



'Caring for Carers' A Joint Strategy for Carers of All Ages in Cheshire East

2015 – 2018

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Foreword



Message from Cllr. Janet Clowes Adult Social Care Portfolio Holder and Chair of the Cheshire East Health and Wellbeing Board

Around 3 in 5 people will be carers at some point in their lives.

Hidden carers often spend more than 20 hours a week looking after loved ones.

Without help and support, they can find themselves struggling and isolated with what can be very physical and emotional demands, trying to balance work and home life, and potentially risking their own health and wellbeing as a result. Carers of all ages give a vital contribution to their families and communities providing unpaid support for someone who is ill, frail or disabled.

Supporting carers to enable them to meet their own needs is a key focus for the council and we continue to actively support them working in partnership with NHS Eastern Cheshire Clinical Commissioning Group and NHS South Cheshire Clinical Commissioning Group. We value the work of our carers across Cheshire East, who are quite literally, indispensable, working hard through their dedication means putting their own lives on hold or missing out on things themselves because of their commitment to the person they care for.

The Care Act 2014 will be implemented in its first phase from 1st April 2015. This will provide a dramatic change for carers, putting their needs on an equal basis to those for whom they care. The Care Act introduces new responsibilities for the council which will ensure that carers receive an assessment of their needs, are supported to plan how those needs will be met and how the council will assist them in finding ways to meet those needs.

It is important carers are aware help is out there; whether it's just having someone to talk to, guidance on benefit entitlements, services which support the specific needs of carers and additional 'universal' services which are providing a wide range of information and advice or simply understanding the support available.

Here in Cheshire East we recognise the immense work and contribution carers make to society. I am very enthusiastic that the implementation of the new Joint Carers Strategy for Cheshire East offers carers the support and information they need and that the Council, the two CCG's and carers will be key contributors to not only developing, but also implementing the Carers Strategy. We will work with our partners in the Borough council and with stake holders to ensure that all Primary care services are fully aware of the strategy and will encourage active participation.

Janet C. Clowes.

Message from: Brenda Smith Director of Adult Social Care and Independent Living Cheshire East Council, **Fiona Field** Director of Partnership & Governance NHS South Cheshire Clinical Commissioning Group **Jacki Wilkes** Associate Director of Commissioning NHS Eastern Cheshire Clinical Commissioning Group and Joint Carers Lead for Cheshire East



- ✚ **We** were extremely pleased to have taken part in some of the Carers Events in January 2015. The opportunity to talk to people who take on such a valuable role is always high impact. The dedication of the carers is outstanding and their ability to continue to care day in day out is impressive. It must be recognised that the caring role can be difficult to bear at times. We are committed together with our health partners to do whatever we can to support carers to carry on caring for as long as they are able. We know from carers that the support that will make a difference to them can be varied. We need to make sure that we give carers time to share their experiences, to make sure we listen and respond with the support they need.
- ✚ **For** us to have an effective Carers Strategy in Cheshire East, it has been really important to develop this plan with carers of all ages, reflecting the views and needs of local people. Recognising the importance of carers has been a long time coming nationally but the change to the Care Act 2014 has raised the profile of carers, giving them an equal status to their family member who is being cared for. Everyone involved in recent carer workshops, and the on-going work, has been enthusiastic and committed to carers needs. We have heard some very inspiring situations of local carers of all ages and how they are caring for their loved one. Carers generally ask for very little but when they need help, it is crucial that it is quickly available and easily accessible. We need to know that we are commissioning and providing the right services to help carers continue in this really valuable role.
- ✚ **Recognising** the value of unpaid carers and putting them on the same footing as the people they care for is a key message in the new national policy and this supports the approach already started throughout Cheshire East. Health and social care will take this opportunity to work in partnership with carers, wherever they are, to recognise, respect and respond to their needs. The important message for us, and one which we have heard repeatedly when listening to those in caring roles is this;

we want to be respected, valued and supported, we want help when we need it, sometimes that means quickly, and we want to only have to tell our story once. We want to know what support is available and how we can access that support and we want to be enabled to make decisions that are right for us as individual's and for the people we love and care for. This strategy sets out how we will work with carers we know are there and those we need to find, to deliver better outcomes for them, over the next 3 years.

Brenda Smith Director of Adult Social Care and Independent Living Cheshire East Council,

Fiona Field Director of Partnership & Governance NHS South Cheshire Clinical Commissioning Group

Jacki Wilkes Associate Director of Commissioning NHS Eastern Cheshire Clinical Commissioning Group and Joint Carers Lead for Cheshire East



Message from Tony Crane, Director of Children's Services

We have already set out our vision for Cheshire East to be a great place to be young; we want this to be the experience for every young person regardless of their circumstances. Young Carers can too often be part of an invisible population, working hard to care for a loved one whilst trying to balance their own lives, running a household and putting their own needs second.

I have the greatest respect for all Young Carers, they should be immensely proud of all that they do. I also feel extremely protective of them; I want to ensure Cheshire East is a caring community, one that has the right services in place at the right time to meet their needs. I am confident that our Early Help approach continues to provide a holistic intervention for all family members at an earlier stage. We will continue to ensure that the voice of the young person, be that as a young carer or being cared for, is central to all our work – planning and delivery. This partnership approach, outlined in this joint strategy, will ultimately improve outcomes for all carers and their families.



Message from Councillor Rachel Bailey Portfolio Holder Safeguarding Children and Adults

Our children and young people must be given the opportunities, the knowledge and, when required, the help, to take control of their own lives, their own health and their own destiny. I believe in creating equal opportunities and enabling our children & young people to take them.

Today and every day, we strive to give our children & young people the best start in life and give them and their families the best opportunities. We want emotional and mental wellbeing to be the focus of our plans. Being a young carer can expose a young person to experiences and feelings they are not fully equipped to deal with. Early help is critical. An integrated, cross agency strategy that ensures more young carers access the support they need. We are listening to our young carers, so our support system matches their needs.

I am confident that through shared leadership and partnership working we can deliver good outcomes for all and protect the most vulnerable. Only by working together can we make Cheshire East a great place to be young.

Introduction

This strategy has been prepared in partnership with carers and outlines the key priority areas which will be addressed over the next three years. At the heart of the strategy is a mission statement and a number of pledges from those responsible for commissioning and delivering services, to those who need them. These are based on what carers have stated is important and what the Government require health and social care to deliver.

The strategy will be taken forward by an implementation plan which will be agreed and signed off by commissioners in April 2015. The progress of this plan will be monitored regularly by a carer reference group with representation from all the key stakeholders and who will report through the Joint Health and Social Care leadership team through to the Cheshire East Health and Well-being Board

The implementation plan will consider, in detail, each of the five priority areas described in this strategy. It will be measured against success factors and underpinned by the commitment made through the pledges to carers

Each year the strategy will be reconsidered, refreshed if necessary, and detailed plans developed for the forthcoming year

Mission Statement

‘Valuing Carers and Supporting their Health and Wellbeing in Cheshire East’

Our Pledge

Carers play a very significant role within the communities of Cheshire East. We pledge to:



What are we looking to achieve?

This document sets out the commitment from health and social care commissioners to support and help people in their caring role. The impact upon those who act as carers for others can be huge. Based on what carers have told us, we have set out priorities for how we will support them.

The overall aim is to ensure that unpaid carers of all ages are recognised and valued as being fundamental to strong families and stable communities. In addition that carers are provided with opportunities to have their voices heard, be respected for the role they play and, through support, are able to live healthy, fulfilling and enjoyable lives.





What are the partners looking at?

This joint strategy talks about the types of support carers have told us they see as priorities and how they need to be provided. It also relates to recent changes in legislation which directly affect how services will be delivered to carers from April 2015.

We aim to build on and further develop direct support for carers, using local information received directly from carers. This will influence how health and social care services and the wider community understand and respond to the needs of carers. The strategy will continue to invest in carer's services, whilst recognising the importance of, and investment in, carer breaks. Our future Joint Commissioning and integration plans put personalisation into practice by engaging, consulting and working closely with carers and partners across a range of organisations.

We know, from listening to carers, that the issues which affect carers do not fit neatly into one box and cannot be dealt with by one service or organisation. Carers support people who have a long-term illness and disability, learning disabilities, Autism, mental illness, alcohol and substance misuse. Their age range will vary; they can be caring full time, part time, working, in education or retired.

This joint carer's strategy must link closely with the other strategies and plans relating to children and young people and adults. We will ensure that all of our developing policy and strategies recognise the needs of carers:

-  Transition Strategy,
-  Mental Health Strategy and Dementia Strategy,
-  Autism Strategy and Learning Disability Strategy
-  The End of Life Strategy

We will monitor and measure the success of this strategy through a 3 year action plan. This will make clear who will be responsible for the work that is needed to implement the strategy and the outcomes will be tracked and reported through our engagement with carers, Individual Organisation Boards and the Cheshire East Health & Well-Being Board and work towards breaking down barriers for carers and those who they care for.

Background

Carers in Cheshire East

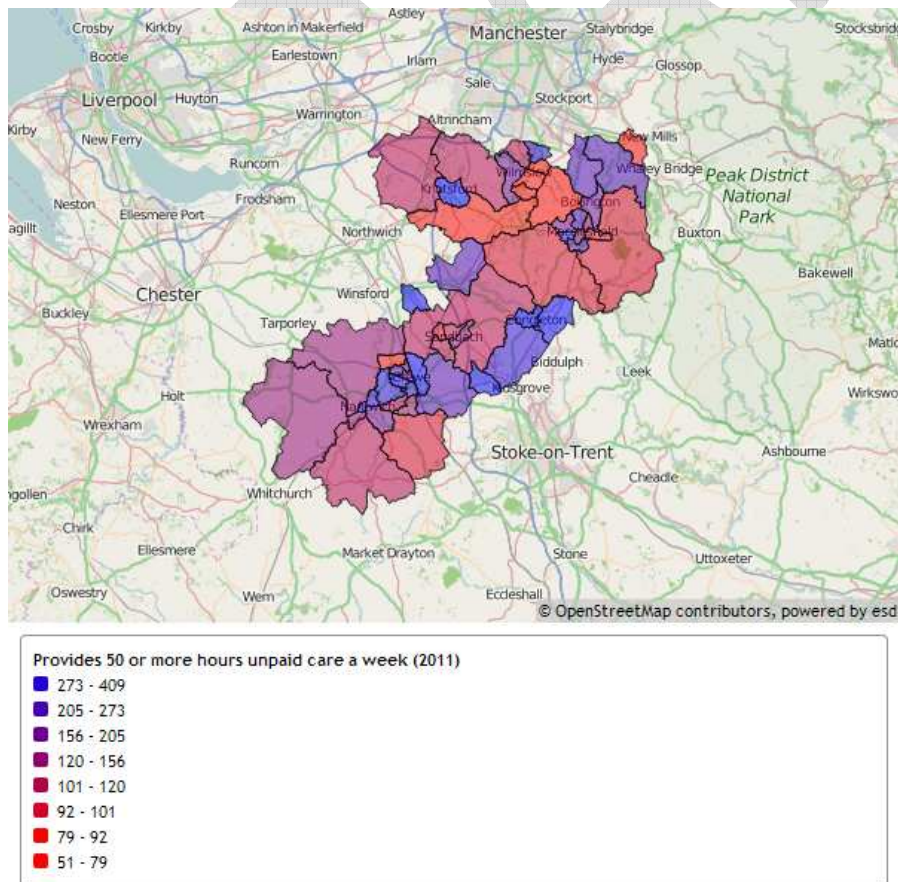
A carer is described by the government as: *'Somebody who provides support or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability. They can be any age, young or old. This would not usually include someone paid or employed to carry out that role, or someone who is a volunteer'.*

Anyone can become a carer as the result of a sudden event, such as an accident, or due to a gradual decline in the physical or mental health of the person that they care for.

Caring relationships can be complex, and family members may provide different types of care for each other in order to live independently in the community.

In the 2011 Census, 12,453 people in Cheshire East identified themselves as caring for 20 hours per week or more, with a further 27,481 caring between 1 and 19 hours per week. Altogether that is almost 11% of the population of Cheshire East. The number of people caring for 50 hours or over has increased by nearly a third since 2001 to 8,014, with over 42% of them aged 65 or over.

Carers caring for 50 hours or more per week by Cheshire East ward



1,236 of the carers who were caring for 20 hours or more per week (10%) reported that they were in bad or very bad health.

By 2037 Carers UK calculates that the number of carers in the UK will increase by 40% by 2037, which would mean nearly 56,000 carers in Cheshire East.

2011 Carers Strategy

In 2010, the National Carers' Strategy was refreshed by the new coalition government.

STRATEGY FOR CARERS IN EAST CHESHIRE 2011 - 2015

"To support all carers to live their lives on their own terms"



A partnership between Cheshire East Council and Central and Eastern Cheshire Primary Care Trust, carers and Voluntary, Community and Faith Sector organisations

As a response to this, Cheshire East published its own strategy in 2011, which was produced by Cheshire East Council, Central and Eastern Cheshire Primary Care Trust, carers and third sector carers' organisations in Cheshire East. The vision of this strategy was 'to support all carers to live their lives on their own terms.' There were 6 local outcomes identified in this strategy.

Since this strategy, we have been working together to move forward with these outcomes.

Progress to date of the 6 local outcomes from the 2011 Carers Strategy

1. Carers will be helped to identify themselves in their caring role, and be treated as expert care partners

Achievements include:

- Work with GP surgeries
- Crossroads Early Intervention service
- Carer events
- New carer and service user assessments

2. There will be access to a range of advice, health checks, support and information in easily accessible formats and the opportunity to plan for the future

Achievements include:

- New care directory
- Commissioned carers' information service from Cheshire and Warrington Carers Centre as well as a universal service from Cheshire Citizens Advice Bureaux

- CarersTrust4All Early Intervention and Prevention service, and Cheshire and Warrington Carers Centre's Reablement service

3. Flexible, affordable and personalised services will be available to all carers at times which suit them

Achievements include:

- Range of commissioned services (see Appendix 1). Personal budgets introduced with carer breaks funding.

4. Learning and personal development opportunities will be available to all carers

Achievements include:

- Training through CarersTrust4All and Cheshire and Warrington Carers Centre;
- Carers centre's training fund;
- Connexions' employment service

5. A whole family approach will address the needs of young and parent carers

Achievements include:

- Parent carers have access to personal budgets
- Parent and young carers services through carer breaks funding

6. Awareness of carers' issues and needs will be developed so that carers are supported, respected and fully involved

Achievements include:

- Carers events leading to new carers who want to be involved in shaping services and policy
- Reaching wider audience by going through local media
- GP training
- Social Worker and Social Care Assessor training planned as part of Care Act changes
- Whole family approach
- Link with national publicity programmes to ensure that carers have the opportunity to receive information and advice about what is available to support them in their caring role

How we have engaged with carers

- Survey

In 2012 and 2014, Cheshire East Council carried out the national Carers Survey for carers in their area. For this, a random sample of all the carers who have received an assessment in the past year are contacted and asked to answer questions on their experience of information, services and support in East Cheshire. At the time of writing the results from the 2014 survey are not finalised, but the 2012 survey showed us that:

- 71% of carers were satisfied with the support or services that they and the person they cared for had received from social services in the previous 12 months
- 91% of carers felt that they had some measure of control over their daily life
- 79% of carers who were looking for information found it easy to find.

This shows that while support and information is working well for some, there is still work to be done to ensure that all carers receive the support that they need.



- Events

Cheshire East Joint Carer Strategy Event
22nd November 2013
Middlewich Community Church








In November 2013 a Cheshire East Joint Strategy event was held to enable carers and professionals from health, social care and the voluntary and community sector to work together to identify what needed to be added to any new carers' strategy, and to look at how best to work together to deliver what matters for carers in Cheshire

East. A report of that event is available and the views from that event have informed this new carers' strategy.

South Cheshire CCG link: <http://www.southcheshireccg.nhs.uk/publication>

Eastern Cheshire CCG link: <https://www.easterncheshireccg.nhs.uk/Links/resources.htm>

In January 2015, a series of follow-up events were held across Cheshire east, where the 90 carers who attended had the opportunity to tell the Council and local NHS Clinical Commissioning Groups how they can improve the support they offer. The main messages to come out of this were:

-  Carers have/retain control
-  Reducing stigma/increasing awareness, understanding and compassion
-  Communication
-  Personalisation
-  Forward planning

These have been taken into account when looking at the main priorities for the year ahead.

- Consultation

In December 2014 and January 2015 there has been a consultation on new proposals about how people who access services through Cheshire East Council and their carers will be charged for services in the future. There were a series of meetings in the area, and also a web page where people could go to assert their views. As a result of this, Cheshire East Council will not be implementing a policy to financially assess and charge carers for services they receive from the council.

Legal Framework

The legal framework currently governing support for carers is poised on the implementation of significant and far reaching change. New legislation and policy directives are combining to raise the profile of carers by giving them new rights and requiring improved methods of identification with a view to providing them with support. The major changes for carers are contained in the following:

- 🚧 Caring for our Future: Reforming Care and Support White Paper 2012
- 🚧 Care Bill 2013
- 🚧 Social Care (Local Sufficiency of Supply) and Identification of Carers Bill 2012
- 🚧 The Power of Information
- 🚧 Health and Social Care Act 2012
- 🚧 Equality Act 2012
- 🚧 NHS Mandate 2013 – 2015 (the NHS Outcomes Framework)
- 🚧 Adult Social Care Outcomes Framework
- 🚧 Public Health Outcomes Framework
- 🚧 The Care Act 2014
- 🚧 Children and Families Act 2014

The Care Act and Children and Families Act 2014

The Care Act 2014 is government legislation which sets out carers' legal rights to assessment and support. It relates mostly to adult carers – people aged 18 and over who are caring for another adult. Young carers (aged under 18) and adults who care for disabled children can be assessed and supported under children's law.

However, under the Care Act the government has set out rules about looking at family circumstances when assessing an adult's need for care, which means, for example, making sure the position of a young carer within a family is not overlooked.

The Care Act gives local authorities a responsibility to assess their need for support as a carer. This assessment will consider the impact of caring, as well as the things carers want to achieve in their own day-to-day life. It must also consider other important issues, such as whether they are able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially.

When the carer's assessment is complete, the local authority must use the National Eligibility Criteria to decide whether a person's needs are eligible for support. If they are not eligible

Cheshire East Council will provide them with information and signposting to services which are appropriate to the needs that they do have.

If eligible to receive support from the local authority, they will receive a personal budget, which is a statement showing the cost of meeting their needs. This can then be used to help with planning support for the carers to meet these needs.

Carers have the right to request that the local authority meets some or all of their eligible needs by giving them a direct payment so that they can control how this support is provided.

This is a new way for Cheshire East Council to provide support to carers, and will mean more flexibility in the way that they are supported.

Young Carers

Children and young people who care have the same rights as all children and young people. Young carers should be able to learn, achieve, develop friendships and enjoy positive, healthy childhoods. Care services should be delivered in ways which sustain families, avoid the need to take on inappropriate caring roles and prevent further inappropriate caring.

Young carers tell us that they value their caring role and are often proud of the contribution they are able to make in their families. In some cases, however, young carers have assumed a level of responsibility that no child should be expected to take on. This can have consequent knock-on effects on schooling and other key areas of their lives.

The Care Act does not deal with assessment of young carers; however, young carers can be supported under the law relating to children. It does state that assessments of adults must be carried out to ensure the need of the whole family are considered. Where a young carer is found to have eligible needs which require support, local councils will have to either provide this support directly to the young carer or show that the cared for person's assessment has provided enough care and support to ensure that the young carer does not have to provide inappropriate care.

Parent carers

Under the Children Act 1989, it has always been expected that an assessment of a child 'in need' will take account of the needs of other family members. However, parent carers also have a right to their own assessment and services under the Children and Families Act 2014.

Under the Act the Council must assess a parent carer if they appear to have a need or if the parent requests an assessment. This will include whether that parent has needs for support and, if so, what those needs are, and whether it is appropriate for the parent to provide care for their disabled child in the light of their own needs for support. It will take into account the well-being of the parent carer and the need to promote the welfare of the disabled child and any other child the parent is responsible for.

Following assessment, the local authority must then decide whether the parent has needs for support; whether the disabled child has needs for support; and if so whether those needs could be met by services under Children Act 1989.

Transition

The Care Act says that adult social services needs to be involved in planning the support a young carer may need once they reach 18. This also applies to adult carers of children where it appears likely that the adult carer will have needs for support after the child turns 18.

Advocacy

The Care Act 2014 introduces a duty to provide independent advocacy to represent and support carers as individuals - if needed to facilitate their involvement in assessments and preparing support plans. This includes advocacy support for carers, carers of children at transition age and young carers at transition age.

Safeguarding Carers

We know that the caring situations carers face can sometimes create unbearable stresses and strains, and sometimes result in safeguarding issues. It is important that carers understand what abuse is and recognise types of abuse.

The main aim of safeguarding is to ensure that the user and carer is kept safe and secure, and involvement from the Council, health or organisations must be supportive and offer support and practical assistance for carers wherever possible and reasonable.

There are different types of abuse:

- Physical abuse
- Sexual abuse
- Emotional/psychological abuse
- Financial abuse
- Institutional abuse
- Self-neglect
- Neglect by others

There is more information on safeguarding on the following websites:

www.cheshireeast.gov.uk/social_care_and_health/vulnerable_adults.aspx

[Safeguarding Adults video \(British Sign Language version\)](#) which explains the different types of abuse and what happens after someone tells us that abuse has or may have happened.

Equality & Diversity

There are some carers who may experience multiple disadvantages and isolation. For example, we are aware that carers of some disability groups or who are carers of disabled, black and minority ethnic carers, gay, bisexual and transgender have found it difficult to access services.

We recognise the full diversity of carers, and aim to ensure that community support and services for **all carers** are improved and are fully accessible. This includes taking due regard of equality strands and recognises that diversity of carers covers more than this. It includes for example, education and employment, health of carers, diversity of the people cared-for, income and finance and the impact of caring for more than 50 hours per week.

The 2010 Equality Act¹ includes measures regarding discrimination by association in relation to disabled or older people. The act has the potential to reduce the strain on some carers, particularly when fitting caring responsibilities around employment, as they will have greater protection from discrimination as a result of their caring responsibilities.

(See Appendix 2: Equality Impact Assessment)

Personalisation

Think Local Act Personal (TLAP) launched ***Making it Real: Marking progress towards personalised, community-based support*** on 17 May 2012.

This resource aims to help organisations move towards more personalised and community-based support by providing them with practical steps to make personalisation a reality. The ***Making it Real*** programme was developed and co-produced with members of TLAP's National Co-Production Advisory Group, which is made up of people with experience of using services and carers from across the country. The resource consists of a series of 'I' statements, which describe what people, might say if personalisation was working well for them.

In Cheshire East we want to support carers and acknowledge the enormous contribution they make within our communities across the borough and to the lives of the individuals they care for whether they are family, friends or neighbours. We recognise that if personalisation and community-based support is to work well, it needs to work well for everyone, including carers. In Cheshire East we are committed to ensure that we embed Personalisation in all services and support available to carers. We will continue the progress which has been made so far in implementing the TLAP principles for carers and ensure that our delivery plan, policies and procedures reflect our commitment. For more information please follow the link below:

<http://www.thinklocalactpersonal.org.uk/Latest/Resource/?cid=9483>






¹ 'website' www.adviceguide.org.uk/index/equality_act_2010_carer

STRATEGIC PRIORITIES for 2015-18

Overarching Priorities for Adult carers

This strategy identifies five priorities based on the feedback we have received through our engagement with carers and the changes in legislation following the Care Act 2014

Overarching Priorities

-  Partnership working between social care, health and 3rd sector partners to support carers
-  Improved information available to carers in a range of formats
-  Increased engagement with carers
-  Raising the profile of all carers in Cheshire East
-  Working to reduce the social isolation of carers

Under each priority we have identified areas for development in the 3 year Delivery Plan. The Delivery Plan will be regularly tracked and updated and reported on to ensure we achieve the aims set within it.





We need to ensure that we obtain the best value for money and a good way is recognising carers as partners to help ensure money is spent wisely on services that meet their needs.

All services, organisations and individuals can contribute to supporting individuals in their caring role by recognising that role and contribution carers make to society.

Carers Support in the community

Cheshire East Council contracted a number of service providers specifically to support carers (for details see Appendix A). In the year April 2013 – March 2014, there were around 1,400 individual users of these services.

When contracting services, the Council takes care that they relate to the outcomes from:

- **the government's Carers Strategy Second National Action Plan, published in November 2014, whose four priorities are:**
 -  Identification and recognition
 -  Realising and releasing potential
 -  A life alongside caring
 -  Supporting carers to stay healthy
- **the current local strategy (see above)**
- **Cheshire East Council's 3 year plan, especially Outcome 5**

- 🌈 'People live well and for longer. Local people have healthy lifestyles and access to good cultural, leisure and recreational facilities. Care services focus on prevention, early intervention and physical and mental wellbeing.'

The Council monitors these services carefully to make sure that they are reaching a wide range of carers across the area, and that they are achieving the outcomes that are important to carers

The services have all been contracted for 3 years to ensure continuity for carers and that the organisations that provide them can plan for the longer term.

There is also a Carer Breaks Fund, where organisations can bid for funding for one year to deliver services or activities to meet the needs of carers across Cheshire East. The fund particularly encourages services designed to identify and support people who do not necessarily see themselves as carers - they are often family members in a caring role who do not identify themselves as a carer and may not access services that are available to support them.

These services need to meet one of the following objectives:

- 1. Realising and Releasing Potential** - enabling those with caring responsibilities to fulfil their potential by removing the barriers to opportunity and promoting access to learning.
- 2. Supporting Carers to Stay Healthy** - Supporting carers to remain mentally and physically well by offering services that provide positive outcomes to an individual's health and well-being.
- 3. Life Outside of Caring** - Support to carers which enables them to have a family and community life, alleviating the impact of the caring role.

Developing new and relevant support for carers


The Council, NHS Eastern Cheshire and NHS South Cheshire CCG's working in partnership with carers, have a key role to play in shaping community and family life for people in a caring role to ensure a range of support is available for them and the people they care for.

This will help to provide carers with a greater links in their local community to ensure that excellent support is available to help them; at the right time and in the right place. This will help achieve positive outcomes and enable cares to have a life outside of caring, making Cheshire East a better place for carers to live

Working together principles

Locally partners work together and report to a joint board – the Health and Wellbeing board - and this group influences the plans of the local NHS, the Council, and other organisations in Cheshire East.

This board looks to make a positive difference to people's lives and has a wish to support people to live and work well. As part of this there is a stated need to

 *Ensure the health and wellbeing of carers to enable them to carry out their caring role*

<http://moderngov.cheshireeast.gov.uk/ecminutes/documents/s34638/Health%20and%20Wellbeing%20Strategy%202014%20-%202016%20version%205%20-%20Final.pdf>

Within Cheshire East there are two ambitious change programmes which will see health and social care working together to transform the way in which care is seen, planned and delivered. In Eastern Cheshire the programme is called 'Caring together' and in South Cheshire it is known as 'Connecting Care'. Whilst it is important to have two programmes to ensure local needs are taken into account, the overarching principle aims are the same; shifting the focus of care from hospital to home, working with individuals to support self care, independence and choice, working with partners to integrate services where people have needs which span health and social care and moving to commissioning for improvement in a persons' health and well-being outcomes



People who need help and use services should not be able to recognise the divisions between support services, such as health or social care and organisational boundaries should not get in the way of delivering excellent services. Partners will work with providers across voluntary, private and statutory sectors to help shape the market to deliver the personalised support that carers need.

We also encourage and support health and social care services, schools, voluntary organisations, faith and community organisations, employers and the wider community to work together and support carers in their role. All these organisations, whether local or national, have a crucial role in helping people to identify themselves as having a caring role and signposting them to the relevant sources of information and advice. This will help to ensure that they are not isolated or financially disadvantaged and that their health is not adversely affected as a result of their caring role.

Delivery Plan Summary

This strategy will be delivered through an implementation plan which will identify specific actions against each of the priority areas identified:

- ✚ Partnership working between social care, health and 3rd sector partners to support carers
- ✚ Improved information available to carers in a range of formats
- ✚ Increased engagement with carers
- ✚ Raising the profile of all carers in Cheshire East
- ✚ Working to reduce the social isolation of carers

Carer involvement

Carer engagement will continue in a number of ways as the strategy enters the delivery phase:

- ✚ Following on from the success of the 7 events which took place in January 2015 we have pledged to build on this engagement with carers across Cheshire East, through quarterly 'drop in' sessions planned across the borough. Sessions will enable Carers to drop in at different times of the day to talk about what it's like to be a carer in Cheshire East. This will enable carers to share their stories make new friends with people in a similar position to themselves and provide an opportunity for information sharing
- ✚ There will also be the chance for carers to be involved in giving their opinions and feedback through email, Carers Assessments, at their GP practice, on the services they have accessed and how they have been valued as a care partner.
- ✚ The number of carers who attend the drop-ins and want to become part of a 'Carer feedback group' through their chosen method, will be a measure of local carer involvement, as will evidence of how their views as carers are taken forward and influence positive change in Cheshire East.
- ✚ The carers reference group has committed to developing stronger links with carers through local and voluntary sector organisations. The reference group will look to build its membership to create a more representative group and will monitor progress of the strategy to ensure it stays on plan
- ✚ Events targeted at working with local employers and carers on their staff, will provide the opportunity not only to support carers in the workplace, but to gather evidence of issues that face carers who are in employment.

- ✚ The development of future work on carers' issues and rights will inform the development of future work with a wider range of employers, organisations and services will show how their involvement has shaped this for carers of all ages in Cheshire east.

Measure of success – how will we know we've done it?

Cheshire East Council and NHS South and Eastern Clinical Commissioning Groups have a number of ways to tell whether the actions that they are taking and the services they are providing are actually supporting carers in the area.

Survey 2016

National Carers' Surveys happen every two years, and as most of the questions that they ask are the same each time, it gives the Council a chance to see which areas are improving, and areas which need attention and where more work is needed

In line with this, we will continue to ensure that we link with national publicity programmes to ensure that carers have the opportunity to receive information and advice about what is available to support them in their caring role

Measures through carer's assessments

A simple measure of the number of carers who are being reached through the Council is the number of carers' assessments which are being carried out. If these are increasing year on year or reducing, this will give a basic measure of the number of carers we are directly supporting. With the new carers' assessment, it will also be possible to tell whether the support needs of carers are increasing or reducing over time, and whether overall wellbeing is improving or deteriorating.

Number of individual carers taking up commissioned services

By looking at the number of individual carers who contact or receive services from the organisations who provide them, the Council will also be able to get a better picture of the overall number of carers who are being supported in Cheshire East.

Outcomes measures from commissioned services

It is important that we not only reach out to carers, but that the services are achieving positive outcomes for them. Every organisation that provides carer services commissioned by Cheshire East Council measures the outcomes that it is achieving. Some of the outcomes from existing services are:

- Improving carers' health
- Greater uptake of carer registration with GP

- Carers are enabled to carry out day-to-day tasks – e.g. shop, cook, and garden more effectively
- Carers feel calmer and more able to deal with the pressures of their role
- Carers are more confident, feel safe, and are able to forward plan
- Carers have a better balance between caring and a life of their own, with increased social activity and breaks
- Carers feel more supported, and are able to access networks and appropriate professionals
- Carers are financially more secure and aware of benefits, employment and how to manage money.

DRAFT

Cheshire East Young Carers Strategy

Introduction

The impact of caring at a young age can be both positive and negative but should not be allowed to impact on a child or young person so much that they cannot 'be a child first'. The vision of those involved in developing this strategy is to identify and significantly reduce the numbers of young people undertaking inappropriate and harmful caring roles in Cheshire East.

This new strategy takes account the views of local young carers as well as the ideas which have been developed in supporting young carers and their families both nationally and locally. It builds on the "Strategy for Carers in Cheshire East 2011 – 2015" and compliments wider children's and youth work in the local authority, health providers and voluntary and community organisations.

Purpose

This strategy is aimed at those with responsibility and interest in supporting young carers and their families. It will also be of direct relevance to young carers and families themselves.

It is intended to provide a mechanism to address the gaps that exist in meeting the needs of young carers. To achieve this goal requires a strategic plan which, not only sets out the direction of travel, but defines the actions needed, the agencies responsible and includes measureable outcomes.

Agencies will work together to provide coherent and equitable support and services to young carers and those for whom they care. It is important to recognise both the value of the support that is offered by young carers' projects and also the need to develop support in mainstream services, all of which should be able to provide safe, quality support to those children who continue to be affected by any caring role within the family.

"After my friend had a young carer's assessment her worker discussed it with adult services. They could then see why it was important to put some home care in to help all the family"

What is a 'Young Carer'

Young carers are children and young people who help to look after a family member or friend who has an illness, a disability, or is affected by mental ill-health or substance misuse.

Young carers often take on practical and/or emotional caring responsibilities that would normally be expected of an adult. The tasks undertaken can vary according to the nature of the illness or disability, the level and frequency of need for care and the structure of the family as a whole.

A young carer may do some or all of the following:

- Practical tasks, such as cooking, housework and shopping.
- Physical care, such as lifting, helping a parent on stairs or with physiotherapy.
- Personal care, such as dressing, washing, helping with toileting needs.
- Managing the family budget, collecting benefits and prescriptions.
- Administering medication.
- Looking after or "parenting" younger siblings.
- Emotional support. 'worrying about, checking on, keeping an eye on'
- Interpreting, due to a hearing or speech impairment or because English is not the family's first language.

Some young carers may undertake high levels of care, whereas for others it may be frequent low levels of care. Either can impact heavily on a child or young person.

The term does not apply to the everyday and occasional help around the home that may often be expected of or given by children in families and is part of community and family cohesion.

A young carer becomes vulnerable when the level of care-giving and responsibility to the person in need of care becomes excessive or inappropriate for that child, risking impacting on his or her emotional or physical wellbeing or educational achievement and life chances.

Young Carers often may not think of themselves as carers and are not recognised as such by other people like friends, teachers, doctors and other family members.

Being a young carer can have detrimental effects on young people, including problems at school, health problems, emotional difficulties, isolation, lack of time for leisure, feeling different, pressure from keeping family problems a secret, problems with transition to adulthood, lack of recognition and feeling they are not being listened to.

More positively however Cheshire East Young Carers have told us that they also can feel proud, more self-confident, closer to the people they care for and valued by their family.

National Strategy & Legislative Context

The vision of the National Carers' Strategy for young carers is that: ***'Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods'***.

The National Strategy for Carers is underpinned by a range of national policy and guidance identifying young carers as a group of young people needing support and highlighting the important role of adult social care in ensuring that parents and families are supported and young people are not required to take on inappropriate caring roles. Of particular note is:

- Children Act 1989
- Carers (Recognition and Services) Act 1995
- Carers and Disabled Children Act 2000
- Carers (Equal Opportunities) Act 2004
- Children Act 2004
- Children in Need Section 47

The two pieces of legislation that will have the greatest influence on support for young people, especially those preparing for adulthood, are Part 3 of the **Children and Families Act 2014**, which focuses on Special Educational Needs and Disability and is due to be implemented in September 2014, and Part 1 of the **Care Act**, which focuses on the care and support of adults with care and support needs and is due to be implemented in April 2015.

Importantly, the Children and Families Act 2014 introduces a system of support which extends from birth to 25, while the Care Act deals with adult social care for anyone over the age of 18. This means there will be a group of young people aged 18-25 who will be entitled to support through both pieces of legislation. The two Acts also have the same emphasis on outcomes, personalisation, and the integration of services. It is therefore essential that the planning and implementation of both of these Acts is joined up at a local level.

The Children and Families Act includes a duty to assess a young carer if it appears they may have needs for support, or if they request an assessment. Young carers' needs assessments must have regard to the extent to which the young carer is participating in or wishes to participate in education, training or recreation, and the extent to which the young carer wishes to work.

The Care Act includes a duty to carry out a Young Carers' needs assessment where there is 'likely need' for support post-18 and when it is of 'significant benefit'.

Strategic Vision for Cheshire East

This Strategy should be considered within local operating frameworks. Those outlined below are of particular relevance.

Cheshire East - A Strategic Commissioning Authority

Cheshire East Council is adopting a new operating model that reflects recent Government policy and legislation to ensure that local needs, preferences and aspirations are met and that service providers are more accountable to local people. This transformation to become a strategic commissioning body will affect the way in which services are delivered so ensure they achieve the desired outcomes for local people. On this basis a 'Strategic Council' is one that is able to capture, leverage and disperse all available local funds and resources, in line with its strategic ambitions and goals for its local communities, as part of its 'place shaping' role. The Council will need to work closely with other local commissioners of public services (including Police, Clinical Commissioning Groups, Fire and Rescue Service, Ambulance Service and Probation Service, Town and Parish Councils) as well as with the voluntary and community sector.

Cheshire East Children's Trust

Cheshire East Children's Trust brings together all partners with a role in improving outcomes for children in order to agree plans and prioritise their services to improve children's well-being and to ensure services work closely together. The Trust has representation from across the economy of Children's Services incorporating schools, health, police, fire and voluntary sector as well as children & young people themselves and parents / carers.

The Trust operates a 'levels of need' model to ensure consistency of approach to understanding children, young people and family need and pathways to support and intervention.

The Trust produces a joint 3 year plan, known as the **Children and Young People's Plan**. The latest plan outlines three key priorities for action in Cheshire East responding to the needs of the children, young people and family populations:

- Develop and implement an integrated commissioning and delivery approach to improve the emotional health and well-being of children and young people.
- To reconfigure some services to focus more clearly on co-ordinated early intervention and prevention on a locality basis appropriate to need, whilst continuing to meet the needs of children & young people who have more complex needs and require specialist support.
- Ensure that all agencies collectively safeguard children young people and their families.

Early Help Strategy

To support and deliver on the Children's Trust priorities, the 'early help offer' has been put in place and was presented to the Children's Trust in September 2012 highlighting a number of principles which emphasised the required commitment from all agencies to take responsibility for fostering a shared culture that values:

- The identification and the taking of early help opportunities with families
- The contributions of all professional staff, volunteers and family members
- Positive challenge and holding each other to account for outcomes for families
- Working to overcome systematic barriers to achieving better outcomes
- Support time for shared learning and ensuring that what we do is based on good evidence.

These principals will only be successful by working in an integrated way with all agencies to make a real impact on improving outcomes for our children, young people and their families. The role of the Children's Trust is to implement this 'early help offer' whilst driving the starting well and living well aspects of the Health and Wellbeing strategy, therefore connecting the two to have the most impact.

What do our Children and Young People tell us?

The voice of children and young people is important to the Trust and a report was shared that brought together results from consultation and participation activity across our partners to share what's important to our children and young people. Children and young people want to;

1. Feel involved and supported by well promoted, accessible services with well skilled and knowledgeable professionals.
2. Have something to do/places to go that are relevant, appropriate to need, of benefit to them and distract from negative behaviour.
3. Engage through accessible/cool/up to date methods.
4. Know that agencies are joining up to understand and address need

Cheshire East Strategy for Carers 2011 – 2015

This strategy has been developed in partnership with carers, health services, local authority and voluntary sector organisations and identifies its joint vision "to support all carers to live

their lives on their own terms". It provides a framework to identify, develop and deliver the best possible services to meet the needs of carers in Cheshire East.

With specific regard to Young Carers, the strategy states:

"Cheshire East Council, Central and Eastern Cheshire Primary Care Trust (*now replaced by the relevant Clinical Commissioning Groups*) are committed to working with Children's Services staff and partners to ensure that the needs of children and their families across East Cheshire are met through this strategy to ensure that young carers *"are able to learn, achieve, develop friendships and enjoy positive, healthy childhoods just like other children."*

This Young Carers Strategy will complement and builds on this work.

Cheshire East Health & Wellbeing Board

The Health and Social Care Act 2012 provides a basic, common framework for Health and Wellbeing Boards (HWB's). HWB's form a statutory committee of each local authority and are responsible for crucial levers for change, such as the Joint Strategic Needs Assessment (JSNA) and the Joint Health and Wellbeing Strategy (JHWS) and are responsible for ensuring that commissioning plans are aligned - across health and local government.

The Joint Health and Wellbeing Strategy (JHWS) has been informed by the Joint Strategic Needs Assessment (JSNA) and the assessed needs for our Children and Young People through the Children's Trust. The HWB will be working with a wide range of partners from inside the council and externally – in housing, environment, education, employment, criminal justice and planning to improve the health and wellbeing of its population through the priorities identified within its JHWS. The JHWS has identified 3 priorities; Starting Well, Living Well and Ageing Well.

The Children's Trust have a direct role in driving the starting well and living well aspects of the Joint Health and Wellbeing Strategy and connecting it to the 'early help offer'.

Safeguarding

All professionals involved in working with young carers have a duty to keep children safe from harm and abuse. Organisations must work in partnership with others to identify and respond to any young carers who are suffering, or likely to suffer, significant harm and to protect them from this harm. Young Carers provision will be delivered having regard to the need to safeguard and promote the welfare of children and young people. The Cheshire East Local Safeguarding Children Board (LSCB) provides governance and guidance to services for children, young people and families.

Local Context

There are 83,400 people aged 0 - 19 years in Cheshire East (2011 Census)

There is no current figure for the true number of young carers in the borough. Young carers are only known to agencies when they or their families identify themselves and therefore the levels remain 'hidden'.

The 2011 census identified 2110 young carers aged 0 – 24 in Cheshire East. However the census was completed by parents only and did not take into account 'hidden carers' such as children living with parents with mental illness or substance misuse issues. This fear of stigma or involvement from statutory services is now recognised to lead to wide under-identification. Indeed national estimates/research suggests the numbers could be 4 times the 2001 census figure.

- ***This equates to at least 4000 young carers living in Cheshire East.***

What Cheshire East Young Carers have told us

In September / October 2012 two Cheshire Young Carers projects (Crossroads and Cheshire Young Carers) undertook consultation work with young carers who access their services.

Emerging themes from these discussions:

1. Youth Provision

"I need to be able to go somewhere where I feel supported and where the volunteers understand my situation"

2. Young adult carers

"When leaving Young Carers I felt like all my social life just disappeared and I don't get out much to see friends now."

"I felt that caring was the only thing I knew how to do well and so have chosen to do this as a career and I'm now unhappy."

3. Schools & education

86% stated that school were not aware they were young carers

This isn't true for CYC as all schools are aware of the young carers on the project

4. Professionals – mental health services & drug/alcohol services

"The CPN doesn't really talk to me but I'm the one who has to look after him"

5. **Awareness raising**

"We want to have recognition for the things we do in a more formal way so it's worth something out there"

6. **Technology / easily accessible support**

"We'd like to see more technology involved in services offer. It's quick and it's easy to access from our smart phones."

7. **Health, wellbeing, self-esteem, confidence & aspirations**

"I want someone to come with me and help me. I feel that I take these big steps alone. I don't want to burden my mum."

"I get stressed a lot at home and I have learnt how to manage stressful situations by using different breathing techniques. Some of the other young carers spoke about how they deal with stress and this has really helped me. If it works for them it can work for me."

What professionals have told us

Emerging themes from discussions with professionals working locally with Young Carers:

1. Only small numbers of young carers are currently being identified or assessed for support. The reasons for this include blurred boundaries of responsibility between adults and children's services; a lack of awareness among many professional groups of young carers' needs and concerns; young carers' own lack of awareness of their entitlements, and the young carer and their family's reluctance to seek formal help.
2. Identification of young carers within our communities is key: without true need being identified we are collectively unable to understand the scale of need. It is therefore important to ensure that practise is developed which will enable young carers to be identified and for families to feel safe and confident to ask for support.
3. Professionals working with a family should consider not just what the young carer does but why they do it and what physical and emotional impact it is having on their own life. The reasons why children undertake levels of care may be complex and to resolve them may require a multi-faceted response.
4. This is where **assessment** needs to be joined up and smarter asking what needs to change in order to prevent inappropriate caring or to significantly reduce the pressures.

Principles

The 2008 Children Society document "Young Carers, parents and their families – Key principles of practice" identifies six principles of practice. These link well to what young carers in Cheshire East have told us and are therefore suitable for adoption locally.

1. Children's welfare should be promoted and safeguarded by working towards the prevention of children undertaking inappropriate care of any family member
2. The key to change is the development of a whole family approach and for all agencies to work together, including children and adult services, to offer co-ordinated assessments and services to the child and the whole family
3. Young carers and their families are the experts on their own lives and as such must be fully involved in the development and the delivery of support services
4. Young Carers will have the same access to education and career choices as their peers
5. It is essential to continue to raise awareness of young carers and to support and influence change effectively. Work with young carers and their families must be monitored and evaluated regularly
6. Local young carer projects and other targeted services who work directly with young carers should be available to provide safe, quality support to those children who continue to be affected by any caring role within the family.

Implementing the Strategy – Priorities for Action

The action plan attached to this strategy comprises specific areas of work with their associated tasks and accountable agencies. These areas of work are based on the key principles combined with what young carers have told us as well as feedback from workers in the young carer projects.

1. Support young carers and their families in order to reduce the number of young people where caring is impacting negatively on their wellbeing
2. Awareness raising at all levels : for young carers and professionals
3. Promote early identification of young carers
4. Establish a working partnership between young carers projects and youth service
5. Further develop links with education providers and young carers projects

6. Develop clear pathways and use of a whole family, interagency approach to assessments and service delivery

Monitoring and Review

Cheshire East Children's Trust has overall responsibility for the outcomes for young carers and therefore there needs to be regular reporting to the Trust.

It is fundamental to ensure that there is regular monitoring of activity and therefore progress against the individual actions. This will be undertaken by the 'Young Carers Development Group' chaired by the Cheshire East Principal Manager, Early Help. This is a multi-agency forum which meets quarterly.

The work identified in the action plan will be evaluated on a rolling basis and updated as required. The full strategy will also be reviewed on an annual basis to ensure appropriateness, timeliness and viability.

Young Carers will continue to be consulted on their views which will also feed into this strategy.

Any changes to the strategy will be authorised by the group and forwarded via the governance arrangements as appropriate.

For further Information please contact:

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Early Help Project Worker

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Information on the Cheshire East Council web page relating to Young Carers is available at:

http://www.cheshireeast.gov.uk/education_and_learning/family_information_service/helpful_information/young_carers.aspx



Adult Carers

Appendix 1:

Carers Services Commissioned by Cheshire East Council 2014 – 2017

Organisation	Address	Who is the service for?	Service description
Alzheimer's Society	Springbank Centre Victoria Road Macclesfield Cheshire SK10 3LS Electra House Electra Way Crewe Business Park Crewe CW1 6GL	Adults with any type of dementia and their carers	Information and support through monthly dementia cafes, befriending service, advisers, and bulletins and per support groups.
Contact	Macclesfield Phone: 01625 503302 Email: east-cheshire@alzheimers.org.uk Crewe Phone: 01270 501901 Email: southcheshire@alzheimers.org.uk Web: http://www.alzheimers.org.uk		
Cheshire & Warrington Carers Centre	146 London Road Northwich Cheshire CW9 5HH	Carers who are aged over 18	Provide intensive support including carer breaks, carer training and information and advice for carers.
Contact	Freephone helpline: 0800 085 0307 Email: advice@cheshirecarerscentre.org.uk Web: http://www.carers.org/cheshire		
Crossroads Care – Cheshire, Manchester and Merseyside	Overton House West Street Congleton CW12 1JY	Carers who are aged over 18	Offers tailor made training sessions through community-based assessment, information, support and advocacy service for carers who are new to caring or who have not accessed any support before.
Contact	Phone: 01260 292850 Email: cheshireeast@carerstrust4all.org.uk Web address: http://www.carerstrust4all.org.uk		
Greater Merseyside Connexions Partnership	Head Office Strand House 21 Strand Street Liverpool L1 8LT	Carers who are aged over 18	Provide information, advice and support to carers on employment, training and volunteering and supported work experience placements.
Contact	Phone: 07791333241		

	Email: nicola.holyoak@connexionslive.com Web: http://www.connexionslive.com		
Making Space	Waterside House Navigation Road Northwich Cheshire CW8 1BE	Carers who are aged over 18	Carry out carers' assessments for people who care for someone with a mental health condition.
Contact	Phone: 01606 786710 E-mail: jane.reeves@makingspace.co.uk Web: http://www.makingspace.co.uk		
Neuromuscular Centre (NMC)	Woodford Lane West Winsford Cheshire CW7 4EH	People 18 and over with Neuromuscular conditions and their families / carers	Provide regular breaks for carers through activities such as gardening and DIY, alternative therapy and carer counselling sessions
Contact	Phone: 01606 860911 Email: matthew.lanham@nmcentre.com Web: http://www.nmcentre.com/		
Peaks and Plains Housing Trust	Ropewalks Newton street Macclesfield SK11 6QJ	All carers	Provide an Alert Card for Emergencies (ACE) scheme where an emergency plan is agreed and an emergency contact number is given.
Contact	Phone: 01625 428433 Email: trust@peaksplains.org Web: http://trustlink.peaksplains.org		

Appendix 2: Joint Carers Equality Impact Assessment

Equality impact assessment is a requirement for all strategies, plans, functions, policies, procedures and services under the Equalities Act 2010. We are also required to publish assessments so that we can demonstrate how we have considered the impact of proposals.

Section 1: Description

Departments	<ol style="list-style-type: none"> 1. CEC- Adult Social care and Independent Living Individual Commissioning 2. CEC- Children and families service 3. Eastern Cheshire CCG 4. South Cheshire CCG 		Lead officer responsible for assessment	<ul style="list-style-type: none"> • Pete Gosling CEC • Jim Leyland CEC • Jacki Wilkes Eastern Cheshire CCG • Fiona Field South Cheshire CCG • Brenda Smith CEC-Director of Adult Social care and Independent Living • Tony Crane CEC– Director of Children and families services 		
Services	CEC- Adult Social Care CEC- Children and families service Eastern Cheshire CCG South Cheshire CCG		Other members of team undertaking assessment	<ul style="list-style-type: none"> • Ann Riley Corporate Commissioning manager • Rob Walker Commissioning manager • Nicola Phillips Service manager Adult social care • John Turton South Cheshire CCG 		
Date	19 th February 2015		Version 1			
Type of document (mark as appropriate)	Strategy	Plan	Function	Policy	Procedure	Service
Is this a new/existing/revision of an existing document (mark as appropriate)	New		Existing		Revision	

<p>Title and subject of the impact assessment (include a brief description of the aims, outcomes , operational issues as appropriate and how it fits in with the wider aims of the organisation)</p> <p>Please attach a copy of the strategy/plan/function/policy/procedure/service</p>	<p>'Caring for Carers' A Joint Strategy for Carers in Cheshire East 2015 – 2018</p> <p>This document sets out our commitment to support and help people in their caring role. The impact upon those who act as carers for others can be huge. Based on what carers have told us, we have set out priorities for how we will support them</p> <p>The overall aim is to ensure that unpaid carers of all ages are recognised and valued as being fundamental to strong families and stable communities. In addition that carers are provided with opportunities to have their voices heard, be respected for the role they play and, through support, are able to live healthy, fulfilling and enjoyable lives</p>
<p>Who are the main stakeholders? (eg general public, employees, Councillors, partners, specific audiences)</p>	<ul style="list-style-type: none"> • Adult unpaid Carers, Young and parent carers • Customers of Adult Social care services and their carers <p><u>Stakeholders</u></p> <ul style="list-style-type: none"> • Portfolio Holder Adult Services. • Members. • Adult Services Senior Management Team. • SMART/OT Team • Resource Managers, Care4CE. • NHS South and NHS Eastern Clinical Commissioning Groups • Local GP

Section 2: Initial screening

<p>Who is affected? (This may or may not include the stakeholders listed above)</p>	<ul style="list-style-type: none"> • Adult unpaid Carers, Young and parent carers • Customers of Adult Social care services and their carers <p><u>Stakeholders</u></p> <ul style="list-style-type: none"> • Portfolio Holder Adult Services. • Members. • Adult Services Senior Management Team. • SMART/OT Team • Resource Managers, Care4CE. • NHS South and NHS Eastern Clinical Commissioning Groups • Local GP
<p>Who is intended to benefit and</p>	<p>1. Adult Unpaid Carers</p>

how?	2. Customers of Adult Social care services 3. Young and parent carers Each Individuals benefit will be different										
Could there be a different impact or outcome for some groups?	1. Adult Unpaid Carers 2. Customers of Adult Social care services 3. Young and parent carers Each Individuals outcome will be different										
Does it include making decisions based on individual characteristics, needs or circumstances?	Yes										
Are relations between different groups or communities likely to be affected? (eg will it favour one particular group or deny opportunities for others?)	No as All Adult Unpaid Carers will be assessed individually and options for potential support, design and implementation will be consulted on individually or in specific Carers groups										
Is there any specific targeted action to promote equality? Is there a history of unequal outcomes (do you have enough evidence to prove otherwise)?	No as All Adult Unpaid Carers will be assessed individually and options for potential support, design and implementation will be consulted on individually or in specific Carers groups. Where specific characteristics apply this will be met through targeted interventions and engagement										
Is there an actual or potential negative impact on these specific characteristics? (Please tick)											
Age		N	Marriage & civil partnership		N	Religion & belief		N	Carers		N
Disability		N	Pregnancy & maternity		N	Sex		N	Socio-economic status		N
Gender reassignment		N	Race		N	Sexual orientation		N			
What evidence do you have to support your findings? (quantitative and qualitative) Please provide additional information that you wish to include as appendices to this document, i.e., graphs, tables, charts										Consultation/involvement carried out	
										Yes	No
Age			No perceived impact on this group								

Disability	No perceived impact on this group			
Gender reassignment	No perceived impact on this group			
Marriage & civil partnership	No perceived impact on this group			
Pregnancy & maternity	No perceived impact on this group			
Race	No perceived impact on this group			
Religion & belief	No perceived impact on this group			
Sex	No perceived impact on this group			
Sexual orientation	No perceived impact on this group			
Carers	Included within the Strategy Demographics			
Socio-economic status	No perceived impact on this group			
Proceed to full impact assessment? (Please tick)	Yes	No	Date	

If yes, please proceed to Section 3. If no, please publish the initial screening as part of the suite of documents relating to this issue

Section 3: Identifying impacts and evidence


This section identifies if there are impacts on equality, diversity and cohesion, what evidence there is to support the conclusion and what further action is needed

Protected characteristics	Is the policy (function etc....) likely to have an adverse impact on any of the groups? Please include evidence (qualitative & quantitative) and consultations	Are there any positive impacts of the policy (function etc....) on any of the groups? Please include evidence (qualitative & quantitative) and consultations	Please rate the impact taking into account any measures already in place to reduce the impacts identified High: Significant potential impact; history of complaints; no mitigating measures in place; need for consultation Medium: Some potential impact; some mitigating measures in place, lack of evidence to show effectiveness of measures Low: Little/no identified impacts; heavily legislation-led; limited public facing aspect	Further action (only an outline needs to be included here. A full action plan can be included at Section 4)
Age	See carers section	See carers section	See carers section	See carers section
Disability	See carers section	See carers section	See carers section	See carers section
Gender reassignment	See carers section	See carers section	See carers section	See carers section
Marriage & civil partnership	See carers section	See carers section	See carers section	See carers section
Pregnancy and maternity	See carers section	See carers section	See carers section	See carers section
Race	See carers section	See carers section	See carers section	See carers section
Religion & belief	See carers section	See carers section	See carers section	See carers section
Sex	See carers section	See carers section	See carers section	See carers section
Sexual orientation	See carers section	See carers section	See carers section	See carers section
Carers	No as this is a positive revision of	Yes as the implementation of	Low: Little/no identified	3 Year Delivery Plan

	<p>the previous National Carers Policy. The procedure applies from 1st April 2015 and outlines the national eligibility criteria detailed in the care and support (eligibility criteria) regulations 2014 and section 13 of the Care Act 2014.</p> <p>Additional policy revision has been completed for young carers and parent carers through the Transition Policy relating to requirements under the care Act and Children and families Act 2014</p>	<p>the Care Act 2014 and Children and families Act 2014 will change the status of carers and equity with the person they care for through the Assessment of need, support planning and access to community and support services which are person centred</p>	<p>impacts; heavily legislation-led; limited public facing aspect</p>	
Socio-economics				
<p>Is this project due to be carried out wholly or partly by contractors? If yes, please indicate how you have ensured that the partner organisation complies with equality legislation (e.g. tendering, awards process, contract, monitoring and performance measures) Some delivery will be undertaken by Commissioned providers but Cheshire East Council CPR (Contracting and Procurement Regulations) a statutory duty to ensure that any procurement represents the most cost effective, best value for money solution. The vast majority of expenditure is covered by formal contractual arrangements for which invitations to tender are publicly advertised.</p>				

Section 4: Review and conclusion

Summary: provide a brief overview including impact, changes, improvement, any gaps in evidence and additional data that is needed			
Specific actions to be taken to reduce, justify or remove any adverse impacts	How will this be monitored?	Officer responsible	Target date
1. Each carer will be offered an assessment of need and support needs identified and support plans completed	<ul style="list-style-type: none"> SMART Team /Occupational Therapist 	SMART Team Manager/Nicola Phillips Service manager	31.03.2016
2. Identification of providers of services with local community settings, contracted out	<ul style="list-style-type: none"> CEC Strategic Commissioning, Contracts and 	Rob Walker/Kate Phillips	31.03.2016

services across Health and Social care	Quality Assurance <ul style="list-style-type: none"> CCG Carers lead Officers 	Commissioning managers, Alison Kime South Cheshire CCG, Rachel Wood Eastern Cheshire CCG, Damian Lally Contracts Manager CEC Lana Davidson Eastern Cheshire CCG CEC Procurement Team	
Please provide details and link to full action plan for actions	Carers Joint Strategy Delivery plan		
When will this assessment be reviewed?	31.03.2016		
Are there any additional assessments that need to be undertaken in relation to this assessment?	No		
Lead officer signoff			
Jacki Wilkes Eastern Cheshire CCG as Joint Commissioning JCLT Lead for carers			Date 12/3/15
Head of service signoff			Date
Brenda Smith CEC			

Tony Crane CEC		
Fiona Field South Cheshire CCG		

Please publish this completed EIA form on your website

DRAFT