

Report title:	Norfolk and Waveney Strategy for Carers 2019-2021
Date of meeting:	17 July 2018
Sponsor (H&WB member):	James Bullion, Executive Director Adult Social Services
<p>Reason for the Report The purpose of this paper is to provide members of the Health and Wellbeing Board (HWB) with information about unpaid carers' in Norfolk and Waveney and to ask the Board to support the development of a Norfolk and Waveney Carers Strategy.</p> <p>Report summary There are estimated to be over 100,000 unpaid adult carers in Norfolk and Waveney, and more than 6000 carers between the ages of 0 and 24. Their contribution to health and social care is immense; helping carers to provide better care and to stay well themselves will contribute to better lives for those needing care and more effective use of resources.</p> <p>A Carers Strategy for Norfolk, 2014-2017 is now out of date; given the critical work that carers do, it is timely to review and refresh that strategy under the auspices and leadership of the Health and Well Being Board.</p> <p>This paper outlines an approach to developing a refreshed system-wide strategy for adult carers and young carers which provides a medium term framework for all partners within the Health and Wellbeing Board to strengthen and improve support for all carers</p> <p>Action/decisions needed:</p> <p>The HWB is asked to:</p> <ol style="list-style-type: none"> 1. Agree to the development of a Norfolk and Waveney Carers Strategy, which is overseen and monitored by the Health and Wellbeing Board 2. Agree to receive a report in October with a more detailed plan for developing the strategy in a way which puts the voice of carers at the centre, and through good collaboration ensures the commitment of key health and social care stakeholders. 3. HWB members, including District Councils and VCSE representatives, are asked to engage their own organisations in discussions about the issues set out in this paper in readiness for a fuller report in October. 	

1. Background

- 1.1 A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.
- 1.2 Often these are relatives who find it difficult to think of themselves as carers and who look for support for their caring role only when they reach a crisis. However, if help and support are given early they would be able to care for longer, and both they and the person they care for would remain well for longer.
- 1.3 Young carers are children and young people aged under 18 who help look after or support a family member or friend who is disabled, ill or misuses drugs or alcohol. The child or young person may help with practical tasks or emotional support for the disabled or ill person or others in the family or household.
- 1.4 Norfolk (excluding Waveney) reports that there are approximately 94,700 (source: Census 2011) people regularly provide unpaid care to another.
- 1.5 **Adult Carers** - In the 2011 census 10.2% of the population were providing unpaid care, approximately 89,000 in Norfolk. Without these Adult Carers, Norfolk would face a bill of approximately £500m per year to provide care. Further information is available via: Briefing paper - Carers - Adult carers and carers of adults in need of care and support - December 2016.
- 1.6 In the 2011 census, in Waveney there are approximately 12,886 unpaid carers aged 24+. Briefing paper - Carers - Adult carers and carers of adults in need of care and support - December 2016.
- 1.7 **Young Carers and Young Adult Carers** – In the 2011 Census reported 5712 carers between the ages of 0 and 24, providing unpaid care in Norfolk, 1752 aged 15 or under. Further information is available via: Briefing paper - Young carers - July 2017.
- 1.8 In Waveney the 2011 census estimates that there are 249 Carers between the ages of 0 and 15 and, 516 carers aged 16 plus.
- 1.9 With more people now living at home for longer, often with multiple conditions, this means that effective provision for carers needs to be in place to maintain their resilience while caring but also to have a life outside of their caring role.
- 1.10 There is also an increased risk in terms of carers hitting crisis stage, resulting in:
 - young people being unable to attend school
 - more, potentially avoidable, admissions to hospital
- 1.11 Carer Breakdown can often result in an avoidable admission for the person they are caring for. Being able to equip carers in caring for another, knowing how to react when things change is a mix of:
 - dealing with the condition,
 - creating resilience within their own lives by focusing on the outcomes they need to remain safe and well.
- 1.12 The Department for Health and Social Care published its Action plan for Carers “Supporting Carers Today” on June 6th 2018. The action plan outlines the cross-government programme of work to support carers in England over the next two

years and builds on the National Carers Strategy. It retains the strategic vision for recognising, valuing and supporting carers from 2008, which has been the vision of successive governments. It sets out this Government's commitment to supporting carers through 64 actions across five priorities emerging from the carers' Call for Evidence. The actions focus on delivery and tangible progress that can be made in the near future, and give visibility to the wide range of work that is planned or already underway across government to support carers, their families and those they care for.

2. Current position in Norfolk & Waveney

2.1 This proposal to develop a Norfolk and Waveney Carers Strategy comes at a time when there are a number of complementary pieces of work underway.

2.2 HealthWatch Norfolk and Carers Council for Norfolk undertook a survey of carers looking at unpaid carers' experiences of Carers Assessments and information and support in Norfolk. The survey was completed by 255 local carers and found:

- Seventy-three (73) respondents had received a Carers Assessment within the last two years. Their feedback was fairly positive; 56% rated the service as good or very good and staff were particularly praised. Many respondents valued the information and advice they received, but others were concerned that there had been no relevant outcome in terms of practical support or services.
- Two hundred and fifty-five (255) respondents gave feedback about their experiences of accessing information and support in Norfolk. A significant minority (16%) said they did not currently know where to go for information or advice. More than one in two (68%) respondents felt confident continuing in their caring role but only 37% felt able to manage their health and wellbeing.
- When it came to increasing their confidence and health and wellbeing, respondents highlighted the importance of being supported to have a life outside of caring and stated their desire for more planned or unplanned respite care. Many respondents wanted more understanding, recognition and reassurance, and felt that they were currently being left to struggle on alone.

2.3 Norfolk County Council is in the midst of developing a Carers Charter, looking particularly at 3 aspects:

- Employment issues for carers
- Young carers – particularly how education establishments can support them
- Social activities – including respite – for carers.

2.4 The intention is to take a Charter for sign-off by the Full Council in October. It is anticipated that other public sector bodies would be encouraged to sign up subsequently, or develop their own local version.

2.5 Individual partners around the Health and Wellbeing Board table are developing new and innovative approaches for supporting carers. A recent example of this is the carers passport at the Norfolk and Norwich University Hospital.

Appendix A sets out Current Carers' Provision in Norfolk & Waveney

- 2.6 STP plans - The Associate Director of Primary Care, on behalf of the STP, is currently progressing the matter of 'Identification, recognition and registration of Carers in primary care', and 'Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health'.
- 2.7 There is also a growing recognition of the role that communities play in helping to sustain and support carers. Communities and places which have a vibrant network of social activities, informal support groups, can play a significant role in keeping carers from becoming isolated and lonely.
- 2.8 The response to Carers' Week in Norfolk and Suffolk is testament to the quality and breadth of support already in the community.
- 2.9 Taken together, the local momentum for greater recognition of, and support for, carers and the call to action implicit in "Supporting Carers Today", provides a compelling case to strengthen our approach to carers across the Norfolk and Waveney system. A strategy could provide a single set of principles and standards to ensure that the whole system had a shared approach which helps identify, support and recognise their vital roles. Helping carers to provide better care, stay well themselves, and lead fulfilling lives will contribute to better lives for those needing care and more effective use of resources.

3. Approach to developing the strategy

3.1 The intention to take forward an approach that:

- Puts the voice of carers central to how partners in Norfolk & Waveney take forward their approach to identify and support carers in staying well themselves and those they care for.
- Uses a mix of: co-production activities as well as evidence already collated from previous, local, co-production events to develop a plan for Norfolk & Waveney.
- Co-production will be based around a meaningful framework which supports the development of a plan for Norfolk & Waveney to ensure:
 - the most is gained from co-production
 - makes co-production realistic yet ambitious for all involved
 - due regard is given to the duties required by the Care Act 2014 and the Children and Families Act
 - local stakeholders and representatives from local organisations who have a role and responsibility in providing 'An integrated approach to identifying and assessing Carer health and wellbeing' are able to contribute
- Takes account of work, ambitions and commitments established via the introduction of The Carers Charter, which is due to be published later in 2018
- Formulates the results into an agreed plan that can be delivered and progress can be monitored against.
- Gives consideration to the ongoing responsibilities to and for the Health & Wellbeing Board, including progress updates.

3.2 This would deliver:

- a multi-agency Carer Strategy for Norfolk & Waveney.
- Consideration to how the strategy would be adopted across all partners.

- A mechanism to ensure there is accountability to implementation on behalf of the Health & Wellbeing Board.
- 3.3 Given the breadth and interest of partners it will be recommended that an independent lead is sought to undertake the co-production activity with Carers and partners, and formulates the results into something that Norfolk & Waveney can deliver and monitor progress against.
- 3.4 This piece of work is not seen as a quick fix; the aim is to develop a strategy by March 2019 closely followed by a clear implementation plan which can be reported against for Carers' Week in 2019 – 'You said; We did'. The main elements of developing the strategy would be:
- Engagement with key stakeholders to build support for the approach – July to September
 - Co-production and engagement activity – October to January 2019
 - Agreed recommendations and actions published – March 2019
 - Implementation planning – March 2019 onwards
 - Initial review of impact – June 2019 during Carers' Week.
- 3.5 Given the system-wide nature of this work, it is proposed to seek joint funding with CCGs to recruit to a short-term role to co-ordinate the development of the strategy on behalf of all stakeholders. A business case for this will be taken to the Joint Strategic Commissioning Committee for agreement.
- 3.6 It is anticipated the representation from across health and social care, including voluntary and community sector will be required.

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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Current Carers' Provision in Norfolk & Waveney

Organisational area	Provision by service and county level			
	Adults in Norfolk	Children, young people and families in Norfolk	Adults in Waveney	Children, Young People and Families in Waveney
Existing Strategies (of those that are known)	<ul style="list-style-type: none"> NCC: The Carers Strategy 2014-17 NNUH: Carers Strategy Health and Wellbeing Strategy's list of 20 intentions for dementia NCHC: Our Health & Care Strategy 2015-2020 	Services contribute to the Council's children's strategy programme ' Safer children and resilient families '.	Suffolk County Council have a Young Carers and Young Adult Carers Strategy 2016 – 19.	Suffolk County Council have a Young Carers and Young Adult Carers Strategy 2016 – 19.
Health	<ul style="list-style-type: none"> Information Training Emotional support Funding for Carers Matter Norfolk 	Multi-agency strategy into action planning group for young carers and families actively looks at joint working for young carers	<ul style="list-style-type: none"> Information Training Emotional support 	To be confirmed
Social Care	<ul style="list-style-type: none"> Carers Assessment Support planning (mix of community and commissioned provision) Respite Direct payments Funding for Carers Matter Norfolk 	<ul style="list-style-type: none"> Young carers and whole family assessments Transition assessments for young adult carers approaching the their 18th birthday Support planning (mix of community and commissioned provision) IAG service through Carers Matter Norfolk 	<ul style="list-style-type: none"> Carers Assessment Support planning (mix of community and commissioned provision) Respite Direct payments Funding for Suffolk Family Carers Suffolk Carers Fund – supports the development of community initiatives for adult carers, caring for adults. 	<ul style="list-style-type: none"> Young carers and whole family assessments Transition assessments for young adult carers approaching their 18th birthday Information Service – Young Carers Unlimited Funding for Suffolk Family Carers to provide support services
Independent	<ul style="list-style-type: none"> Further understanding to 	<ul style="list-style-type: none"> Further understanding to 	<ul style="list-style-type: none"> Further understanding 	

Care Sector	be obtained	be obtained	to be obtained	
Voluntary and Community Sector	<ul style="list-style-type: none"> Information and advice – welfare and rights Practical Support Emotional Support 	<ul style="list-style-type: none"> Targeted information, advice and guidance for young carers and families integrated with adult carers commissioned service. Initially for 1 year from April 2018. Specialist young carers positive activities service for those aged 6 to 18 years who have been assessed as in need of a break from their caring role. Emotional Support via services such as CAMHS 	<ul style="list-style-type: none"> Information and advice – welfare and rights Trusted Provider Organisations deliver Carers Assessments Practical Support Emotional Support 	Contracted delivery from Suffolk Family Carers
Employers / Education	<p>Varies depending on employer policy</p> <p>NCC has umbrella membership to Employers for Carers (Carers UK resource) which can be shared with SMEs (under 250 employees).</p>	NCC identified young carers as the first vulnerable group in the 'A Good Education for Every Norfolk Learner' strategy and are working with partners including Schools, Norfolk Young Carers Forum and the Norwich Social Mobility Opportunity Area to improve identification, assessment and support of young carers in schools and other educational settings.	Varies depending on employer policy	<ul style="list-style-type: none"> Suffolk County Council have the "Raising the Bar" programme which sets out their vision and aims for education as a whole, which acknowledges young carers as a key group within this. Suffolk Family Carers work with schools to create a young carers friendly ethos.
Multi-agency approach	The Carers Strategy 2014-17 included commitments from NCC and all five CCGs. This multi-agency approach could be developed further integrated systems of care.	The multi-agency strategy into action plan group for young carers and families is jointly chaired by the NHS Designated Safeguarding Team and Children's Services and includes a range of	<ul style="list-style-type: none"> Trusted Provider Organisations deliver Carers Assessments Suffolk Carers Fund – supports the development of community initiatives 	Further understanding to be obtained.

		<p>statutory and voluntary partners. The Group currently reports to the Children and Young People's Strategic Partnership via the Early help Strategic Partnership Board and the Vulnerable Children's Group. It is suggested that this governance and reporting arrangement is also aligned to the Health and Wellbeing Board.</p> <p>Further information can be accessed via A Norfolk's Guide for Young Carers and Families.</p>	<p>for adult carers, caring for adults.</p>	
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