and Scrutiny committee to consider.

### **Summary of sustainability impact**

23. No impact identified at this stage.

### **Summary of public health implications**

24. None identified at this stage. It is anticipated that there will be benefits for the health and wellbeing for unpaid carers in the BCP area at the conclusion of the review and this will feature in the final report.

### **Summary of equality implications**

25. An EIA conversation/screening document or full EIA will be completed at a later stage of this review as necessary, prior to the strategy being finalised.

### **Summary of risk assessment**

26. None identified at this stage

### **Background papers**

None

### **Appendices**

1. Valuing Carers in Dorset 2016 – 2020
2. Commissioned and Universal Carers Services
3. Carers Review Scoping Focus Areas
4. Adult Social Care Carers Support Services Survey July 2021