

**Open Report on behalf of Glen Garrod, Executive Director Adult Care and Community Wellbeing**

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>29 November 2017</b>
Subject:	<b>2017/18 Adult Care and Community Wellbeing Quarter 2 - Themed Performance Report: Carers Service</b>

**Summary:**

This report gives a Quarter 2 position statement and narrative on performance measures relating to Carers Services in Lincolnshire. It gives some context to the aim of the service and the factors affecting performance in this key area. Officers from the relevant operational area and performance team will attend the meeting, to enable the committee to gain further understanding.

Case Studies of carers stories are attached at Appendix A

A full summary of the Adult Care and Community Wellbeing Corporate Business Plan measures as at Q2 is attached as Appendix B of this report for information.

**Actions Required:**

The Adults and Community Wellbeing Scrutiny Committee is requested to consider and comment on the report

## **1. Background**

'Carer' isn't always a helpful term. Most people see themselves as a wife, or husband, son or daughter, parent or grandchild. Caring can come upon you without you quite realising what is changing. While it can be a natural and rewarding phase of life to look after the people we care about when they are ill or struggling – when it becomes long-term, it can also be isolating, throwing life out of balance, causing stress and affecting wellbeing if not addressed. For many, caring without help and support can feel overwhelming.

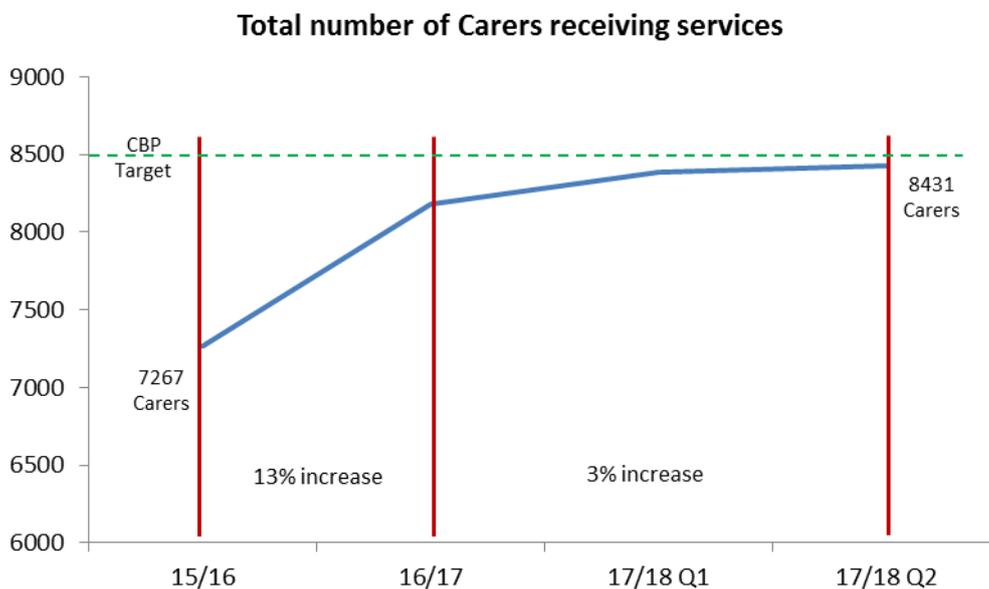
In 2016, Lincolnshire County Council commissioned a brand new Lincolnshire Carers Service, introducing the charity organisation Carers FIRST to the county to work alongside Serco, who manage the Carers Team at the Customer Service Centre. Together with Lincolnshire County Council's Children's Services, who now support young carers through the in-house Early Help team, we form the Lincolnshire Carers Service. Our Carers Commissioning Strategy 2016-2018 set out a clear commitment to improve **Early Help** and reach out to those who look

after someone else. We have worked in **Collaboration** with many other agencies to offer **Assurance** that our services are good quality. There has been investment in **Workforce Development** for the Carers Service staff.

The Lincolnshire Picture

The total number of carers receiving services from Lincolnshire County Council / the Carers Service has risen by 16% from 7267 in 2015/16 to 8431 in Quarter 2 of 2017/18. The Council Business Plan measure target is 8500.

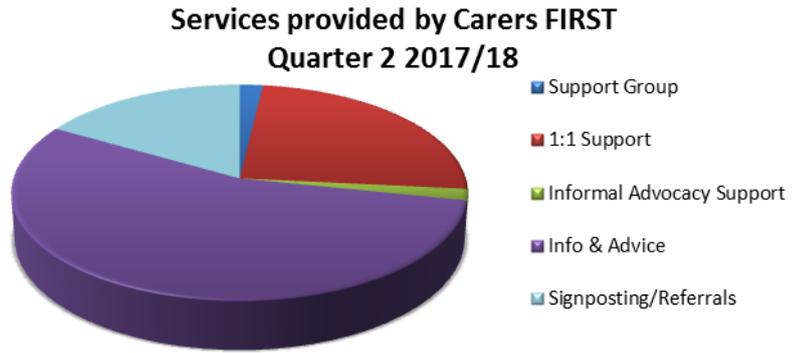
79,262 Lincolnshire residents reported that they were an unpaid carer on the 2011 census. Using population projections based on this figure, Lincolnshire County Council is providing services to 11% of carers in the county in 2017.



The way in which services are provided to carers has shifted towards Information & Advice and away from Direct Payments (where the carer takes their allocated Personal Budget as a payment and purchases services themselves) and managed Personal Budgets (where Lincolnshire County Council retains control of the Personal Budget and purchases services on behalf of the carer).

Prior to the Care Act 2014 (implemented April 2015), carers were given a small value Direct Payment and a named professional from one of a number of Providers that made up the Carers Service. When the contract with Carers FIRST commenced, those carers with a named professional from the incumbent providers were transferred to Carers FIRST.

1847 individual carers received services from Carers FIRST during Quarter 2 of 2017/18. This chart shows the services provided. 179 carers were supported by the Carers FIRST Benefits Advisor during the period.



All Personal Budgets to carers are now provided as a Direct Payment from the Carers Service. Although there is a reduction in the number of carers receiving a Direct Payment the budget forecast does not show underspend. A needs-led, eligibility criteria and strength-based approach to assessing and supporting carers has led to fewer, more targeted, higher value Personal Budget awards.

The Biennial Survey of Adult Carers in England (SACE)

The latest statutory Carers survey was carried out between November and December 2016 with carers who were known to the Council. The survey is the first to be carried out since the introduction of the Care Act in 2015 and the shift in approach to assessing and supporting carers. As a result key performance measures derived from this survey have proved to be lower than previous years across the country. Lincolnshire scoring slightly lower in comparison with the regional average and the average of 16 demographically similar counties (CIPFA). In summary;

	<b>Lincolnshire</b>	<b>East Midlands Average</b>	<b>CIPFA Average</b>
Carers reported quality of Life	7.4	7.5	7.7
% Carers Satisfied with services	37%	38%	39%
% carers finding it easy to find information	59%	62%	64%

To act on the feedback and to inform the work of the Lincolnshire Carers Service, Lincolnshire County Council will survey carers annually with effect from 2017/18 to enable us to better track how services and strategic plans for Health & Social Care perform.

Investment and Moving Forward

The Better Care Fund is being used to fund a number of projects. The desired outcome is for greater awareness of carers and their role across Lincolnshire. The aim is for more referrals to the Carers Service and more support to those who need it.

Investment areas are:

- Additional carer support workers based in the community
- Work with pharmacies to help identify carers earlier
- Provision of advice and support to employees to recognise and support carers in the workplace
- Support carers to remain in or return to employment or education
- Promote and influence the identification and support to carers within the Integrated Neighbourhood Working arrangements
- Develop and implement a Memorandum of Understanding with Health through the Integrated Neighbourhood Working strategic group and System Executive Team.

No single person or organisation can improve the quality of the carer's experience on their own. Everyone who provides a service and commissioners need to play their part.

It will take time for some of the initiatives and efforts to make a difference and measures may need to change to enable us to identify areas where there are achievements and those less successful areas that require a targeted strategic or operational focus.

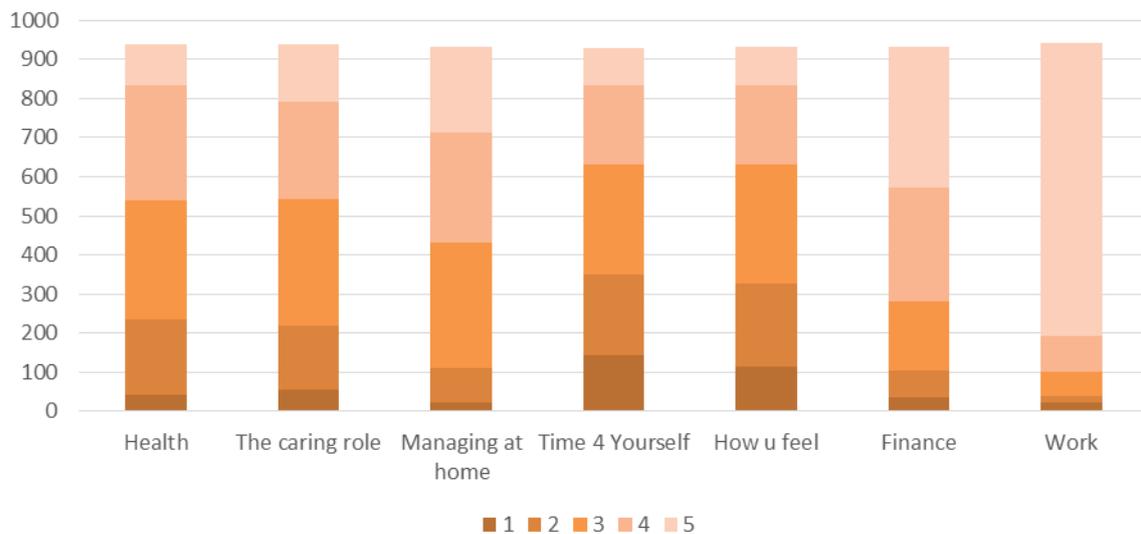
**Carers FIRST & SERCO**

Carers FIRST use a Carers Outcome Star to assess carer's needs. The star rates the carers experience in seven areas.

In conversation, the assessor and carer score each area from 1 – as bad as it can be to 5, as good as it can be.

The following table shows the results from 951 initial Outcome Stars undertaken during 2017. Darker shades denote that carers are struggling more in that area.

Lincolnshire Carers Star data 2017



It can be seen that Time for Yourself and How You Feel are the areas in which more carers reported the greatest concern. Work is not a major cause for concern for most of these carers. However, it is worth noting that 60% of respondents to the Carers Survey and 54% of carers in receipt of services from Lincolnshire County Council in Quarter 2 are over the age of 65. An Employment for Carers Project is underway to work with local employers to ensure that working age carers are adequately supported to balance their work and caring roles.

The use of the Carers Outcome Star is an example of how the service can record, monitor and report trends and themes and inform strategic planning. Over the next two years the trends will be monitored to identify which interventions have the greatest positive effects on carers.

During Quarter 2 2017/18 the Serco Customer Service Centre received 1849 calls from carers and completed 195 carers assessments (Serco data). Fully tested reports are not yet available from the Lincolnshire County Council system to give the numbers of carer assessments and personal budgets. All carers who contact CSC are offered the universal service from Carers FIRST which includes access to specialist information & advice, benefits check, peer support groups and the What's on Guide.

In the same period, Carers FIRST received 790 referrals. 458 of these went on to receive an assessment. 160 of these subsequently received a Personal Budget (Carers FIRST data).

Carers FIRST deliver a programme of publicity activity to raise awareness of carers, their rights and to promote the Carers Service. The range of activities include; network meetings with organisations like Healthwatch, Neighbourhood teams, CCG, Patient Council, Age UK, Schools/Colleges, Pharmacies and What's on Guides.

The raising of awareness has already resulted in more carers being identified by Adult Care when completing an assessment of the needs of the person who is cared for. This had the effect of reducing the percentage of carers supported to delay the care and support for the person they care for (Council Business Plan measure.)

### Governance and Assurance

Arrangements for governance and assurance monitor the delivery of the Carers Commissioning Strategy 2016-18 which was developed from the themes in the Joint Carers Strategy 2014-18. The Council Business Plan measures reflect the national performance framework.

Contract monitoring takes place quarterly and service reviews of the Serco carers service and Carers FIRST have been completed. There are no performance concerns and the reviews, whilst they did not reveal any significant concerns, provided a forum to identify opportunities to further develop and improve the service going forward.

The Commissioning Strategy annual delivery plan is monitored through a Steering Group with representatives from Providers', Children's Services, Commissioners, Performance and Quality & Assurance, Commercial Team.

Operational quality assurance practice audits take place monthly and are attended by representatives from Commissioning, Carers FIRST, Serco, Adult Care lead professional, Quality Assurance. This is a qualitative approach to develop common approaches to practice to ensure consistency. It also provides insight into wider

system practice, procedures or customer experiences and offers opportunities to inform.

A Corporate audit assurance of Providers' workforce learning & development plan is being undertaken at the time of writing this report.

Overall the framework is delivering a strong collaborative approach to providing quality services with a culture of being open, honest and proactive to improve carers' experience

## **2. Conclusion**

The Adults and Community Wellbeing Scrutiny Committee is requested to consider and comment on the report and the Carers Service Case Studies shown in Appendix A. The summary report of Council Business Plan measure performance is attached in Appendix B for information

## **3. Consultation**

### **a) Have Risks and Impact Analysis been carried out?**

No

### **b) Risks and Impact Analysis**

Not applicable

## **4. Appendices**

These are listed below and attached at the back of the report	
Appendix A	Carers Service Case Studies
Appendix B	Summary report of Council Business Plan measures

## **5. Background Papers**

No background papers within Section 100D of the Local Government 1972 were used in the preparation of this report.

This report was written by Theo Jarratt, Interim County Manager for Performance, Quality and Information who can be contacted on or 01522 55177 or [Theo.Jarratt@lincolnshire.gov.uk](mailto:Theo.Jarratt@lincolnshire.gov.uk)