

Appendix A: Recommissioning of Adult Carers' Support Services Background / detail on the proposal.

PROJECT BACKGROUND:

Bristol City Council has a statutory duty to offer carers assessments to people in the city who support family members on an unpaid basis, and to offer them sufficient support to continue to meet their caring duties. There has been an increase in demand for carers support over the last seven years since the introduction of the Care Act (2014), and through the 2020 Covid Pandemic; and this is expected to continue to rise.

'A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support' (Carers Trust)

The council commissions a range of formal and informal Carers services delivered across the city, detailed in the table below:

	Current contracts / Service Agreements (all commenced in 2014)	Provider	Contract extension end date
1	Carers' Advice, Support & Information Services	The Carers' Support Centre	30/06/22
2	Parent carers Advice & Support services	The Carers' Support Centre	30/06/22
3	Information, Advice & Support for Chinese Carers	Bristol and Avon Chinese Women's Group	30/06/22
4	Information, Advice & Support for Black (African-Caribbean) Carers	Bristol Black Carers	30/06/22

Carers are the largest providers of care and support in each area of the UK. The economic value of the contribution they make is £119bn per year. In Bristol there are over 40,100 carers in Bristol (all ages; 2011 Census), which is just under 1 in 10 of the population (9.4%). This is growing as the population rises.

As well as the direct care and support that carers provide to loved ones, is important to recognise the contribution that carers make in reducing admissions to hospital care, reduce costs of delays in transfers of care and reduce overall spending on care. Commissioning well for carers can reduce the need to access primary care as a result of their caring role.

There have been significant changes in legislation over the past few years that have impacted on these services:

- ❖ Additional statutory requirements introduced in the Care Act 2014
- ❖ Children and Families Act 2014 (England)
- ❖ Employment Rights Act 1996 (UK wide)
- ❖ The Equality Act 2010

Historically, Carers' support services have been commissioned separately; the impact of this is the risk of duplication of services, gaps in services for service users and their families and inconsistent contract monitoring between related services. This leaves the potential for

Appendix A

double funding and gaps in provision which leave carers, and those they care for, without the appropriate support. The aim is to prevent this by recommissioning the carers' support services together.

The Carers services that are currently commissioned within Bristol City Council across Adult Health & Social Care and Children & Young People's Services are delivered by the Voluntary and Community Sector (VCS). Competing priorities within strategic commissioning have meant that the recommissioning of several of these services was not undertaken within the contract period. The contracts for the Adult carer support services have therefore been extended past their contract end date (via a breach arrangement) to 30th June 2022.

PROJECT OBJECTIVES:

- ❖ Analyse existing provision of adult carers services in Bristol.
- ❖ Commission effective services, streamlined with single point of access so that citizens know where to go and the right people receive the right service (e.g. people are enabled to help themselves wherever they can and there is direct support for those who need it)
- ❖ Design a whole-system approach to carers support.
- ❖ Devise a model for carers in line with the current four strategic priorities and the recommissioning action plan (in development August 2021) principles. This will include equity of access for carers and response to the impact of the Covid Pandemic (2020/21)
- ❖ Create closer longer-term/strategic partnerships working within the new Integrated Care Service and six Integrated Care Partnerships for BNSSG (formal from April 2022).
- ❖ Commission carers services in line with Public Procurement Regulations 2015.
- ❖ Map engagement with service users, providers and practitioners throughout the commissioning cycle.
- ❖ Meet statutory duties.
- ❖ Secure the best use of resources and securing value for money.

PROJECT SCOPE:

In scope for this recommissioning exercise

- ✓ BCC commissioned Adult carers support services
- ✓ Parent carers support services
- ✓ CCG carers support services into health environments (e.g. hospitals)

Out of scope for this recommissioning exercise

- BCC Integrated Carers Team
- Rethink – mental health carers' support
- Community Links
- Respite services
- Time for You
- Shared Lives

RELEVANT MAYOR'S VISION PRIORITIES AND OTHER STRATEGIES

One City Plan

Our vision. By 2050:

Our citizens will thrive in a city that supports their physical health and mental health equally, with children growing up free of adverse childhood experiences having had the best start in life and support through their life.

Appendix A

Our strong communities will be formed of resilient and independent people. Our people will live healthier for longer and live happier lives in Bristol.

Integrated health and social care will seamlessly meet the ever-changing needs of our communities. We will focus on early help and prevention; our interventions will be tailored and person-centred.

As a result, the gap of life expectancy levels between the most deprived areas and the most affluent areas of Bristol will be reduced significantly.

In 2021, the three key priorities for Health and Wellbeing are:

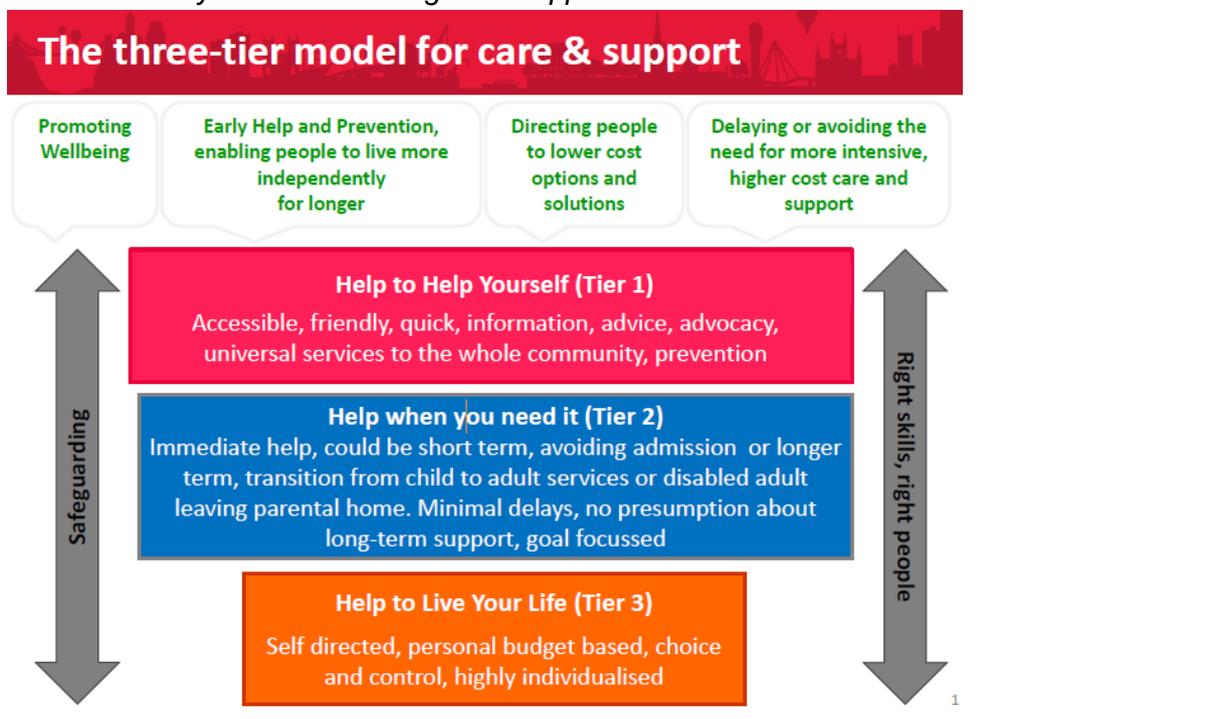
1. COVID-19 vaccination uptake will be maximised in groups most impacted by and already experiencing inequalities in health.

The 2021-2025 Carers Strategic priorities:

1. Early identification, recognition, respecting and valuing of children, young people and adults who are in caring roles.
2. Proactive assessment or understanding of the needs of children, young people and adults who are in caring roles. Their own needs for a life outside caring are fully understood, which includes cultural needs, education, employment, health, social and care needs.
3. All carers in Bristol can access the most appropriate information, advice and support at the time they need it, for themselves and the person they care for.
4. All children, young people and adults who are in caring roles have opportunities to influence policy making, service planning and current services, through a strong independent voice.

Adults Social Care Strategic Plan 2016-2020 & Three Tier Model

People can get the right help at the right time to promote independence and to prevent, reduce or delay the need for long-term support.



The Care Act 2014 set out national eligibility criteria for both carers and the person being cared for. There is a national minimum threshold and if a carer or the person being cared for

meets this threshold, they will have eligible needs.

The Care Act gives carers equal status to the people they are caring for and carers are entitled to an assessment. This is regardless of whether the person they are providing care for has eligible needs or is receiving a service funded by the local authority.

Bristol City Council (BCC) has a statutory duty to assess the needs of carers, where a carer appears to have needs, this matches the rights to an assessment of the person being cared for. A carer will be entitled to support if they meet the national eligibility criteria. Local authorities are allowed to arrange for other organisations such as charities or private companies to carry out assessments.

Local authorities also have the option of meeting needs that fall below the national minimum threshold.

Carers and prevention

Carers play a significant role in preventing the needs for care and support for the people they care for, which is why it is important that local authorities consider preventing carers from developing needs for care and support themselves. There may be specific interventions for carers that prevent, reduce or delay the need for carers' support. These interventions may differ from those for people without caring responsibilities. Examples of services, facilities or resources that could contribute to preventing, delaying or reducing the needs of carers may include but is not limited to those which help carers to:

- ❖ Care effectively and safely – both for themselves and the person they are supporting, for example, timely interventions or advice on moving and handling safely or avoiding falls in the home, or training for carers to feel confident performing basic care tasks
- ❖ Look after their own physical and mental health and wellbeing, including developing coping mechanisms.
- ❖ Make use of IT and other technology.
- ❖ Make choices about their own lives, for example managing their caring role and paid employment.
- ❖ Find support and services available in their area.
- ❖ Access the advice, information and support they need including information and advice on welfare benefits and other financial information and about entitlement to carers' assessments.

As with the people they care for, the duty to prevent carers from developing needs for support is distinct from the duty to meet their eligible needs. While a person's eligible needs may be met through universal preventative services, this will be an individual response following a needs or carers assessment. Local authorities cannot fulfil their universal prevention duty in relation to carers simply by meeting eligible needs, and nor would universal preventative services always be an appropriate way of for meeting carers' eligible needs.

The proposal is to produce a commissioning timeline that sees a full commissioning process that aligns with CCG timescales. This timeline will ensure that new services in place by 1st July 2022.