

Carers Strategy Implementation Highlight Report

05 December 2023

Priority 1: Identification, recognition, and involvement		
Progress since last board		
CRISP Rebrand	The rebrand of CRISP to 'BCP Carers Support' is expected to go live in Spring 2024 with the launch at an information and awareness event	
Collaboration with GP Surgeries	We are looking into alternative options to deliver the carers clinics without a carers outreach officer. Discussions are going to be held with an outreach officer from the ASC Contact Centre who has a special interest in carers with a view to taking on this function	
Promotion of carers services	This is linked to the rebrand so that promotion of carers services will be enhanced following the launch event	
Recognising the full diversity of carers	We are continuing to work with the providers of our carers services to support carers from communities who are less likely to seek support – e.g., PramaLife are working with carers from the armed forces and are currently in the process of setting up a new support group for older women from the Bengali, Middle Eastern and African communities living in the BCP area.	
Recognising the contribution carers make to society	We held an open event for Carers Rights Day on 23 rd November to promote carers services and attract carers that might not recognise themselves as carers to come forward for support. The launch event in Spring 24 will also recognise the valuable contribution that unpaid carers make across the BCP area.	
Commission services to ensure carers feel valued	The recommissioning of the Dorset Carers Card at the beginning of 2023 enabled carers to feel supported and valued in their local community. The new provider – Forward Carers, brings added value by providing carer friendly training to businesses and creating carer friendly communities. We also recommissioned the carers advocacy service and representation service for carers of people with a learning disability.	
Involve carers in the planning and design of services	The Carers Reference Group meets monthly and focus groups are arranged as when required. Consideration is being given to setting up a wider group for co-production, to give a broader representation of carers views	
Next steps including upcoming papers		
Proposal for additional funds	There is now £161,000 of surplus funds available for carers services out of the £261,000 that was identified from the Better Care Fund. We are unable to spread this across the remaining 4 years of the strategy as it has to be spent in 2022/23. Proposals for this spending will be put forward to the Carers Strategy Implementation Group.	

Risk/Issue Escalation	Status	Description
Staffing levels in the carers team		Staffing levels in the Carers Team have increased, with the addition of a Carers Contact Officer on 09/10/23 and a Carers Direct Payment Officer on 01/11/23. Further discussions will be taking place to establish whether staffing levels are sufficient to cope with the increased demand that will result from the rebrand.

Priority 2: Information and advice

Progress since last board		
Ensure information and advice is accessible and available in a variety of formats	All information and advice for carers needs to be reviewed and redesigned as part of the rebrand. A number of ASC Factsheets have already been reviewed in preparation for this.	
Involve carers in a redesign of the CRISP website	Discussions are taking place to incorporate the BCP Carers Support website into the BCP ASC webpages to gain the benefit of improved functionality and ease of access. Feedback has already been obtained by carers to inform the new design. The new webpages, once drafted, will be beta tested by carers before final approval is given.	
Review training for carers and practitioners	A comprehensive review of training for carers has been carried out and a training booklet is now available for carers, created by the Dorset Carers Partnership Group. Talking Life is the new provider of practitioner carer training, and they will begin delivering online training sessions from December 23, bookable through Skillgate (BCP Council's training platform). The training sessions will be delivered face to face from April 24.	
Next steps incl. upcoming papers		
Proposal for additional funds	(see priority 1 above)	
Risk/Issue Escalation	Status	Description
Staffing levels in the carers team		(see priority 1 above)

Priority 3: Supporting carers mental, physical and emotional wellbeing

Progress since last board		
Encourage the use of Direct Payments	A new Carers Direct Payments Officer started on 01/11/23 and sits in the Direct Payments team. They are currently going through induction and will be a dedicated resource for carers.	

Priority 3: Supporting carers mental, physical and emotional wellbeing

Review options for short breaks and respite	A plan was in place to turn paper vouchers into direct payment cards when the carers DP officer came into in post. However, recent legal advice, based on the Care Act, indicates some complexities connected to this transition. <i>“Where an adult and a carer both have needs that meet the eligibility criteria a carer’s direct payment cannot be used to pay for respite care or replacement care for the adult needing care”</i> . This has implications for the ASC charging policy and will therefore need some careful consideration by the senior leadership team to ensure that our practice remains lawful.		
Review staffing levels in the carers team to ensure support groups and events can cater for a larger number of carers	Staffing levels in the Carers Team have increased, with the addition of a Carers Contact Officer on 09/10/23 and a Carers Direct Payment Officer on 01/11/23. Further discussions will be taking place to establish whether staffing levels are sufficient to cope with the increased demand that will result from the rebrand.		
Next steps inc upcoming papers			
Proposal for additional funds	(see priority 1 above)		
Risk/Issue Escalation	Status	Description	
Staffing levels in the carers team		(see priority 1 above)	

Priority 4: A life alongside caring

Progress since last board			
Review carers assessments	A review of carers assessments is currently underway, in collaboration with carers. New practice guidance has been drafted and will be shared with the Carers Reference Group on 7 th December. An equality impact assessment has been completed.		
Bring support to carers in their own communities	Drop-in sessions at BCP libraries had been planned but not started due to other commitments within the carers team. The funding for the outreach worker role was redesignated to a carers contact officer role to provide essential back office support to the range of carers services we currently deliver. We need to find further efficiencies in the way the current service offer is delivered, to create sufficient capacity for the carers officers to facilitate individual and carer group meetings in libraries.		
Join the Carers UK Employers for Carers scheme	Funding was secured by Councillor Fear in 2021/22 but taken for savings. The proposal for utilising the £161,000 in		

Priority 4: A life alongside caring

	surplus BCF funds will include the Carers UK Employers for Carers scheme or an alternative scheme	
Set up BCP staff networking group for carers	Jillian Kay will be hosting an initial carers staff networking group meeting to see if there is sufficient interest to set up the group. The date will be confirmed when corporate comms have agreed to advertise out to all staff	
Provide a range of activities and events for carers to support different needs and preferences	The CRISP carers social events organiser continues to provide a range of activities and events, e.g., two upcoming events include a coach trip to the Winchester Christmas market and a three course Christmas meal and disco at the Cumberland Hotel. However, we need to explore new ways for carers to book onto events as the current process is very time and resource intensive.	
Next steps inc upcoming papers		
Proposal for additional funds	The proposal includes signing up to the Carers UK Employers for Carers scheme or an alternative	
Risk/Issue Escalation	Status	Description
Staffing levels in the carers team		(see priority 1 above)

Priority 5: Collaborative working across Dorset

Progress since last board		
Continue active involvement in the Pan Dorset Carers Steering Group (PDCSG)	BCP Council is actively involved in the PDCSG and is collaborating on the refreshed Pan Dorset Strategic Vision	
Continue active involvement in the Dorset Carers Partnership Group (DCPG)	<p>The DCPG is chaired by BCP Council's carers commissioning officer and has had many outputs including collaboration during carers week, and carers rights day, creating a new training booklet for carers and working alongside the PDCSG to measure the new strategic vision objectives.</p> <p>We have also worked with Dorset Healthcare to raise awareness of carers services at Covid-19 vaccination sites across Dorset</p>	
Next steps inc upcoming papers		
PDCSG and DCPG	Continued involvement in both groups	
Issue Escalation	Status	Description

If rating your status amber or red please add the detail here		
---	--	--

RAG rating colours:	
	Red: Issue or challenges impacting delivery, no action plan (out of control)
	Amber: Issue or challenges impacting delivery, action plan in place & close monitoring (within control)
	Green: On track – progressing as intended against plan
	Blank – not started