

Cheshire East Council

Cabinet

Date of Meeting:	7 th November 2017
Report of:	Mark Palethorpe (Acting Executive Director of People)
Subject/Title:	Cheshire East Integrated Carers Hub
Portfolio Holder:	Cllr. Janet Clowes (Adult Social Care and Integration) Cllr. Jos Saunders (Children and Families)

1. Report Summary

- 1.1. The purpose of this report is to inform Cabinet of the proposal to develop an all age (Young Carers and Adult Carers) Integrated Carers Hub for Cheshire East.
- 1.2. The Carers Strategy provides a platform for the future direction of travel in terms of the partnership approach for the re-commissioning of carers services to achieve improved outcomes for Carers while responding to legislative requirements.

2. Recommendation

That Cabinet:

- 2.1. Approves the development of a Cheshire East Integrated Carers Hub to provide a single point of contact for carers of all ages through the coordination and delivery of a wide range of services
- 2.2. Delegates authority to the Executive Director of People :
 - 2.2.1. to award a contract for an initial period of 2 years (with options to extend for a maximum of 2 years) following a compliant OJEU procurement process; and
 - 2.2.2. in consultation with the Acting Director of Legal Services to enter into a contract with the successful bidder.
- 2.3. Cabinet notes and approves the use of funding available through the Better Care Fund to commission the Cheshire East Integrated Carers Hub.

3. Reasons for Recommendation

- 3.1. The Integrated Carers Hub is a key driver to influence future progress and success against the five key priorities set within the Joint Carers Strategy delivery plan. Previous engagement with carers has told us that a single

point of access for carers of all ages across the borough would reduce the confusion in where and how they access the support they need at the time they need it most.

- 3.2.** The Integrated Carers Hub supports and strengthens the partnership approach which is essential in the achievement of mutually beneficial outcomes for Carers, Cheshire East Council and CCGs, which are aligned to the Better Care Fund through the provision of a 'Hub and Spoke' model .
- 3.3.** The Integrated Carers Hub forms a key part of the Council's arrangements to meet its duty, under Section 4 of the Care Act 2014, to establish and maintain a service to provide people in its area with information and advice relating to care and support for Adults and support for carers. It will operate alongside other Local Authority provision that carers and the cared for are able to access
- 3.4.** Commissioning of Integrated Carers Hubs has become nationally recognised as good practice in enabling carers to access support through a single point of access The Hub model is a key element of the Council's statutory obligations under the Care Act 2014, the Children and Families Act 2014 and ensures compliance with the Council's strategic aims and policies for Adult and Young carers including legal rights to assessment and support.

4. Other Options Considered

Adult Commissioning is integrating its corporate voluntary sector grants programme into its commissioning frameworks for Adult Services, Public Health and Communities. A proposed commissioning model for the procurement of all Early Intervention and Prevention services has been adopted, including services provided by the voluntary and community sector.

5. Background

- 5.1.** The Care Act ensures parity of esteem for carers in line with the people they care for, with a clear responsibility for Local Authorities to assess the need for improved outcomes for the carer. The Carers' Strategy and Delivery Plan continues to be a driver for change, focussing upon those key areas that carers have told us are important to them and will make a real impact upon improving their health and wellbeing.
- 5.2.** The development of an Integrated Carer's Hub model locally is an integral part of the Carers Strategy and Delivery Plan and contributes to a 'Whole System Redesign' for Carers outcomes, services and pathways. The service will provide a single point of contact for Carers, professionals and the community across the whole of Cheshire East offering both access to a range of intervention and support services, and a route through to other appropriate support services.

- 5.3. The Council previously funded a range of carer related services through grants and contracts. Funding for these services is due to end on 31st March 2018 and the Council has decided not to implement the option to extend for a further 12 month period.
- 5.4. The Carers Hub service will be tendered and procured by Cheshire East Council as the Lead Commissioner and will be funded through the Better Care Fund and its outcomes aligned to the Better Care Fund Plan for 2017/2019
- 5.5. It will be established as part of the joint work to achieve the strategic objectives of the Cheshire East Carers' Strategy, the NHS Outcomes Framework 2015-16 and to ensure that the requirements of the Care Act 2014 and Children and Families Act 2014 are met.
- 5.6. It also contributes to achieving the aims of Adult Social Care Commissioning Plan 'People Live Well for Longer' , in particular, to provide good quality information and advice and to share responsibility with individuals, families and communities to maintain their health and independence
- 5.7. It is proposed that the strategic development of the Integrated Carers Hub model will take place in two stages

Stage 1:

A Carers Living Well Fund for a period of 5 months from November 2017 – March 2018.

Individual carers or their families, organisations and professionals will be asked to identify and support people who do not self-identify as carers; they are often family members or neighbours in a caring role who do not see themselves as a carer and may not, therefore, access services that are available to them. This includes carers who have never accessed statutory or voluntary support, as well as carers who are new to their caring role

- There is no restriction on the age of the carer.
- The Carers Living Well Fund will meet the needs of young carers, parent carers and carers of adults living in Cheshire East
- It is intended to enable carers to promote their own health and wellbeing and to help carers continue caring.
- A Carer's Wellbeing Grant (Direct Payment) is a one-off payment which can be made at two levels, £250 and £500.

Carers will need to have an informal review about their health and wellbeing with a member of the Local Area Co-ordinators team, who will then be able to confirm if the carer meets the eligibility for the fund.

The amount awarded will be made via a one-off Direct Payment, made to the carer's bank account. The eligibility criteria for carers to receive a Direct Payment are:

- The carer must be an unpaid carer (Carers are considered unpaid even if they are in receipt of Carer's Allowance or manage Direct Payment/Individual Budget Funds for the person for whom they care).
- The carer lives in and cares for someone living in the geographical boundaries of Cheshire East Council and the NHS Eastern Cheshire or NHS South Cheshire Commissioning Group.
- A maximum of one 'Direct Payment' will be given per cared-for person or household.
- As the fund is also open to Young and Parent carers, (where a Young carer is under the age of 18 and may not have access to a bank or building society account of their own, then any award from the Carers Living Well Fund may need to be held by the Parents/Guardian of the Young Carer).

Stage 2:

The Tender for and procurement of a provider to deliver the Integrated Carers Hub by February 2018 to commence operation on 1st April 2018 for two years with the option to extend for a further 2 years. The tender will include delivery of the Carers Living Well Fund, Carers Assessments and Support Planning.

- 5.8.** Carers and other key stakeholders have been involved in the development of the Strategy including our vision and local priorities. The delivery plan priorities are being implemented by lead officers from Cheshire East Council, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups.
- 5.9.** Building on the previous carer's engagement events officers from the Council and the Clinical Commissioning Groups will continue to work with carers and service providers in shaping and developing services for carers. This will be achieved through aligning commissioning intentions to the priorities identified within the strategy and delivery plan, market engagement events and the work that is being undertaken as part of the formulation of the Carers Joint Strategy Needs Assessment.

5.10 Key activities for the Integrated Carers Hub will include:

- Commissioning of an integrated Carers Hub model across Cheshire East for Adults and Young Carers, which will ensure one clear contact point (Hub) for Carers in Cheshire East, while improving sustainable community based access (Spokes);
- Online self-assessment option through Live Well Cheshire East;
- Improved outcomes for Young Carers and Adult Carers including: Improved access to information, employment, education, health & wellbeing, having a voice, engagement & involvement, social connections, having a break from caring;
- Developing the carers assessment and support plan process;
- The development of more locality based model of supporting GPs in identifying carers;
- Continued engagement with GPs and regular review of the Carers Register to increase the number of carers registering with their GPs;
- Continuous Carer feedback to inform future commissioning requirements;
- Safeguarding carers in line with Council policy.

6. Wards Affected and Local Ward Members

6.1. All Wards and All Ward Members

7. Implications of Recommendation

7.1. Policy Implications

- 7.1.1. Policy implications, including the Council's duty to carers, have been considered and accounted for in the process that led to the development and agreement of the Carers' Strategy.

7.2. Legal Implications

- 7.2.1 The Council is commissioning services to meet its duties under the Care Act 2014 and Children and Families Act 2014.
- 7.2.2 The proposal is to provide an integrated set of services in conjunction with Eastern Cheshire and South Cheshire CCGs as part of the Better Care Fund partnership arrangement. The Council is leading on the procurement and will enter into the contract which is for an initial period of 2 years (with the option to extend for a further two periods of one year for a maximum of two years). The Council is seeking a single provider (but may consider consortium and sub-contracting arrangements within the bidders proposals).
- 7.2.3 The procurement is a change to the way services are currently provided and the Service have engaged with stakeholders including service users to co-produce the service specification. Under the

Equality Act 2010, the Council is required to identify the impacts of any decisions, policies etc. on certain protected groups to ensure equality is promoted, and inequality minimised. For example, there must be an assessment made of the impacts on groups or individuals who are disabled, who belong to ethnic or racial groups, on the grounds of age or sex discrimination etc. An Equality Impact Assessment has been completed and can both assist in evidencing that these equality duties are being met and can inform decision taking.

- 7.2.4 The aggregate value of the Integrated Carers Hub is such that these services must be procured in accordance with the Public Contracts Regulations 2015 and in compliance with the Council's Finance and Contract Procedure Rules. This will require a fully OJEU compliant procurement exercise. The Service is engaging with Legal Services and the Council's Corporate Procurement Team in this process.

7.3 Financial Implications

- 7.3.1 Financial implications have been considered in the process that led to the development and agreement of the Carers' Strategy.
- 7.3.2 The commissioning of an integrated carers Hub will ensure value for money while exploring solutions which are appropriate, adequate and improve outcomes for carers.
- 7.3.3 The Better Care Fund and the pooling of resources ensure support for carers is commissioned with clear outcomes. By commissioning services in partnership we can ensure that we better meet the needs of carers, and reduce the duplication that may occurred through historic arrangements.
- 7.3.4 The Funding for the Carers Wellbeing Grant (Direct Payments) in Phase 1 (Nov 17 to the end of March 18) is £325,850.
- 7.3.5 The funding for the Integrated Carers Hub (Phase 2) £780,000 per annum, which includes the Carers Living Well Fund and Young Carers budget. The Carers Hub in Phase 2 will be a 2 year contract from 1st April 2018 (with the option to extend for 24 months). The total contract value for the life of the contract (2 years, plus extension option for 2 additional years) will be £3,120,000.

7.4 Equality Implications

- 7.4.1 Equality implications, including the Council's duty to ensure parity of esteem for carers, have been considered in the process that led to the development and agreement of the Carers' Strategy.
- 7.4.2 An Equality Impact assessment has been completed and reviewed by the Directors of Commissioning and Operations

7.5 Rural Community Implications

- 7.5.1 Implications for rural communities, including ensuring that rural communities have access to services, have been considered in the process that led to the development and agreement of the Carers' Strategy. The Integrated Carers Hub model will ensure all communities within Cheshire East have access through the single point of access

7.6 Human Resources Implications

- 7.6.1 Human resources implications, including the joint appointment of a Carers' Strategy Lead (hosted by Eastern Cheshire CCG on behalf of Cheshire East Council and the two CCGs), have been considered in the process that led to the development and agreement of the Carers' Strategy.
- 7.6.2 There are no additional implications arising from this paper. Cheshire East Council and the Clinical Commissioning Group staff will be briefed with the revised Carers offer and the processes involved in supporting carers to access the Cheshire East Integrated Carer's Hub (CEICH)
- 7.6.3 Through the market development days any TUPE implications for prospective bidders will be identified

7.7 Health and Wellbeing Implications

- 7.7.1 Public health implications include the consideration of the impact on the health and wellbeing of carers due to their carer roles, have been considered in the process that led to the development and agreement of the Carers' Strategy.

7.8 Implications for Children and Young People

- 7.8.1 Young carers have been considered in the process that led to the development and agreement of the Carers' Strategy. A report on the future developments within the service has been presented to Children & Families DMT for consideration and recommendation.

7.9 Overview and Scrutiny Committee Implications

- 7.9.1 Overview and Scrutiny Committee have been informed throughout the process that led to the development and agreement of the Carers' Strategy and delivery plan. The committee may require further information on the progress of the Carers Integrated Hub.

7.10 Other Implications (Please Specify)

7.10.1 Ongoing engagement with Carers has been undertaken through the Carers Reference Group and through the Virtual Carers Group by email communications that have informed this proposal.

7.10.2 Further engagement with carers of all ages will be undertaken to seek their views and recommendations for future priorities that will be reflected in the refreshed carers Strategy for 2018 – 2020 and supporting delivery plan. Carer's views and responses to the National Carers Survey and the information they have provided will also be used to inform the refreshed strategy and delivery plan and the development of commissioned services through the Cheshire East Integrated Carer's Hub model. This will be underpinned through a meaningful co-production strategy.

7.10.3 Additional engagement and co-production will be undertaken with carers through work which is being undertaken in the formulation of the Carers Joint Strategic Needs Assessment. This will be undertaken in partnership with CVS.

8. Risk Management

- 8.1. The content of this report poses no risks to the achievement of Cheshire East, NHS Eastern Cheshire CCG and NHS South Cheshire CCG Better Care Fund outcomes.
- 8.2. This will be achieved through aligning commissioning intentions to the priorities identified within the strategy and delivery plan, and the joint outcomes of the Council and the Clinical Commissioning Groups through the Better Care Fund
- 8.3. Two market development days to share the initial model will be planned in October 2017 where the Provider Market will be informed of the commissioning intentions and the expected outcomes of the ICPH will be presented

9. Access to Information

- 9.1. Access to information can be sought through Shelley Brough, Head of Integrated Commissioning and Hayley Doyle, Senior commissioning manager.

10. Contact Information

Contact details for this report are as follows:

Name: Hayley Doyle
Designation: Senior Commissioning Manager
Tel. No.: 01270 686885
Email: hayley.doyle@cheshireeast.gov.uk