

Executive Board – 20/12/2022

Subject:	Joint Carers Strategy – Nottingham City and Nottinghamshire County, Health and Social Care.	
Corporate Director(s)/Director(s):	Catherine Underwood, Corporate Director – People Katy Ball, Director of Commissioning and Partnerships	
Portfolio Holder(s):	Councillor Linda Woodings, Portfolio Holder, Adults and Health	
Report author and contact details:	Lisa Lopez, Public Health Commissioning Lead, lisa.lopez@nottinghamcity.gov.uk	
Other colleagues who have provided input:	Karla Banfield, Commissioning and Market Services Manager, Nottingham City Council Charlotte Dodds, Commissioning Officer, Nottingham City Council Anna Oliver, Commissioning Manager Ageing Well, Nottinghamshire County Council Sarah Wells, Commissioning Officer Ageing Well, Nottinghamshire County Council Naomi Robinson, Joint Commissioning Manager, Nottingham and Nottinghamshire Integrated Care Board (ICB) Lucy Gally, Strategic Programmes Project Manager, Nottingham and Nottinghamshire Integrated Care Board (ICB)	
Subject to call-in:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Key Decision:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Criteria for Key Decision:		
(a)	<input type="checkbox"/> Expenditure <input type="checkbox"/> Income <input type="checkbox"/> Savings of £750,000 or more taking account of the overall impact of the decision	
and/or		
(b)	Significant impact on communities living or working in two or more wards in the City <input type="checkbox"/> Yes <input type="checkbox"/> No	
Type of expenditure:	<input type="checkbox"/> Revenue	<input type="checkbox"/> Capital
No direct expenditure		
If Capital, provide the date considered by Capital Board		
Date:		
Total value of the decision: Not applicable		
Wards affected: All		
Date of consultation with Portfolio Holder(s): 14/12/2022		
Relevant Council Plan Key Outcome:		
Clean and Connected Communities	<input type="checkbox"/>	
Keeping Nottingham Working	<input type="checkbox"/>	
Carbon Neutral by 2028	<input type="checkbox"/>	
Safer Nottingham	<input type="checkbox"/>	
Child-Friendly Nottingham	<input type="checkbox"/>	
Healthy and Inclusive	<input checked="" type="checkbox"/>	
Keeping Nottingham Moving	<input type="checkbox"/>	
Improve the City Centre	<input type="checkbox"/>	
Better Housing	<input type="checkbox"/>	
Financial Stability	<input type="checkbox"/>	
Serving People Well	<input type="checkbox"/>	
Summary of issues (including benefits to citizens/service users):		
<p>Carers have a vitally important role in society, providing thousands of hours of unpaid care to their family members, neighbours and friends. Carers are Nottingham City's largest form of early intervention, supporting some of our most vulnerable citizens and preventing the people they care for from requiring greater degrees of health and social care support. Carers' quality of life can be improved through early identification, assessment and support. By supporting carers we can also improve quality of life for cared-for citizens.</p>		

Every citizen who comes into contact with any of our services has the potential to have a carer, or to be a carer. Any of our workforce may be, or become a carer at any given time. It is well-documented that caring can have a detrimental impact on people's lives and specifically on the carer's physical and mental health, as well as their emotional and economic well-being.

Nottingham City Council has a statutory duty under the Care Act 2014 to proactively identify, assess and meet the needs of all carers in their area who might have support needs that are not being met, including carers of citizens not receiving social care support. The Care Act defines a carer as anyone who provides any amount of unpaid care – an estimated 1 in 4 people provided unpaid care during 2020 (Carers UK). In Nottingham this equates to approximately 82,824 citizens.

Nottingham City Council officers have worked with colleagues from Nottinghamshire County Council, NHS Nottingham and Nottinghamshire ICB to develop a new joint Carers Strategy, co-produced with carers from across the city and county, and key providers of carers support services. This new strategy sets out how Nottingham City Council, Nottinghamshire County Council, NHS Nottingham and Nottinghamshire ICB will work together to understand the needs of carers, and to improve the health and wellbeing of carers in Nottingham and Nottinghamshire.

This report asks for the Executive Board to formally agree and sign off the attached joint Carers Strategy for Nottingham City and Nottinghamshire County.

Does this report contain any information that is exempt from publication?

No

Recommendation(s):

- 1 It is recommended that Executive Board formally signs off and adopts the new joint Carers Strategy for Nottingham City and Nottinghamshire County (attached as Appendix 1).

1. Reasons for recommendations

- 1.1 It is recommended that Executive Board formally approves and signs off the new joint Carers Strategy on behalf of Nottingham City Council, in order to provide a strategic direction for supporting local carers. This is important for the following reasons:
 - 1.2 The vitally important role of unpaid carers, and the impact the caring role can have on carer's physical and mental health and wellbeing, are well-documented. The joint strategy has provided an opportunity to work co-productively with carers to ensure Nottingham City Council's strategic direction for supporting carers reflects the voices of the carers themselves, making Nottingham City Council's commitment to carers clear.

The key principles identified in the new Carers Strategy are –

- Identifying and supporting carers as early as possible in both health and social care, particularly carers from marginalised groups
- Providing the right support for carers across the health and social care system, making best use of available resources to meet their needs. This support should be tailored to the individual carers and the people they care for to support their health and wellbeing, and maintain their independence.
- Ensure carers have a voice, that they are listened to and treated with respect.

- 1.3 Nottingham City Council's previous Carers Strategy has expired. (Work was underway to refresh the strategy in 2019, but was put on hold due to

the outbreak of Covid-19). The need for a new Carers Strategy was identified through the Adult Social Care strategy ‘Better Lives, Better Outcomes’. This new joint strategy looks at how we plan to better understand and meet the needs support and meet the needs of carers over the next five years, and will guide our investment in, and commissioning of, effective support for carers.

- 1.4 Nottingham City Council officers have worked with colleagues from Nottinghamshire County Council, NHS Nottingham and Nottinghamshire ICB to make use of the opportunity to develop a joint Carers strategy across organisations. This is the first time we have worked together in this way to support carers and ensure shared priorities. Carers tell us that consistent support across the City and County is important to them, as it’s common for carers to live in the County but care for someone in the City, or vice versa. Navigating different ways of supporting citizens across the City and County, and Health and Social Care, can make caring roles even more challenging.
Working together across organisations has made best use of officer skills and resources available, and reduced duplication of work. The contracts for Nottingham City’s carer support services are due to end in 2023, and this shared strategic approach supports joint re-commissioning of services, to further reduce duplication and use our joint resources more efficiently.
- 1.5 The Carers Strategy will support fulfilment of Nottingham City Council’s statutory duties under the Care Act 2014. Nottingham City Council has a statutory duty under the Care Act to proactively identify, assess and meet the needs of all carers in their area who might have support needs that are not being met. The Care Act defines a carer as anyone who provides any amount of unpaid care, including carers of citizens not receiving social care support. Many carers do not recognise themselves as such, so do not always seek support. Having a new, cross-organisational Carers Strategy will raise the profile of caring and help colleagues and partners to recognise when they, or those they are working with, have caring responsibilities, and to seek appropriate support when needed. Carers support some of our most vulnerable citizens, helping to reduce the escalation of the needs of people they care for, preventing them from requiring greater degrees of health and social care support and helping them to remain as independent as possible.

2. Background (including outcomes of consultation)

2.1 Context

As noted, any citizen who comes into contact with any of our services has the potential to have a carer, or to be a carer, and any of our workforce may be, or become a carer at any given time. In 2022, 4.3 million people in the UK became unpaid carers – that’s 12,000 new carers a day (Petrillo and Bennett, 2022). Nottingham City Council has a statutory duty under the Care Act 2014 to proactively identify, assess and meet the needs of all carers in their area who might have support needs that are not being met. For us as a local authority to truly support carers, each service area needs to consider how they can better support the carers they come into contact with, and what they could do to make it easier for carers contacting us regarding the citizens they support.

As an organisation we also need to consider how we can best support the carers we employ, making it clearer for both managers and carers how we can be flexible to meet carers' needs. The number of carers in the population is reflected in the workforce, with 1 worker in 4 juggling work and caring responsibilities, and with new carers coming into the workforce daily. We also need to look at how we can use our position as civic leaders to model how other organisations can and should support carers, to ensure carers can feel supported and confident in taking up employment at a time that is right for them. Given the current recruitment issues faced by many organisations at this time, being able to offer employment opportunities to carers could fulfil both businesses' and citizens' needs.

The Government's white paper, 'People at the Heart of Care: Adult Social Care Reform' (December 2021) focused on breaks from caring and peer support, looking at encouraging new models of supporting carers, and adoption of digital technology to support carers and cared-for citizens.

2.2 Co-production, engagement and consultation

Initial work to refresh the Carers Strategy in 2019 included engagement with a diverse range of carers across the city and specific engagement with a BAME carers group, face-to-face at support groups and via online and paper surveys, on what they thought the key principles of the Carers Strategy should be.

Building on the previous work, this strategy has been co-produced with carers with a range of needs and from differing communities across the Integrated Care System (ICS). Carers have been involved in every stage of the development and design of the strategy, from working groups developing and building on the key components of the strategy, to the Carers Strategy Board which oversees the progress being made. Carers worked closely with officers from the partner organisations and have identified the ten key components of the strategy, which are most important to them:

- Identification and Early Support
- Information, Advice, Guidance and Training
- Assessment
- Whole Family Approach
- Breaks from Caring and Preventing Carer Break Down
- Connecting Carers
- Giving Carers A Voice
- Health and Wellbeing
- Education, Training, Volunteering and Employment
- Life After Caring

Carers have then formulated "I" statements which describe what good services and support should look like for carers. In response, the partner organisations have developed "We" statements to say what we should be doing to meet carers' needs and outcomes.

The draft Carers Strategy went out to public consultation from 04/04/2022 to 15/05/22. Joint city and county engagement work included a survey for citizens and professionals to give feedback on the strategy online and in paper format, and a webinar on the strategy, which was co-produced and co-presented with carers. There were 143 responses to the survey, of which 118 were carers and 25 were professionals. Over 80% of respondents agreed that the strategy was easy to read and understand, and over 86% agreed that the partner organisations working together to

support carers is a good idea. Over 55% of respondents agreed that the strategy showed a clear plan for the next 5 years, and good partnership working. 37% of respondents felt that the strategy will improve future services and support provided to carers, with 42% unsure. Given the current economic situation both locally and nationally, this seems understandable.

Key changes based on feedback from the consultation were the inclusion of information on the purpose of the Strategy, the intended subsequent action plan, and carers' support services. This information was added in order to clarify the purpose of the strategy for citizens. Further information has also been added about support for carers. This information has been incorporated into the final version of the Carers Strategy.

3. Other options considered in making recommendations

- 3.1 Option 1** - Nottingham City and Nottinghamshire County produce separate Carers Strategies. This would result in neighbouring officers duplicating work and would potentially result in differing priorities, making it more difficult to pursue options around joint commissioning. Having separate services in the City and County is confusing for carers, and reduces the possible efficiencies which may result from joint commissioning. Therefore this option is not recommended.
- 3.2 Option 2** – do nothing. Nottingham City Council's Carers Strategy has expired. The Care Act 2014 sets out local authorities' responsibilities for ensuring carers are supported to continue their caring role. Whilst it is not a legislative requirement for local authorities to have a Carers Strategy, without a strategy in place we would have no agreed direction for supporting carers in Nottingham. A Carers Strategy is required to ensure that Nottingham City Council have a thorough understanding of carers' needs, that we are prioritising carers in our work, and to guide effective investment in and commissioning of support for carers. Therefore this option is not recommended.

4. Consideration of Risk

The key risk with developing a new Carers Strategy is that despite the strategy, we might still not be able to meet the needs of all local carers, and not be able to deliver the changes that they have identified they want to see. It has been recognised from the outset that the Carers Strategy for Nottingham and Nottinghamshire is not something that can be delivered by a single organisation, or that one organisation can be accountable for. Therefore it is proposed that once the strategy is finalised, we will develop a delivery plan which is within the available budget, and which will sit behind the strategy. This can be taken to the ICS board and Health and Well-being Board, for all key organisations to sign up to. The individual organisations would be accountable for specific actions and the ICS would have overall ownership.

5. Best Value Considerations, including consideration of Make or Buy where appropriate

Whilst there are no direct financial implications of the Carers strategy, a strong Carers Strategy is important to direct our focus on how we can support carers to continue in their caring role, whilst maintaining their own physical, emotional and mental health. This strategy describes the elements of how support to carers can be delivered in a way to maximise positive outcomes for carers, which in turn enables carers to support many cared-for people to live at home or independently

– ensuring best value of collective resources. Supporting carers is crucial to earlier intervention and prevention - carers provide support to some of Nottingham City's most vulnerable citizens, preventing the people they care for from requiring greater degrees of health and social care support. By supporting carers we improve the carer's quality of life, proactively promoting wellbeing and in some cases empowering carers to secure or continue in jobs and achieve or maintain economic wellbeing. We also support cared-for citizens to remain in their own homes, maintain independence and reduce their incidences of requiring hospital admissions and residential care, preventing needs from arising and making better use of local resources, with recognition of the huge value that carers provide to health and social care. By strengthening the capabilities and connections of our carers, we empower local people and groups to support each other.

Carers' quality of life can be greatly improved through early identification, assessment, and support – key elements of the Carers Strategy.

Best value is supported by maximising our resources collectively across City and County, working together to ensure a Carer's Strategy which makes best use of officer time in development, and most importantly, best use of system-wide resources in implementation. This overarching strategy is critical if we are able to achieve our ambitions for our local people and communities, while remaining sustainable in the future.

The re-commissioning of support services for carers does have direct cost implications, but these are within the available budget envelope. The future service model for carers' support services, including best value considerations of those services, was taken to the Health and Wellbeing Board Commissioning sub-Committee on 30/11/2022, and has been approved.

6. Finance colleague comments (including implications and value for money/VAT)

6.1 N/A

7. Legal colleague comments

7.1 N/A

8. Other relevant comments

8.1 Feedback on the Carers Strategy has been provided by managers in Commissioning and Adult Social Care; People's Leadership Team and the Executive Panel.

9. Crime and Disorder Implications (If Applicable)

9.1 N/A

10. Social value considerations (If Applicable)

10.1 N/A

11. Regard to the NHS Constitution (If Applicable)

11.1 N/A

12. Equality Impact Assessment (EIA)

12.1 Has the equality impact of the proposals in this report been assessed?

No

An EIA is not required because:

(Please explain why an EIA is not necessary)

Yes

Attached as Appendix 2, and due regard will be given to any implications identified in it.

13. Data Protection Impact Assessment (DPIA)

13.1 Has the data protection impact of the proposals in this report been assessed?

No

A DPIA is not required because there are no direct data-sharing implications of the Carers Strategy. The re-commissioning of support services for carers will have data-sharing implications, but these are considered in the report on carers' support services which was approved at the Health and Wellbeing Board Commissioning sub-Committee on 30/11/2022.

Yes

Attached as Appendix x, and due regard will be given to any implications identified in it.

14. Carbon Impact Assessment (CIA)

14.1 Has the carbon impact of the proposals in this report been assessed?

No

A CIA is not required because there are no direct carbon impact implications of the Carers Strategy. The re-commissioning of support services for carers will have carbon impact implications, but these are considered in the report on carers' support services which was approved at the Health and Wellbeing Board Commissioning sub-Committee on 30/11/2022.

Yes

Attached as Appendix x, and due regard will be given to any implications identified in it.

15. List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

15.1 Consultation analysis – feedback on Nottingham and Nottinghamshire draft Joint Carers Strategy 2023-28

16. Published documents referred to in this report

16.1 Policies and Strategies

- The Care Act 2014
- The Children and Families Act 2014

16.2 Report – State of Caring 2022 (Carers UK)

16.3 'Commissioning Support Services for Carers' - report to Health and Wellbeing Board Commissioning sub-Committee 30/11/2022