

Barnet Carers and Young Carers Strategy 2015-2020

“carers are supported and valued by our communities“



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“Being a carer everyday means seeing the world through the eyes of my wife and helping her to overcome the obstacles and barriers that get in the way of her leading a full & happy life”.

Foreword

As Chairman of the Adults and Safeguarding Committee and Chairman of the Children, Education, Libraries and Safeguarding Committee we welcome this joint strategy. This strategy is a statement of our commitment to carers and young carers in Barnet and sets out the framework for how we intend to support carers of all ages in our borough.

Most carers and young carers do so because they love and care for someone and are first and foremost “husbands, wives, mothers, fathers, children, related to and/ or friends” to the people that they care and support. Many carers and young carers do not recognise themselves as a “carer” and this makes it even more important that we help them to access the right information, advice and support to be able to be well and happy.

Carers play a vital role in supporting our health and social care system and this strategy will help us to ensure that our vision that “carers are supported and valued by our communities” is achieved. We recognise that without the support that carers provide Barnet would be unable to provide the level of health and social care that is currently in place.

This strategy has been shaped by carers and young carers and focuses on the importance of early intervention, prevention and self-management. The priorities defined within this strategy and the outcomes we intend to achieve are a result of their voice. This includes considering how best to help carers and young carers access support early in their caring role, how best to support them to continue caring and prevent young carers from providing inappropriate levels of care whilst being able to balance their own wishes and feelings with that of the person that they care for, and how to ensure that their caring role is recognised and valued.

This Strategy has been developed with members of the Carers Strategy Partnership Board and influenced by engagement with young carers, young commissioners, the council, health partners, Public Health and the voluntary sector. We thank these people for their time and expertise in setting out what is important to them and how we can achieve our vision.

Cllr Sachin Rajput

Cllr Reuben Thompstone

1. What we will achieve through this strategy?

Without carers, many people living and working in our communities would not be able to continue to do so and we recognise the important economic contribution that they make. This local strategy outlines the main priorities that the council will focus on over the next five years and sets out the outcomes which we will achieve for carers and young carers within Barnet.

Supporting carers and young carers has been defined as a priority for the council and the NHS. This strategy will help the council to manage the demand of people needing care and support whilst also ensuring that we are supporting carers in carrying out their caring role, helping to prevent young carers from carrying out inappropriate caring and ensuring that carers of all ages can achieve the outcomes that they desire. This means considering the needs of carers at various times in their caring role such as ending their caring role or, moving from Family Services to Adult Social Care. By working closely across the council and with the wider community we aim to achieve the outcomes defined within this strategy.

The council acknowledge that the diverse group of people who are carers and young carers require recognition and support in different ways-which means working across organisational boundaries and barriers, to make sure that all carers and young carers have the support they need, when they need it.

This document supports the Barnet Joint Health and Wellbeing Strategy 2015-20 and reflects the ambitions of local carers who have been instrumental in leading and developing this strategy. It builds on the previous Barnet Carers Strategy Action Plan 2014-15. The next step is to translate this strategy into action so that it makes a real and lasting difference to the health and wellbeing of carers of all ages.

1.1 Scope of this strategy

This strategy will:-

- set out to carers how we will support them in carrying out their caring role
- set out to young carers how we will support them and help to prevent them from carrying out inappropriate caring
- set out the work that we will carry out over the next five years in supporting carers and managing demand across statutory services
- provide a framework for all organisations to work together to support carers and young carers within Barnet
- provide a critical element of the framework against which commissioning priorities for carers and young carers will be identified

1.2 Our Strategic Aims

This strategy is supported by an action plan (see appendix B) to help us deliver our outcomes and focuses on the following three priority areas:-

- 1.Proactive identification of carers and young carers
- 2.Individualised support so that carers and young carers can maintain their own health and wellbeing

3. Recognising carers and young carers as key partners in care and support and recognising the important role they play in helping to support and manage the demand on statutory services

To deliver the action plan we will have an approach which will involve working across the council and its partners from social care, health, education, housing, libraries and the voluntary and community sector. We will also develop relationships across the wider community, including employment and business sectors as part of this approach.

The outcomes which we will achieve through this strategy include:-

Outcomes	What does this mean for the carer or young carer? ¹
Carers and young carers have the right support and tools to manage their own health and wellbeing which they can draw upon in their everyday lives.	<p>"Social services supported us with funds to buy a mobile phone with speech software. It was brilliant to be able to keep in touch with him again. It gave us both back our freedom and peace of mind."</p> <p>"The Carers Emergency Card gave me peace of mind while I was out and about should I have had an accident. "</p> <p>"I've been going out, and before I wasn't going out whatsoever"</p> <p>"Since attending young carer support services one of the accomplishments I've made this year is being able to not cry when mum's in hospital, I'm getting braver and less anxious"</p>
Carers and young carers feel actively supported.	<p>"The mobility officer was fantastic, she helped the whole family adjust, regularly visiting monthly over many years, helping him to regain his independence and relieving the pressure on me. She became like a family friend."</p>
Carers' voices are heard and they receive recognition for the valuable contribution that they make.	<p>"We had a visit from an O.T. yesterday. He listened attentively to our ideas for what we needed to meet our care needs, made some interesting and complementary suggestions for us to consider and then offered to write it all into a plan and send me a copy for our information. He also gave me some other useful contacts for me to follow up on. All of which I found quite empowering."</p> <p>"Since participating in young carer activities and receiving support, my child tells her friends she enjoys being a young carer and enjoys being recognised and valued"</p>

¹ Quotes included have been provided from carers engaged with throughout the development of this strategy. Young carers quotes have been sourced through the commissioned provider for young carers support services.

Carers and young carers are safeguarded from harm.	“Dad has stopped taking us to the pubs and getting drunk in front of me”
Carers can have a life of their own, including being able to balance work and caring.	“I get more things to do [with the provider of young carer support services] and not just looking after mummy” “It has given him [the young carer] a sense of his own life instead of my life (cared for). He didn't have a life before he started with the provider of young carer support services”
Carer friendly communities are embedded throughout Barnet. Local services and systems will reach out to support carers and young carers wherever they can, working together to help support carers and young carers in their role.	“A good example of what it means to have carer friendly communities embedded throughout Barnet is the Singing for the Brain sessions run by the Alzheimer's society. It is a truly inspiring blend of carers, cared for, and volunteers all participating in a healthy and stimulating activity; all on an equal basis, under the guidance of an excellent, professional musician / facilitator, in an attractive and airy community hall”.

1.3 Who is a carer / young carer?

A carer is a person who is unpaid and looks after and / or supports someone else who needs help with their day-to-day life because of reasons such as:

- their age
- a long-term illness
- disability
- mental health
- substance misuse

A young carer is a child or young person who undertakes caring responsibilities and is defined as a child/young person aged between 5 – 18 years.

Each caring situation is unique and every carer and young carer has different needs and priorities. We can all potentially become a carer at any time as a result of an accident or sudden illness of someone we know, and many of us will be carers at some point in our lives. It may be a gradual process with a slow deterioration in the health of the person we care for. Caring responsibilities may be for short periods of time or for many years. The wellbeing of the person needing care and support may change on a daily basis. This makes it difficult to predict the amount of care and duration of care required and therefore the demands and impact on the carer and or young carer.

The role of "carer" should not be confused with that of "care worker" or "care staff" who are either undertaking a caring role as part of paid employment or as volunteers with a voluntary organisation. Care may include advocacy, regularly helping or supervising of everyday activities such as shopping, cooking, washing or bathing, dressing and providing emotional support and friendship.

1.4 National and local context - drivers for change

As council budgets continue to shrink and the numbers of people who are likely to need care and support increases due to age and/or disability, councils will become more reliant on carers. Therefore, we need to better manage the demand for services and identify and support carers earlier before there is a risk of carer breakdown, or carers choose that they are no longer able to care. This means being more flexible in the ways in which we offer carers support. This strategy puts into place a strong framework which defines our approach to how we will have better support for carers and young carers within Barnet.

This strategy supports the vision and outcomes stated within the National Carers Strategy and takes into account key legislation including the Care Act 2014 and Children and Families Act 2014. It complements and supports achieving the outcomes set within the Barnet Joint Health and Wellbeing Strategy which identifies carers as a priority area, the Adults and Communities Prevention Strategy 2015-20, Family Services Early Intervention and Prevention Strategy and the Adults and Safeguarding Commissioning Plan 2015-20. These key strategic documents all highlight the important role that carers and young carers carry out on a daily basis and emphasize the need to ensure that carers and young carers are appropriately supported to maintain and improve their own health and wellbeing. Further details on national and local influences can be found in **Appendix A** of this document.

2. Carers in Barnet

Barnet is a vibrant and culturally rich borough, home to a growing and diverse population. The 2011 Census recorded that 32,256 residents classified themselves as a carer which is just over 9% of the full population and of these 6,100 are aged 65 years or older. The 2011 Census showed that of the 32,256 unpaid carers within the borough nearly 6,224 (inclusive of all ages) provide 50 hours or more of care per week.

The 2011 Census recorded that the 25-49 year old age group had the largest number of carers (12,746) within it and that in relation to the total population, Brunswick Park and Underhill have the highest rate of carers (10.5% of the population) residing. The Barnet Joint Strategic Needs Assessment 2015-20 reported that on average carers are more likely to report having poor health (5.2%) than non-carers (4.2%), especially among carers who deliver in excess of 50 hours of care per week².

The 2011 Census revealed that there are 166,363 young carers aged 5-17 years old in England and that there are 2,911 children and young people aged 0 – 24 providing unpaid care in Barnet. This is 2.6% of the 0 – 24 population. However using estimates that there could be up to four times more young carers³ this would mean there are over 11,600 young carers (aged 0 - 24) in Barnet, one in ten of the 0 – 24 population. The Barnet young carers needs analysis found there are high proportions of young carers under the age of 10 and between 18 and 24. Research carried out by The Children's Society found young carers are more likely to be black, Asian or minority ethnic, have a disability, long term illness or special educational needs. Young carers can care for up to 15 hours per week, but some even up to 30⁴.

Carers UK report there are 6.4 million carers in the UK and estimate these carers reduce the national care bill by an estimated £119bn per year, equivalent to £18,594 per carer. Therefore, it is important to recognise the important impact that carers have on our local economy and in helping to support people to maintain their health and wellbeing within the community.

The demand for carers is projected to increase with the increase in life expectancy, the increase in people living with a disability needing care and with the changes to community based support services. Barnet has a higher population of people with dementia than many London boroughs and the highest number of care home places registered for dementia per 100 population aged 65 and over in London. By 2021 the number of people with dementia in Barnet is expected to increase by 24% compared with a London wide figure of 19%.⁵

A key driver in our approach to meeting increasing demands for health and social care is reducing and delaying health and social care needs. We believe that effective prevention and early intervention could have significant impacts on an individual's health and wellbeing. Our approach to prevention and early intervention looks at what people can do to support themselves, what they can do within their community, and what the Council and other services can do for them that prevent their needs for social care from increasing.

² Barnet JSNA 2015-20

³ BBC (2010) Number of child carers 'four times previous estimate'. <http://www.bbc.co.uk/news/education-11757907>

⁴ The Children's Society (2013) Hidden from view: The experiences of young carers in England.

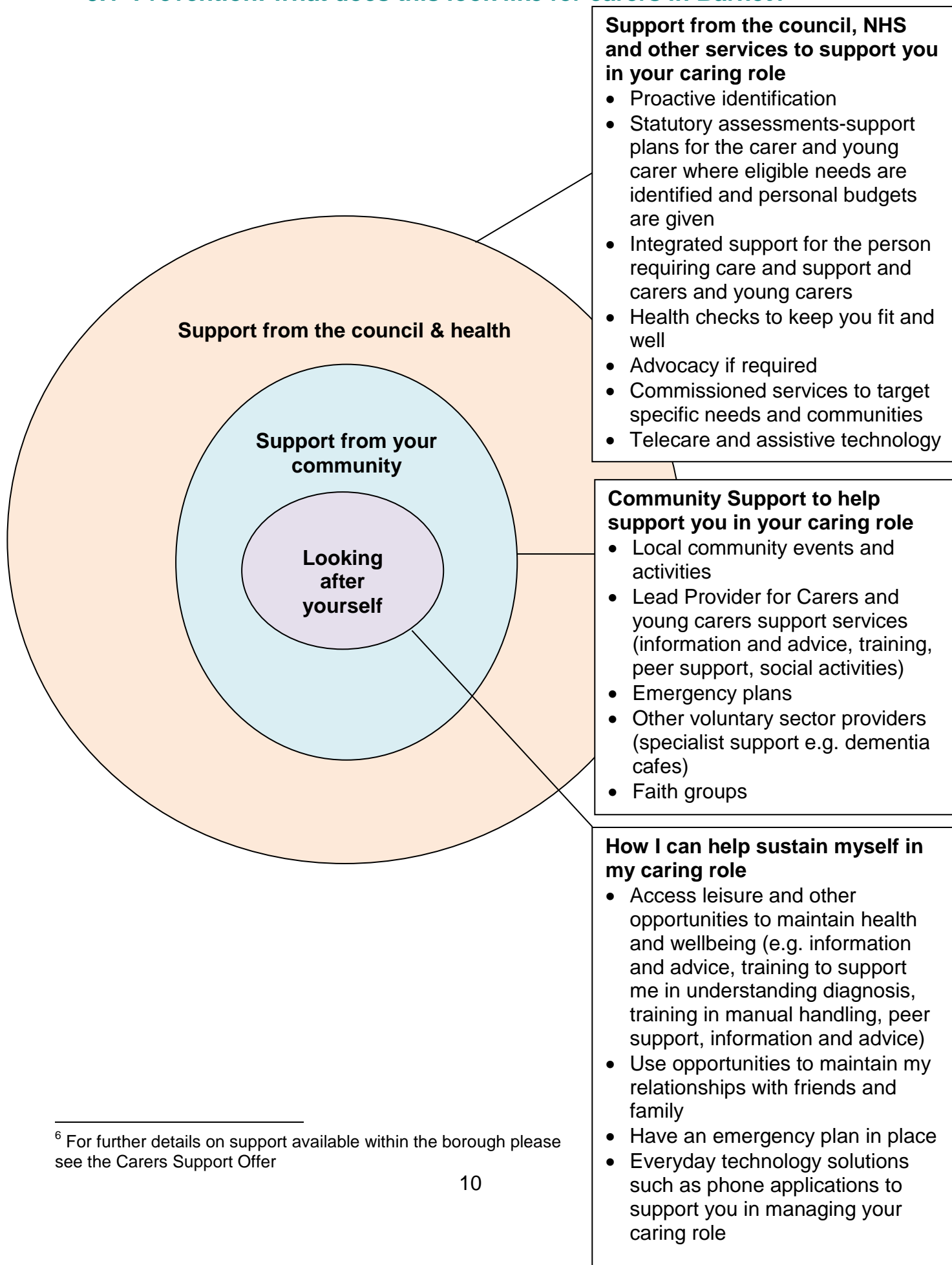
http://www.childrenssociety.org.uk/sites/default/files/tcs/report_hidden-from-view_young-carers_final.pdf

⁵ Barnet JSNA 2015-20

Through supporting carers effectively to maintain their own health and wellbeing they are more likely to continue caring and the council will be in a better position to manage the grow in demand for statutory services.

3. Carers Support⁶

3.1 Prevention: what does this look like for carers in Barnet?



⁶ For further details on support available within the borough please see the Carers Support Offer

3.2 Council Support

Adults and Communities offer a number of different kinds of support to carers and have a commissioned Lead Provider for carers support services. We actively promote carers using local resources and support networks in the community, and for those needing more targeted support, helping them to access statutory support services where this is needed. Support that is available to carers within the borough includes:

- Carers assessments
- Information and advice
- Direct payments (these are cash payments, which can be used to purchase support, which you have been assessed as needing to support you in your caring role)
- Respite vouchers (for use in residential or nursing homes)
- Training
- Peer support
- Counselling
- Working with key partners to provide whole family support where needed (e.g. health and Family Services)

In 2014/15 Adults and Communities carried out 1,364 carers assessments. However, many family carers contact the commissioned lead provider for carers support services or other community organisations for advice or support and so may not choose to ask for a formal assessment of their needs

Support for young carers is provided by Family Services who have a commissioned lead provider in place. To coordinate this support for young carers the Barnet Multi-Agency Safeguarding Hub (MASH) triage information and decide what tier of assessment is required. If Early Help support is needed, the Common Assessment Framework (CAF) will be used to co-ordinate Early Help support services around a family / child/ren. Whereas if social care support is needed, the Child/ren and Family Assessment will be used to assess and co-ordinate statutory social care support needed.

Support offered through the commissioned lead provider includes:-

- Activities
- Information and advice
- Engagement with schools
- leisure pass scheme

In 2016 Adults and Communities and Family Services will be jointly commissioning a Lead Provider for carers and young carers in order to strengthen joint working and support for carers at all stages of their life (e.g. young carers, carers in transitions and adult carers). Both Family Services and Adults and Communities are committed to working together to ensure that carers and young carers are identified, offered assessments and that support provided is based on a whole family approach whichever service they are identified through in order to ensure, that carers and young carers receive the support that they need in their caring role.

The council will also be working through the implementation of this strategy to ensure that we have in place a cross cutting approach to supporting carers and young carers within

Barnet working with social care, education, housing and libraries and with key partners such as health, the voluntary community sector and the wider community.

4. Looking ahead 2016-2020

Priority Area 1: Proactive Identification of carers and young carers

Why this is a priority

“It took 12 months from the original referral by our G.P to get the help we needed. This meant that we had to deal with some of the more important issues without expert support”.

Many carers and young carers do not identify themselves as carers and therefore these ‘hidden carers’ may not be accessing support and advice. Some carers will feel isolated from others, feel the strain of juggling work and caring or may feel cultural expectations around looking after a family member.

Research estimates there could be up to four times more young carers than currently identified⁷. Young carers are unlikely to be in contact with support agencies and often do not identify out of fear of being stigmatised or bullied and some families’ can be concerned that children might be taken into care⁸.

The consequences are that many carers and young carers are not offered or do not seek information and advice on the specific illness or disability of the person they are supporting to help them care effectively and safely and maintain, and maximise their own health and wellbeing. They may also find it hard to know how to access information and advice on how to balance a caring role with other responsibilities and opportunities in their lives. Decisions about education and employment support from the welfare and benefits system, and their own health and well-being may be overlooked.

Health, Social Care, Early Help and other professionals should proactively identify carers and young carers to help ensure they are receiving the support that they need in order to achieve the outcomes they desire. It is often only when carers and young carers reach a crisis that they pro-actively seek help and this is often too late for maintaining their own wellbeing and quality of life as well as those they care for.

What will be achieved?

Through proactive identification of carers and young carers they will be able to access the support they need earlier in their caring role helping them to maximise their own health and wellbeing. In particular, proactive identification will ensure carers are safeguarded from harm and that young carers are prevented from providing inappropriate levels of care.

How we will make this happen

The council will train and work with health, social care, Early Help, education, libraries, housing and other professionals to raise awareness of and proactively identify carers and young carers to help ensure that they are receiving the support that they need in order to achieve the outcomes they desire.

⁷ BBC (2010) Number of child carers ‘four times previous estimate’. <http://www.bbc.co.uk/news/education-11757907>

⁸ The Children’s -Society (2013) Hidden from view: The experiences of young carers in England. http://www.childrensociety.org.uk/sites/default/files/tcs/report_hidden-from-view_young-carers_final.pdf

A strong 'think carer' narrative will be created and promoted to clearly communicate the importance of identifying carers. To reduce stigma and encourage self-identification, 'think carer' will celebrate carers and their skills so being a carer and young carer is something to be proud of. Social media will be used as a key medium to increase self-identification amongst carers and young carers.

Priority Area 2: Individualised support so that carers and young carers can maintain their own health and wellbeing

Why this is a priority

"At times I wish there had been more emotional and physical support for me."
"I feel lonely sometimes because when mum's ill I'm in my room lots and she sleeps a lot"

Targeted and personalised support is fundamental in helping to support carers and young carers to achieve the outcomes that they desire and in maintaining their own health and wellbeing. This includes at its core the need to ensure that good information and advice is readily available to enable carers and families to take control of and make well-informed decisions about their care and support.

Support during transition from being a young person to an adult is of particular importance to young carers in Barnet as evidence shows a clear association between being a young carer at 16 – 19 and not being in Education, Employment or Training (NEET).

Individualised support so that carers and young carers can maintain their own health and wellbeing means that support is tailored to consider individual and family needs, targeted, proportionate and utilises technology, community resources and other available mechanisms. This means that support includes, enabling those with caring responsibilities to fulfil their educational and employment potential through volunteering, recreation, study or skills training.

What will be achieved?

Through the delivery of individualised support that considers each person's circumstances and wellbeing carers will continue to be sustained in their caring role whilst being able to achieve the outcomes which they desire and young carers will be prevented from carrying out inappropriate caring and be able to achieve their aspirations.

Effective individualised support will mean signposting people to use the range of services in the community and voluntary sector and that people are more likely to have the tools they need to support themselves effectively. By making sure that people's wellbeing is understood in its broadest sense, where they can get information, advice and support about the illness or disability of the person that they are caring for and supporting, housing, finances, education, employment, keeping safe, recreation and health, they will be better able to contribute positively to their own wellbeing and communities.

How we will make this happen

Assessments are a vital part of ensuring effective support. As such the council will ensure clear pathways to ensure a "no wrong door" approach to accessing assessments for carers and young carers. The key assessment for adult carers is a carers assessment and for young carers the Child/ren and Families Assessment or Common Assessment Framework (CAF). All assessments will be person-centred, proportionate and involve key individuals in line with our holistic and whole family approach; assessments will be joint assessments where needed or requested. One of the key ways of supporting and preventing young carers from carrying out inappropriate levels of caring is to ensure the person they are caring for is assessed and supported effectively.

Support plans put into place for carers and young carers will utilise specialist support, be tailored to individual need and utilise community resources wherever possible. Plans and assessments will include contingency planning in case of emergency. This will also mean people are more likely to have the tools they need to support themselves effectively.

Specialist support for young carers will include activities which children and young people can enjoy with friends and help relieve their concern or worry for those they care for. This is something which young carers have identified as being important to them.

Specific training for carers and young carers regarding understanding the needs of the person that they are caring for and supporting will also be in place and easily accessible. Specific training will include increased understanding in supporting people with learning disabilities, physical disabilities and mental health illnesses (including dementia). Adults and Communities will be implementing a specialist dementia support programme to maintain and maximise the health and wellbeing of carers of people with dementia.

Priority Area 3: Recognising carers and young carers as key partners in care and support and recognising the important role they play in helping to support and manage the demand on statutory services

“It is like I am not involved in this situation, without my care my husband would probably have had to enter into a care home years ago”

Why this is a priority

Some carers and young carers feel that they are not recognised and heard by health and social care staff and that they are excluded from important decisions about the person that they are caring for. However, carers and young carers are experts in understanding what support services are of most benefit to them and can provide knowledge and insight to professionals regarding appropriate support for the person they are caring for. It is crucial for carers to be provided with appropriate integrated and personalised services in order to support them in being able to sustain their caring role, to ensure that the contribution and knowledge that they hold is being appropriately considered and to recognise the important role that they play in helping to support and manage the demand on statutory services.

What will be achieved?

Carers and young carers contribution, knowledge and skills will be respected and supported. Health, social care and Early Help professionals will recognise and value the knowledge and expertise that carers of all ages may have, both about the individual for whom they care and the illness or disability that they are caring for. Such insight can improve planning and providing effective care - in terms of individual support plans and helping to support people to remain in the community. It can also help in developing local strategies, commissioning and operational plans. This will mean that support provided to carers and people receiving care and support will be integrated to consider individuals needs appropriately and a holistic approach will always be applied to support offered.

How we will make this happen

Carers and young carers will be considered and actively involved in the personalisation of services for the person that they care for where appropriate. Awareness will be raised across health, social care, Early Help services and throughout the council and wider community to strengthen carers support. People working with carers will ensure that they are treated as equal partners and carers and young carers will be involved in developing training provided to health and social care staff. Carers and young carers will be involved in the commissioning cycle for social care, Early Help and health services, including involving carers in tender evaluations of commissioned services. The council will develop quality assurance mechanisms which ensure that carers and young carers are involved in assessing the quality of assessments carried out by social care and Early Help services and will listen to and learn from the feedback that we receive.

5. Monitoring and evaluation of this strategy

Progress against this strategy will be reported to the Health and Wellbeing Board and will also be reported to the Adults and Safeguarding Committee and Children's, Education, Libraries and Safeguarding Board as requested.

The governance structure for delivery of this plan will be reviewed annually and the Joint Strategic Needs Assessment for carers in conjunction with performance data, will inform an analysis of findings which will be used to inform the annual refresh of this strategy.

Delivering the plan

The action plan (see appendix B) sets out how the strategy will be delivered through effective partnerships and engagement. The action plan focuses on priorities for year one and will be reviewed annually. Carers will be involved throughout the development and implementation of the action plan.

Glossary

ASC	Adult Social Care
ASCOF	Adult Social Care Outcomes Frameworks
CAF	Common Assessment Framework
CCG	Clinical Commissioning Group
JSNA	Joint Strategic Needs Assessment
KPI	Key Performance Indicator
LA	Local Authority
LBB	London Borough of Barnet
SALT	Short and Long Term (relates to the Department of health data collection for Adult Social Care)

Appendix A: National and local context

The Care Act 2014 and the Children and Families Act 2014

The Care Act 2014 put into place a consolidated legal framework for carers and means that carers are now recognised in the same way as those that they care for. It supersedes the three previous Carers Acts which laid out the nature and outcomes of carers assessment and support:

- The Carers (Recognition and Services) Act 1995
- The Carers and Disabled Children Act 2000
- The Carers (Equal Opportunities) Act 2004

Key aspects of the Care Act in regards to carers are:-

1. Wellbeing (see Section 1 of the Care Act 2014)
2. Assessment (see Section 9 and 10 of the Care Act 2014)
2. Eligibility (see Section 13 of the Care Act 2014)
3. Prevention (see Section 2 of the Care Act 2014)
4. Information and Advice (see Section 4 of the Care Act 2014)
5. Transition to adult care and support (see Section 58-66 of the Care Act 2014)
6. Advocacy (see Section 67-68 of the Care Act)
7. Duty and power to meet carer's needs for support (see Section 20 of the Care Act 2014)

For full details please refer to the [regulations and guidance for the Care Act 2014](#).

The Children and Families Act 2014 has new duties for the assessment of young carers and parent carers of children under 18.

Subsection 1.23 of the Care Act Guidance 2014 states "the Care Act is designed to work in partnership with the Children's and Families Act 2014, which applies to 0-25 year olds and young people with SEN and Disabilities. In combination, the two Acts enable areas to prepare children and young people for adulthood from the earliest possible stage, including their transition to adult services."

The impact of this legislation is that for the first time, carers are recognised in the law in the same way as those they care for, and are eligible for assessment and support.

The new responsibilities created by the two acts are placed on the local authority as a whole (not just Adults or Children's Services), and are intended to promote a whole council/ whole system approach.

National Carers Strategy (England) 2008-2018, refreshed 2010

The [National Carers' Strategy](#) published in 2008 set to five outcomes to be achieved by 2018, so that carers will be:-

- Recognised and supported as an expert care partner
- Enjoying a life outside caring
- Not financially disadvantaged
- Mentally and physically well, treated with dignity

- Children will be thriving, protected from inappropriate caring roles

The coalition government refreshed this [strategy](#) in 2010 retaining these aims but inserting four priority areas:-

- Supporting early self-identification and involvement in local care planning and individual care planning
- Enabling carers to fulfil their educational and employment potential
- Personalised support for carers and those receiving care
- Support carers to remain healthy

This Carers and Young Carers Strategy is aligned to support the priority areas identified in the National Carers Strategy and the outcomes which are to be achieved.

NHS England

In its *Commitment to Carers*, NHS England has committed to raise the profile of carers and how they can be supported effectively by healthcare staff.

The Mandate to NHS England includes an objective ‘to ensure that the NHS becomes dramatically better at involving patients and their carers, and empowering them to manage and make decisions about their own care and treatment’.

The Barnet Joint Strategic Needs Assessment

The [Barnet Joint Strategic Needs Assessment \(JSNA\)](#) identifies 'the big picture' in terms of the health and wellbeing needs and inequalities of the population within Barnet. The 2015-20 JSNA predicts an increase in the number of people taking up a caring role. The JSNA warns that failure to meet the needs of carers will result in an increased need to provide services such as emergency respite.

The Barnet Joint Health and Wellbeing Strategy 2015-20

The [Barnet Joint Health and Wellbeing Strategy 2015-20](#) sets out how Barnet will improve the health and wellbeing of its population by maximising our impact in improving health and reducing health inequalities. The Strategy identifies carers as a priority area and this carers and young carers strategy aims to support the overarching objectives set out in the Barnet Joint Health and Wellbeing Strategy.

The Adults and Safeguarding Commissioning Plan 2015-20

The [Adults and Safeguarding Commissioning Plan 2015-20](#) outlines how the London Borough of Barnet will manage the key changes required by the Care Act and health and social care integration at a time of rising demand, increased expectations and shrinking resources. The Plan sets out how the council intends to meet these additional demands through a number of core and shared principles underpinning the commissioning outcomes aligned to the council’s corporate plan. These are:-

1. a focus on fairness
2. a focus on responsibility
3. a focus on opportunity

The Adults and Safeguarding Commissioning Plan 2015-20 identifies carers as a priority area and states that the key outcomes to be achieved for carers over the next 5 years are that:-

- Carers are supported to continue caring for as long as they wish.
- Carers are valued as expert partners in supporting working age adults and older people to live independent lives.
- Families provide support to other families, sharing their experience of using certain services and what they have learnt from the process.
- Carers are supported to achieve their ambitions whilst continuing to care.

This Strategy supports the Commissioning Plan and identifies specific actions that will be taken to ensure that the outcomes defined within it are achieved.

The Better Care Fund

The council and our partners in health have agreed a set of plans, called the Better Care Fund, with the aim of helping to support people to be able to remain in their own homes for as long as they wish and reducing numbers of people admitted into hospital. In order to achieve these plans it is recognised that carers must be appropriately supported in their caring role and the important role they play in helping support people requiring care and support to maintain their own health and wellbeing and remain in their own homes for as long as possible. Locally we are delivering the better care fund through our Health and Social Care Integration model.

The Adult Social Care Market Position Statement

The Barnet Adult Social Care Market Position Statement sets out how Barnet thinks the available social care services within Barnet and needs of residents in the borough can be best met in the future and this strategy aims to support the desires reflected within the document.

The Children's, Education, Libraries and Safeguarding Commissioning Plan 2015 – 2020

The [Children's, Education, Libraries and Safeguarding \(CELS\) Commissioning Plan](#) sets out the priorities and commissioning intentions of the Children, Education, Libraries and Safeguarding Committee for 2015/16 through to 2019/20 together with the outcomes by which progress will be measured. There are a number of core and shared principles which underpin the commissioning outcomes which are aligned to the council's corporate plan;

1. a focus on fairness
2. a focus on responsibility
3. a focus on opportunity

This Carers strategy supports the following outcomes of the CELS commissioning plan;

- Safeguarding – Children and young people are safe in their homes and when children are at risk to intervene early to improve outcomes for children, young people and families.

- Health and well-being - Every child in Barnet has a great start in life, with the security and safety to grow in a nurturing environment.
- Preparation for adulthood – All young people are ambitious for their future, ready to contribute to society and have the ability to plan for the future.

The Barnet Early Intervention and Prevention (EIP) Strategy

[Barnet's EIP strategy](#) outlines the need to tackle problems experienced by children and families as early as possible to improve outcomes, and to lower costs. The strategy provides a framework as to how Barnet will organise early help services, monitor success and drive improvement.

The aim of the strategy is to treat problems at the earliest level of need possible; and to seek to shift families down the tiers of need through successful interventions. The strategy sets out three key principles to achieve this aim; 1) Intervene as early as possible; 2) Take a whole family approach; and 3) use evidence based monitoring systems.

This Carers strategy supports the EIP strategy by setting out how Barnet will identify and intervene early to support young carers and prevent them from providing inappropriate levels of care. This strategy also outlines how Barnet will take a whole family approach to supporting young carers and their families through joint working between Family Services and Adults and Communities and other agencies such as health, education and housing.

Our local approach (working together)

To deliver the national and local objectives and priorities the council has an integrated approach based on partnership working. We have adopted the principles of 'think local act personal' and we seek to embed this way of working in all that we do. At the core of this lies the need to ensure that we have effective partnership working and this is an essential element in the delivery of this strategy. To support this way of working we currently have a number of mechanisms in place including:-

- integrated mental health services and learning disability services
- joint commissioning unit across health and social care
- Adults and Communities working with Family Services where appropriate
- working with our local CCG
- working with Public Health
- working with our commissioned providers
- working with the voluntary community sector

Appendix B: Action Plan 2016-17

Priority Area 1: Proactive Identification of carers and young carers

	Action	Lead	Milestone	Date
1.1	Implement an annual training programme detailing specific learning (covering identification, whole family approach, assessments and support available for carers of all ages); <ul style="list-style-type: none"> • Health partners (MH Trust, GPs and hospitals) • Housing • Libraries • Human resources • All social care and Early Help staff • All council staff – Prevention & Wellbeing training • Education providers • School nurses • Voluntary sector • Members 	<ul style="list-style-type: none"> • Prevention and Wellbeing (Adults and Communities) 	Training programme designed Training programme delivered	March 2017
1.2	Promote annual carers week and other national campaigns and resources	<ul style="list-style-type: none"> • Commissioned Provider for carers and young carers support service 	Planned activities	March 2017
1.3	Lead provider to develop and use a strong social media presence and platform to raise awareness of carers and young carers and support identification	<ul style="list-style-type: none"> • Commissioned Provider for carers and young carers 	Social media developed Social media actively promoted	March 2017
1.4	Raise awareness of carers and young carers employment rights to local businesses and carers and young carers	<ul style="list-style-type: none"> • Commissioned Provider for carers and young carers support service • Prevention and Wellbeing (Adults and Communities) • Family Services (Post 16 Education and Skills) 	Engagement Plan drafted Guidance for employers and carers drafted Active engagement with local businesses	March 2017

	Action	Lead	Milestone	Date
1.5	Incorporate identification and support for carers and young carers into Long Term Conditions, End of Life and Enablement pathways	<ul style="list-style-type: none"> Relevant Commissioning Leads 	Develop pathways Amend documentation and training materials	March 2017
1.6	Implement a charter for all schools within the borough regarding identification and supporting young carers	<ul style="list-style-type: none"> Family Services 	Draft charter Sign up by schools within the borough through the Head Teachers Forum	March 2017

How we will measure success

Measure	Baseline: 14/15	Target: 15/16	Target: 16 - 20
Number of carers assessments undertaken	1,364	Increase by 10%	Increase
Number of young carers identified in Family Services (MASH, CAF, CIN, CP and LAC)	x	To be baselined	To be baselined
Number of schools signed up to charter	0 (new initiative to be set up in 2016/17)	0 (new initiative to be set up in 2016/17)	0 (new initiative to be set up in 2016/17)
Contract monitoring data of lead provider commissioned to provide support services for carers and young carers including; <ul style="list-style-type: none"> Number of registered carers and young carers Number of training sessions delivered to social care staff detailed in Action 1.1 	<ul style="list-style-type: none"> Number of registered carers 5355 Number of registered young carers 596 Number of training sessions delivered to social care staff 6 	Increase	Increase

Priority Area 2: Individualised support so that carers and young carers can maintain their own health and wellbeing

	Action	Lead	Milestone	Date
2.1	<p>Successfully implement newly commissioned integrated support services for carers and young carers. This will include;</p> <ul style="list-style-type: none"> • A robust carers hospital discharge service to support carers and young carers at hospital discharge ensuring that they are receiving the support they require • A specific service with the lead provider looking at how to support carers and young carers into employment, training or volunteering • A developed respite offer for carers and young carers through developing a pool of volunteers to support carers • Implement new and varied ways of providing information and advice through the lead provider (including the use of newsletters, social media, video content and face to face) 	<ul style="list-style-type: none"> • Prevention and Wellbeing(Adults and Communities) 	<p>Start of new contract</p> <p>Services Designed Different formats and content created regarding information and advice</p> <p>Services implemented</p>	<p>March 2017</p>
2.2	<p>Working to implement additional and tailored support to carers at GP practices (such as double appointment times, specific counselling services, carers support groups)</p>	<ul style="list-style-type: none"> • Prevention and Wellbeing (Adults and Communities) 	<p>Developing communications and engagement plan for GP practices</p>	<p>March 2017</p>
2.3	<p>Implement a range of training programmes to support carers and young carers including:</p> <ul style="list-style-type: none"> • Awareness / understanding of health illnesses and disabilities • Coping strategies • Actively promoting wellbeing • Manual handling • Accessing universal services • Assistive technology • Emergency planning • Training for carers on personal budgets and direct payments²⁶ to support carers to manage their own direct payments and direct payments on behalf of service users 	<ul style="list-style-type: none"> • Commissioned Provider for carers and young carers support service 	<p>Training scheduled annually</p> <p>Evaluation of training</p> <p>Training programme designed</p> <p>Training implemented</p>	<p>March 2017</p>

2.4	Develop pathways and deliver training with the provider for enablement service to ensure that carers are being appropriately informed about treatment and the support needs of the person they are caring for and receiving appropriate information	<ul style="list-style-type: none"> Prevention and Wellbeing (Adults and Communities) 	Pathways developed Training delivered	March 2017
2.5	Deliver targeted intervention programme of support for carers of people with dementia	<ul style="list-style-type: none"> Prevention and Wellbeing (Adults and Communities) 	Service designed Implement programme of support	March 2017

How we will measure success

Measure	Baseline: 14/15	Target: 15/16	Target: 16-20
Carers can balance their caring roles and maintain their quality of life <i>ASCOF indicator 1D, bi-annual carers survey 14/15 results</i>	7.3 (score out of 12 points)	Increase	Increase
Proportion of carers who find it easy to find information about services <i>ASCOF 3D (2) - bi-annual carers survey 14/15 results</i>	61.7%	Increase	Increase
Number of carers requiring additional support as a result of carers breakdown <i>SALT LTS002a/b (issues related to carer) - Annual SALT returns</i>	Table 1 a (18 – 64) =0 Table 1 b (65+) = 13	Decrease	Decrease
1I(2) - Proportion of carers who reported that they had as much social contact as they would like <i>Bi-annual carers survey 14/15 results</i>	32.5%	Increase	Increase
Number of carers provided with support through adult social care following an assessment (including provision of information and advice) <i>Annual SALT return LTS003 table 2 (direct</i>	1160	Increase	Increase

<i>support only including info and advice)</i>			
<p>Contract monitoring data of lead provider commissioned to provide support services for carers and young carers including;</p> <ul style="list-style-type: none"> • Number of carers and young carers actively receiving support from lead provider (e.g. provided with information and advice, attending training, peer support and activities) • Number of young carer CAFs undertaken by lead provider 	<ul style="list-style-type: none"> • 961 carers actively receiving support (this does not include e-bulleting or newsletter) • 352 young carers actively receiving support • 12 CAFs undertaken 	Increase	Increase
Self-reported outcomes of young carers on distance travelled radar	x	To be baselined	To be baselined

Priority Area 3: Recognising carers and young carers as key partners in care and support and recognising the important role they play in helping to support and manage the demand on statutory services

	Action	Lead	Milestone	Date
3.1	Develop tools and techniques to include in awareness raising training to health, social care and Early Help staff that will enable staff to consider the knowledge and insight carers may be able to provide and treat them as equal partners.	<ul style="list-style-type: none"> • Commissioned Provider for carers and young carers support service 	<p>Training programmes designed</p> <p>Training programmes delivered</p>	March 2017

3.2	Embedding the concept of being a carers champion into targeted settings including within the council working in partnerships with the commissioned provider for carers and young carers support services. Specifically working with GPs to ensure they are appropriately considering the knowledge and expertise carers and young carers have	<ul style="list-style-type: none"> • Prevention and Wellbeing (Adults and Communities) 	Identifying key stakeholders and key functions for involvement in embedding carers champions (implement in health, social care, employment and educational settings).	March 2017
3.3	Develop a new service to help carers and young carers share their experiences and knowledge with one another to help support them in being sustained in their caring role and achieving the outcomes that they desire	<ul style="list-style-type: none"> • Commissioned Provider for carers and young carers support service 	Service designed Service implemented	March 2017
3.4	To make sure that there are effective mechanisms within Adults and Communities, Family Services and the wider council to reflect the carers voice and strengthen support available for carers e.g. in key programmes of change	<ul style="list-style-type: none"> • Prevention and Wellbeing (Adults and Communities) 	Communications and Engagement Plan developed	March 2017
3.5	Ensure that carers and young carers play an active role in the commissioning cycle for health, social care and Early Help services	<ul style="list-style-type: none"> • Prevention and Wellbeing (Adults and Communities) • Family Services 	Communications and Engagement Plan developed	March 2017
3.6	To work directly with faith groups and community based organisations to increase identification of and engagement with carers of hard to reach groups	<ul style="list-style-type: none"> • Commissioned Provider for carers and young carers support service 	Communications and Engagement Plan developed	March 2017

How we will measure success

Measure	Baseline: 14/15	Target: 15/16	Target: 16-20
Contract monitoring data of lead provider commissioned to provide support services for carers and young carers including; <ul style="list-style-type: none"> • Number of carers and young cares reporting high satisfaction with provision of support provided through the lead provider Number of carer and young carer support groups	<ul style="list-style-type: none"> • 94% adult carers (out of 125 survey respondents) • 77% young carers (out of 48 survey respondents) 	Increase	Increase
Proportion of carers who report that they have been included or consulted in discussion about the person they care for <i>ASCOF indicator 3C, bi-annual carers survey</i>	63.4%	Increase	Increase
Overall satisfaction of carers with social services <i>ASCOF indicator 3C, bi-annual carers survey</i>	33.3%	Increase	Increase
Self-reported outcomes of young carers on distance travelled radar Involvement in decision making	x	To be baselined	To be baselined