

Report to: Partnerships Scrutiny Committee

Date of Meeting: 22nd June 2017

Lead Member / Officer: Lead Member for Well-being and Independence
Head of Community Support Services

Report Author: Commissioning Officer for Carers Services

Title: Progress Report - Denbighshire Carers Strategy 2016–19

1. What is the report about?

The report provides members with an update on the implementation of the Denbighshire Carers Strategy [Appendix 1] which was received for information by Scrutiny in January 2017. The Strategy was developed during 2016 by the multi-agency Denbighshire Carers Strategy Group. The Strategy sets out how the Denbighshire Carers Strategy Group will continue to work together to further develop support to Carers in Denbighshire in a way that addresses the local needs of Carers, within the context of new legislation and demographic changes.

2. What is the reason for making this report?

To provide information regarding progress on the development of the Strategy. The Strategy is under-pinned by new legislation, specifically the Social Services & Well Being (Wales) Act 2014 (SSWBA) and the Well Being of Future Generations (Wales) Act 2015.

The new SSWBA requires a change in culture that provides a greater focus on promoting resilience, independence, self-care and community support. It recognises that Carers themselves have a preventative role, and gives them equivalent rights to other citizens in order to support and maintain this role in respect of the care and support of others. In progressing the requirements of the SSWBA, it has been important to include the support needs of Carers in the development of Denbighshire's new asset based approach to assessing and meeting needs, as opposed to doing this in isolation.

Progress against the Strategy is documented in a Strategy Action Plan [Appendix 2] which captures actions for strategic and third sector partners to develop support for Carers in Denbighshire, and ensure compliance with new statutory legislation.

3. What are the Recommendations?

- 3.1 That scrutiny members consider the report and provide comments as appropriate in relation to how partners in Denbighshire are continuing to work together to further develop support to Carers in Denbighshire, within the context of increasing demand, new legislation and demographic changes.
- 3.2 That scrutiny members continue to support and promote the achievements of the Strategy in order for Denbighshire Community Support Service (CSS) to meet its

statutory obligations in regard to Carers, in partnership with statutory and third sector partners.

- 3.3 That the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 3) as part of its consideration.

4. Report details

- 4.1 The Strategy Action Plan is mapped against the outcomes for citizens in the SSWBA and places a focus on compliance with the Act. It is also mapped against Betsi Cadwaladr University Health Board (BCUHB) Key Priorities for Central region. The Action Plan has been updated (see Appendix 2), however, the following provides more detail of the broader development areas:
- 4.2 Denbighshire 'Talking Points', a Denbighshire CSS initiative in response to the Act, is helping to ensure that Denbighshire communities are 'carer aware'. They are currently located in eight communities across the County, and provide citizens with information and advice ranging from local/community based support to specialist and statutory assistance. Talking Points are supported by social care staff and third sector organisations - primarily Community Navigators commissioned by the authority, North East Wales Carers Information Service (NEWCIS), Alzheimer's and Hafal. There is good evidence of joint working at the Talking Points to proactively identify Carers and engage them in What Matters conversations. Carers can also make an appointment at Talking Points for a more in depth assessment of their needs.
- 4.3 The development of the DEWIS Information Portal has also been key to providing greater access to information for citizens, including Carers, and includes a specific domain entitled "Looking After Someone". Locally, work has been done with third sector partners, in particular those who are funded by the local authority, to ensure that details of their services are entered onto the website.
- 4.4 Carers Week 12 – 18 June 2017 will be promoted across all Talking Points in Denbighshire to increase the awareness of Carers in our communities and to provide appropriate information, advice and assistance.
- 4.5 Denbighshire CSS's new asset based approach to assessing need is applied equally to Carers as to all other citizens, and Information Advice and Assistance (IAA) is provided irrespective of the level of care provided. Carers are now engaged in conversations about What Matters to them and how they can be supported to achieve their out well-being outcomes.
- 4.6 The Single Point of Access (SPoA) has been a key development to provide citizens with Information, Advice & Assistance including Carers. SPoA staff have been up-skilled to actively identify Carers with the support of a Carers Champion based in SPoA, and a triage system developed to ensure that a proportionate approach is taken to provide Carers with the appropriate level of support. Work is ongoing across the service to ensure that the level of conversation is proportionate to an individual's support needs.

- 4.7 Operational staff have undergone training on the new Act which has included a focus on the enhanced rights of Carers.
- 4.8 The Act places a significant focus on the use of support budgets (direct payments) to give individuals greater choice and control over the support they need. 'One off' grants (a form of support budget) have been available to Carers in Denbighshire for many years, however, work is ongoing to consider how the provision of support budgets can be developed further to enable well-being outcomes to be achieved through different ways of working. A Support Budget Project Team and a number of Task & Finish Groups have been established to enable staff to feel confident in incorporating support budgets into the support planning processes. (This work is linked to the Regional Direct Payments and Disabled Facilities Grant work.) One area of development has been a more flexible short break service provided by Crossroads North Wales that enables Carers to bank hours over a two month period if they so wish.
- 4.9 Denbighshire is committed to working in partnership with the third sector to support Carers, (including NEWCIS, Alzheimers, Hafal and Mind) and provide grants to fund their services. We are currently reviewing our processes for funding the third sector to ensure that all services meet the requirements of the SSWBA.
- 4.10 A North Wales Regional Carers Business Manager came into post in March this year. This is a twelve month post hosted by Denbighshire and based within the Regional Collaboration team. Carers are a priority group for the North Wales Regional Partnership Board, and the remit of the post will be to further develop the Population Assessment in relation to Carers. A regional business plan will be drawn up by the beginning of October 2017 which will focus on:
- Mapping Carers services across North Wales
 - Gathering Carer stories across the region
 - Improving partnership working
 - Better co-ordination of services and reduction in duplicate spending
 - Looking at regional funding opportunities
 - Identifying regional finance strategies for the future
 - Aligning investments with what Carers say

Commissioning Officer for Denbighshire Carers Services, and members of the Carers Strategy Group are working in partnership with the Regional Carers Business Manager to inform this work.

- 4.11 The North East Wales Carers Information Services (NEWCIS) have recently secured Big Lottery Funding to develop services for Carers in Flintshire and Denbighshire. The main developments will include welfare rights advice, advocacy, and a Carer respite scheme using facilities at Extra Care Housing Schemes in both counties. Discussions are currently underway to pilot this service at Llys Awelon, Ruthin to provide Carers with 3 – 4 nights respite either with or without the cared for person.

5. How does the decision contribute to the Corporate Priorities?

The Carers Strategy specifically contributes to the corporate priority in relation to ensuring that "vulnerable people are protected and are able to live as independently as possible". Carers make a valuable contribution to our communities in supporting

the individuals they care for to remain independent. The continued development of the Strategy will seek to ensure that Carers themselves do not become vulnerable as a result of their caring role, and are supported to remain independent.

6. What will it cost and how will it affect other services?

Any increase in demand on services will need to be managed within current budgets. A measure of success of the new Act is likely to be a reduction in the number of Carers requiring a more in-depth assessment if they are effectively supported at the onset of their caring role. It is important that the impact on preventative services such as those provided by the third sector is monitored, and services re-aligned to meet demand.

7. What are the main conclusions of the Well-being Impact Assessment?

The main conclusions of the well-being impact assessment completed in January 2017 (Appendix 3) were that the Strategy will have a positive impact across all of the well-being goals, and this is reflected by the sustainable development score. The Strategy is particularly aligned with the new Social Services & Well Being (Wales) Act 2014, and the requirements of the new Act in relation to Carers who now have equal rights to the person they care for. The Strategy seeks to ensure that Denbighshire meets its new legal obligations to Carers, and achieves this by a meaningful partnership approach. This approach, together with Denbighshire's own asset based approach to meeting the requirements of the new Act, will ensure that all Carers will receive information, advice and assistance to help them achieve their own well-being outcomes. This in turn will have a positive impact on those for whom they care, and potentially the wider community. An updated assessment has not been undertaken for this progress report.

8. What consultations have been carried out with Scrutiny and others?

A consultation process has not been carried out for the purpose of this progress report.

9. Chief Finance Officer Statement

A Chief Finance Officer Statement is not required for this update report.

10. What risks are there and is there anything we can do to reduce them?

The achievements of the Strategy rely heavily on partnership working which is overseen by the Carer Strategy Group to ensure progress continues.

11. Power to make the Decision

Scrutiny's powers with respect to this matter are set out in Section 21 of the Local Government Act 2000 and Section 7.4.2(b) of the Council's Constitution

Contact Officer:

Commissioning Officer – Carers

Tel: 01824 706658