



## Cheshire East Council

### Integrated Carers' Hub

8<sup>th</sup> March 2018

Nichola Glover-Edge  
Director of Commissioning

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## Cheshire East Council

### Current Picture of Carers Services in Cheshire East

- Multiple Providers and multiple contracts
- No integration
- No single point of access
- Separate contract for Young Carers
- Service led rather than Carer led
- Historic and traditional models of delivery

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## Cheshire East Council

### Commissioning Question

*“How can Cheshire East Council commission improved services for Carers that enable Carers to sustain their caring role and improve outcomes for Carers and their families; whilst offering a personalised approach and value for money?”*

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### Engagement and Co-production

- Carers Strategy
- Adult Carers Survey 16/17
- JSNA Work, including survey and focus groups
- October Engagement Event
  - Setting the scene/Purpose for a Carers Hub
  - Joint Carers and Market Event
  - Carers Living Well Fund developments
- November Events
  - Market Event
  - Carers Event

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### What Carers Told Us About Current Arrangements;

- Fragmentation of services
- Multiple phone calls to get to right service, no-one has the full picture of what support is available to carers
- Referrals and signposting to other services is inconsistent
- There is duplication of commissioned services– some things are being done by a few agencies and it could be done better and more cost-effectively
- There is a lack of information and guidance out there that is readily accessible
- Communication is key and information needs to be available in a range of formats not just digital

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### What Carers Told Us About How To Improve Services;

- Space to talk is important
- Peer support is valued, alongside groups and drop ins
- Want to tell our story only once not to lots of professionals
- Need for a One-Stop Shop physical and mobile base
- Outreach services are needed Carers can't always get out
- Personalised service needed – everyone's situation is different
- Carer breaks are important
- Timely response to need is key

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**Led to the following Vision;**

Our vision for a Cheshire East Integrated Carers Hub is for a high quality, effective, single point of access offering a range of diverse services to meet the needs of Carers that offer best value.

The service will focus on early intervention and prevention for adult and young Carers, while empowering people to achieve improved life chances, health and wellbeing outcomes.

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**Commissioning Model**

- Co-production approach
- Close Partnership work with CCGs, Social Care Colleagues and key stakeholders
- Co-produced development of Hub and Spoke model for future services
- 2 year contract with options to extend (plus 1 plus 1)
- Outcomes based approach aligned to BCF
- Co-produced Service Specification
- Fully Compliant OJEU Procurement Process
- Carers involved in selection process
- Preferred provider identified

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**Contract award**

- Awarded the Integrated Carers Hub contract to the successful bidder, N-Compass North West
- Key reasons for Award
  - ranked highest for overall score for price and quality
  - bid offered value for money, with more investment in direct delivery of Carers support services and the Living Well Fund
  - bid demonstrated experience and ability to successfully develop a Carers Hub Model in Cheshire East
  - bid was particularly strong on their proposed approach to the development of a Hub and Spoke model while remaining Carer led and ensuring the voice of Carers is embedded

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