

<b>7 September 2017</b>		<b>ITEM: 10</b>
<b>Health and Wellbeing Overview and Scrutiny Committee</b>		
<b>Carers Support, Information and Advice Service</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Key	
<b>Report of:</b> Catherine Wilson: Strategic Lead – Commissioning and Procurement		
<b>Accountable Assistant Director:</b> Les Billingham – Assistant Director, Adult Social care and Communities		
<b>Accountable Director:</b> Roger Harris – Corporate Director of Adults, Housing and Health		
<b>This report is Public</b>		

### **Executive Summary**

The purpose of this report is to ensure that the Health and Well Being Overview and Scrutiny Committee are fully updated regarding the procurement of a Carers Support, Information and Advice service.

A report was presented to HOSC on the 15 September 2016 outlining the intention to tender the Carers Support, Information and Advice Service. This procurement was delayed to allow further discussion with the existing provider and to give more time to review the specification. The contract was extended for a further year with CARIADS (Thurrock Mind) ensuring continuity of the service.

All issues have now been resolved and a new draft specification for the service designed – this will be circulated separately to members. The provider will be asked to deliver increased capacity within the same financial envelope; in addition the specification now includes first line, initial carer’s assessments. This development to the specification will improve and hopefully increase the Council’s number of carers assessments/reviews compared with national and regional averages. Currently Thurrock deliver approximately 300 assessments per 100,000 population compared to a national average of 885 per 100,000 population – so we are some way below comparable authorities. It is common practice elsewhere for such assessments to be carried out by a Carer’s Support Service.

The specification also looks to introduce a ‘Carers Emergency Scheme’. The successful provider will support carers to complete an emergency plan which considers the support required for the cared for person if the carer was unable to support them due to an emergency or unplanned situation. It would work by a unique identifier being logged with the Council. The Carer will carry this information with

them and any agency e.g. police, ambulance service etc. will be able to activate the emergency plan by giving this unique reference number.

The procurement will deliver a Carers Support, Information and Advice Service for Carers aged 18 and over ensuring that the Council is fully compliant with Local Authority responsibilities outlined within the Care Act 2014.

The new contract will be delivered within the existing financial envelop.

## **1. Recommendation(s)**

**1.1 For the Health and Wellbeing Overview and Scrutiny Committee to comment on the draft specification for the provision of the carers support, information and advice service.**

**1.2 For the Health and Wellbeing Overview and Scrutiny Committee to note that the procurement will commence on the 18 September 2017.**

## **2. Introduction and Background**

2.1 The current provision for Carers Support, Information and Advice is now due to expire in April 2018. The service is required to meet the needs of Carers and ensure the council continues to meet legislative requirements under the Care Act 2014.

2.2 Thurrock Council Adult Social Care Directorate has a statutory duty to facilitate the provision of a Carers Support, Information and Advice Service for carers aged 18 and over. The Care Act 2014 defines a 'carer' as an adult who provides or intends to provide care for another adult needing care.

2.3 The 2011 national census for England, Wales and Northern Ireland concludes a significant increase in the number of carers since the last census.

- The number rose from 5.22 million in 2001 to 6 million in 2011. This is an increase of 629,000 over the 10 year period.
- Of these, 2.2 million people are undertaking caring responsibilities in excess of 20 hours a week and 4 million in excess of 50 hours a week.
- It is anticipated that the number of carers are likely to increase in the future as people are living longer and with more complex needs.
- The age profile shows the peak age for caring is 50 to 59 and that 1 in 5 people in this age group (1.5 million across the UK) are providing some unpaid care.

2.4 The census showed that in Thurrock;

- 26% of those identifying as caring provided more than 50 hours of care per week. This is higher than regional (23%) and national averages (22%)
- 94% of those who identified as caring stated that it had either a big or some impact on their day to day life and a third (34%) said that their health had deteriorated in the last 6 months.

- 2.5 Thurrock Council currently commissions Thurrock Mind to provide a Carers Support, Information and Advice Service (CARIADs) for Carers aged 18 and over.
- 2.6 In 2016/17, 306 Carers were actively supported by our Carers Service. In addition, nearly 1800 people have chosen to remain in contact with the service in other ways e.g. by receiving a newsletter etc.
- 2.7 Over 60% of the carers identified during 2016/17 were unknown to the council and were primarily providing support for older people or people with a long term illness. The majority of Carers were aged 51-64 and resided in the Grays area of Thurrock. As such, the specification has been strengthened to ensure equitability across all parts of the borough
- 2.8 The current contract value is £117,118 per annum and is commissioned to provide:
- Support: support groups, counselling services for carers, ad-hoc therapeutic and health promoting activities, carer training and early identification
  - Information and Advice: Telephone and drop in services, newsletter, carers week and carers rights events, maintain carers support directory and carers support pack, provide input to council web-based information
  - Appropriate staffing to support the delivery of the service
- 2.9 In addition to the above the new specification now requires the introduction of low level assessments and a Carers emergency scheme.
- 2.10 The proposed timetable for procurement is detailed below.

KEY EVENT	DATE
ITT Publication	18 September 2017
Deadline for clarification requests	12 October 2017
Closing date for tender submissions	19 October 2017
Interviews	W/C 30 October 2017
Notification of result evaluation	6 November 2017
Standstill period	7 – 16 November 2017
Expected date of award of contract	17 November 2017
Contract Commencement	1 April 2018

### 3. Issues, Options and Analysis of Options

- 3.1 The additional time has afforded the Commissioner the opportunity to extend the review of the current provision, it is clear that whilst, as before, the Local Authority will not delegate its statutory duties an addition to the specification to deliver low level assessments is key. This is one mechanism within the specification that strengthens the requirement to proactively identify unknown carers.

3.2 Current provision of carers support, information and advice has been reviewed to ensure it meets the current and future needs of carers in Thurrock and our responsibilities under the Care Act 2014.

3.3 As part of the review, three options were identified and presented to Officers for Adult, Housing and Health.

1. **To remain the same** - Continue to commission the service as set out in the current specification at the current price (£117k per annum)
2. **To Increase the capacity** - Continue to commission the service at the same price (£117k per annum) but increase the capacity to meet the identified growth in future carers. Ensure equitability across the borough of access to the service and introduce low level assessments.
3. **To fully delegate our responsibilities** - Devolve most functions including assessments and budget allocation (excluding safeguarding and charging) to the new provider.

#### **4. Reasons for Recommendation**

4.1 All three options were reviewed. The **preferred option is number 2 – To increase capacity for the same contract price.**

4.2 Option 1 no longer meets Thurrock Council's new responsibilities under the Care Act or our identified areas for improvement.

4.3 Option 3 could increase cost at a time of austerity. There is a risk that devolving the budget and thereby control, could result in larger care support packages and increased cost. There would also be an additional cost to the organisation carrying out these functions.

#### **5. Consultation (including Overview and Scrutiny, if applicable)**

5.1 A questionnaire is being sent to all current service users to ensure they are involved and able to shape future service design as any comments will be added to the final specification; the attached specification is in draft form for your information. Verbal feedback regarding the results of the Thurrock Carer's questionnaire will be available at HOSC. In addition the Council will specifically request that the service is able to deliver low level carers assessments and that a Carers Emergency Scheme as described above is developed, this is in line with other carers services nationally.

#### **6. Impact on corporate policies, priorities, performance and community impact**

6.1 The tender of a Carers Support, Information and Advice service primarily meets the priority 'To improve health and well-being'. By commissioning this service, we will continue to ensure that the needs of carers are met.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Jo Freeman**  
**Management Accountant**

As the service will be re-tendered within the current financial envelope there will be no financial implications.

### **7.2 Legal**

Implications verified by: **Lindsey Marks**  
**Principal Solicitor for Safeguarding**

This contract supports to council to deliver its responsibilities under the Care Act 2014

### **7.3 Diversity and Equality**

Implications verified by: **Natalie Warren**  
**Community Development and Equalities Manager**

The purpose of this tender is to increase the identification and access of carers to support, information and advice. The results of the current survey will inform an equality impact assessment that will support the tender and development of the service

### **7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)**

N/A

## **8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):**

N/A

## **9. Appendices to the report**

Appendix 1 - Performance Schedule

Appendix 2 - Carers Information Advice and Support Service Specification  
(To be tabled)

**Report Author:**

Catherine Wilson

Strategic Lead, Commissioning and Procurement

Adult Social Care