

**TO APPROVE THE OPTIONAL 2 YEAR EXTENSIONS AND VARIATIONS
TO EXISTING CARERS COMMISSIONED SERVICES CONTRACTS**

Cabinet Date	20 July 2016
Older People	Cllr Dorcas Binns
Key Decision	Yes
Background Documents	<ul style="list-style-type: none"> • Carers Commissioning Strategy 2012-2016 • Summary Carer Consultation Report 2012 • Section 75 agreement
Location/Contact for inspection of Background Documents	<p>Louise West Outcome Manager (Children and Families) 01452 328530 louise.west@gloucestershire.gov.uk</p>
Main Consultees	<p>Providers Carers Cabinet lead member</p>
Planned Dates	N/a
Divisional Councillor	All
Officer	Helen Price
Purpose of Report	To seek agreement to activate the clause in the carers services contracts to extend for 2 years.
Recommendations	<p>That Cabinet:</p> <p>Authorises the Commissioning Director - Adults, to invoke the above mentioned 2 year extension option under the following contracts and, in consultation with the Cabinet Member for Older People, to make the proposed variations thereto:</p> <ul style="list-style-type: none"> • Carers Information, Advice and Guidance contract with Carers Gloucestershire • Carers Assessments and Support Planning contract with Carers Gloucestershire • Carers Emotional Support contract with Carers Gloucestershire • Carers Voice contract with Carers Gloucestershire • Carers Breaks contract with Guideposts

<p>Reasons for recommendations</p>	<p>The council is required to ensure support is available for carers. Contracted services to date have performed well and improved the range and number of services that are available for carers. Feedback from carers has been positive. Some of the detailed arrangements and delivery of some services have required variations to the above-mentioned contracts in light of the Care Act 2014. These variations are currently under discussion with Providers. To date all providers have engaged positively with any proposed contract variations.</p> <p>The contracts for the services will expire on 30th September 2016 unless extended in accordance with the terms and conditions thereof. Should the council wish to continue to provide services for carers in this way; the contracts will need to be extended on the proposed basis.</p>
<p>Resource Implications</p>	<p>Both Gloucestershire County Council and the Clinical Commissioning Group primarily fund carer support through the Better Care Fund. The cost of the contract extension will be within existing budget, currently £3.058 million of which GCC is £1.989 million and the CCG is £1.069 million.</p> <p>GCC's contribution over 2 years shall be £3.978 million (£1.989 million per annum).</p>

MAIN REPORT CONTENTS

1. Background

1.1 Carers population

According to the 2011 census there are 6.5 million people in the UK who are carers and this number is anticipated to rise to around 9 million by 2037. In Gloucestershire there were 62,644 carers identified by the 2011 census. There are over 1,600 young carers in Gloucestershire. Gloucester and the Forest of Dean have the highest proportion of carers, caring for 50 hours or more per week (23% and 22%).

1.2 Carers Joint Commissioning Strategy

In 2010 the Department of Health (DH) published "Recognised, Valued and Supported: Next Steps for the Carers Strategy". It recommended that carers needs were met through a range of services and combined NHS and council resources.

Analysis of service provision at the time identified a number of challenges:

- Low level of carers assessments
- Some inconsistency in provision across the county
- Provision unable to respond more strategically to national policy developments
- Separate funding streams sometimes created a lack of coherence and duplication
- Existing good practice needed to be maintained and built upon e.g. young carers support
- A carers pathway for separate carers assessments needed to be established to ensure carers were able to have their needs considered clearly.
- There needed to be a consistent approach across social care and health in supporting carers.
- There was a lack of preventative support for carers around emotional support and resilience training, despite these being widely identified as positive ways to support carers and prevent breakdown.

Significant consultation with carers confirmed these challenges. The joint GCC and CCG carers strategy was significantly revised, reshaped and set out to secure services which:

- Ensured carers have appropriate and timely advice and support
- Ensured carers have access to take an individual budget
- Ensured carers have appropriate support to access the services they need
- Ensured that flexible breaks provision is in place to meet the needs of carers and their families
- Ensured that support is available to carers to help maintain their health and well being
- Ensured the carers are supported in their caring role.
- Ensured that carers have opportunities to maintain a good quality of life

This year the Government will update the National Carers Strategy to reflect the Care Act. The NHS Memorandum of Understanding for Carers has recently been published and the National Carers Strategy revision is due to be published soon.

1.3 Care Act.

The Care Act 2014 came into force on 1 April 2015, introducing a new range of rights for carers and new duties for local authorities. Carers are given parity with those they care for. The Care Act relates to adults with care and support needs and adult carers, young carers and adult carers of young people in transition to adult services.

Under the Care Act councils are required to promote a carers well being; to prevent, reduce and delay carers needs from developing; to provide information and advice and to provide independent advocacy. Councils have a duty to assess a carer's needs for support, where the carer appears to have such needs and will consider the impact of caring on the carer including for example what they want to achieve in their own day-to-day life , whether they work or want to work, and whether they want to study or do more socially etc. Following an assessment, the Care Act introduces new national eligibility criteria which are locally applied in order to determine eligibility for services.

As such provisions within services to reflect national eligibility criteria and governance are anticipated. A GCC review of carers services to ensure compliance is underway.

2. Consultation

In developing the carers strategy in 2012 detailed consultation with carers was conducted. This consultation underpins the strategy and shaped the contracts that were tendered. Carers were involved in the development and evaluation of the tendering process for these contracts. They helped develop the specifications, evaluated sections of the applications, services and evaluated the presentations.

Carers continue to be involved in shaping these services through the Peer Evaluation Group which monitors a contract every 6 months through interviewing carers who have used the service as well as support staff. The future refresh of the strategy will be underpinned by consultation with carers.

Carers levels of satisfaction and user experience with carer services is regularly monitored. A summary of the annual survey of feedback is as follows:

- 99% were satisfied with their carers assessments
- 80% felt that their outcomes had been met following their assessment
- 81% felt that the break helped their health and well being
- 79% felt they got a break at the right time
- 90% felt they were able to access emotional support in a timely way
- 90% felt the emotional support they received has made a difference to being able to care
- 90% felt that the information and advice they received helped them deal with the problem/issue they had

- 100% felt that they were better informed as a result of the carers voice work
- 87% young carers felt their emotional well being had improved
- 87% felt the Positive Caring Programme improved their knowledge and skills
- 65% have made changes to their lifestyle after being on the Positive Caring Programme

3. Options

The following options have been considered:

- 1) Do nothing.

To not extend the contracts would mean that from 1st October 2016 there would be no carers specific services available. No consultation with carers has taken place to cease this support. The council would not be able to comply with the requirements of the Care Act relating to carers.

- 2) To extend for 1 year and initiate a tendering process

To extend for one year was not specified within the contract clause. This would limit the time to to ensure the services continue to develop in line with the Care Act. It would not allow the time required to revise the Gloucestershire Carer strategy in line with the national carers strategy when it is published. Any new tendering process will require significant consultation.

- 3) To implement the 2 year extension clause in the contracts.

This would allow for the Gloucestershire carers strategy to be updated to reflect the national developments and allow for a planned consultation for the next commissioning phase. It would also allow time for practice around the Care Act to be embedded. This will also allow time to ensure there is a consistent approach to supporting service users and their carers.

4. Officer Advice

It is recommended that option 3 is approved.

- This option allows for the successful contracts to continue to build on the improvements achieved to date.
- It enables the established partnership between commissioners and providers to continue to implement developments to meet the Care Act requirements.
- It allows time to update the Carers Commissioning Strategy, engage with carers and plan any future tendering processes.

5. Risk Assessment

There is no risk of challenge by other potential providers. The original tendering process allowed for extensions of 2 years plus a further 2 years if required

Compliance with the Care Act, by more closely linking services to carers and the person they care for is more difficult to achieve within this arrangement. Work is progressing to ensure that compliance is consistent between in-house and these contracted services.

6. Equality Considerations

The Due Regard statement completed does not identify any negative impacts on any of the protected groups as a result of this recommendation.

7. Performance Management/follow-up

- There is a structured performance framework in place. This includes the production of quarterly monitoring reports, regular monitoring/contract meetings and carers evaluation of support provided. Carers independently review contracts and their feedback shapes monitoring discussions with the providers.
- There is now a process in place to undertake carers assessment audits and this system will be augmented to include audits of the new support plans.
- Care Act requirements will continue to be overseen to ensure compliance and to maintain the relationship between providers and Adult Social Care delivery.

Economy and Employment	Many of the services provide carers with the appropriate support to enable them to continue in employment or to enable them to consider returning to employment or training.
Caring for people	By supporting carers the person cared for is supported and a quality of life is maintained. Supporting carers through quality flexible breaks enables them to continue to care. By supporting carers in their caring roles the risk of situation breakdown is reduced along with the need for high level services to the cared for.
Social Value	Nationally, carers save the economy £132 billion ¹ which is just under the cost of the NHS (£134 b). Carers can be considered as community assets. The care they provide to help sustain people in their own homes and in their own communities is vital.
Built Environment	NA
Natural Environment' including Ecology (Biodiversity)	NA
Education and Information	Up to date information is provided through the organisations supporting carers in ways which are accessible to the community.
Tackling Climate Change	Carbon Emissions Implications? Neutral Vulnerable to climate change? No
Due Regard Statement	Has a Due Regard Statement been completed? Yes A copy of the full Due Regard Statement can be accessed on GLOSTEXT via http://glostext.gloucestershire.gov.uk/uuCoverPage.aspx?bcr=1 Alternatively a hard copy is available for inspection from Jo Moore, Democratic Services Unit, e-mail: jo.moore@gloucestershire.gov.uk .
Human rights Implications	Article 8: The right to respect for private and family life, home and correspondence. This includes the right to develop as a person and the right to have access to information. Without appropriate support and information on their rights, adults with significant caring responsibilities can not fulfil their potential or enjoy a full and balanced family life.

Consultation Arrangements	The Carers and Young Carers Forums provide ongoing consultation opportunities. Each organisation completes an annual carer satisfaction report following a questionnaire sent to all carers who have accessed the particular service. The revision to the carers strategy will offer a strategic involvement opportunity for carers. Carers will continue to independently monitor these contracts.
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¹ State of Caring Report 2016 (Carers UK)