Middlesbrough Council Market Position Statement
For
Carers Services
Executive Summary

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What is a Market Position Statement?

Middlesbrough Council’s Contracts and Commissioning Unit has produced this document to describe how the Local Authority is shaping the Social Care market and becoming a Market Facilitator.

Middlesbrough Contract & Commissioning Unit would like Carers (Adult and Young Carers) to have:

Choice of quality local services providing excellent support, in a timely manner, that promotes and enables independence, safety and wellbeing.

We see the market position statement as an increasingly important part of our relationship with the care and support sector. Working in partnership ensures there is greater choice of high quality services for Carers living in the local area now and in the future.

The statement will provide data and intelligence on:
- The local Population
- Details of current services available in the local area
- Evidence of gaps in provision within the local market
- Considerations for the future

It can help Providers and Agencies of Care Services:
- Make decisions about how to invest and provide services for Carers in Middlesbrough
- Explore new opportunities and new ways of delivering Carers services in the future

It will enable the Local Authority, with the help and assistance of Providers to plan and shape the future of Carer services.

Middlesbrough Local Authority would like to work with Agencies and Providers of Carer Services to ensure there is greater choice of high quality services for Carer's living in the local area now and in the future.

As a Local Authority and a commissioning service, our role is to influence and support the market by sharing relevant information.

This enables existing and new Providers along with Local Businesses to:
- Understand local need, based on the evidence provided
- Understand how local Carers want to live their lives
- Enable self-help and promote independence
- Understand local markets and monitor quality
- Decide when and how to commission services
Market Position Statement

- Work effectively with providers, people who use services and Carers to make sure that the right services are available, in the right place, at the right time.

The Local Authority Core Commissioning Principles include:
- Improved quality of life through improved services which meet people’s needs
- Prevention and early intervention which will reduce incidents
- Specialist local services which will reduce numbers of people placed in out of area setting
- A “Whole Life” approach
- Physical and Mental Health support along with support for additional needs
- Monitoring of Quality
- Safeguarding and Advocacy

We want to work collaboratively with all stakeholders and partners to meet the requirements of the Care Act and improve the care experience for people with support needs and their Carers living in Middlesbrough.
Who is this document for?

Providers are vitally important in supporting the work around wellbeing, as well as helping people to prevent or delay the need for future care and support. Middlesbrough’s Local Authority Market Position Statement includes local data for existing and new Independent Private and Third Sector Providers of Carer Services.

This document can help Providers and Agencies of Social Care Services to make decisions about how to invest and provide Carer Services in Middlesbrough along with exploring new opportunities and new ways of delivering services in the future.

Funding from Central Government continues to reduce resulting in the need for more creative and innovative approaches to support the most vulnerable people living in our community. The shift from traditional care and support to enablement and reablement along with the people having control of their own personal budget enables greater independence for people who use services, which ultimately results in an improved quality of life.

We want Providers to demonstrate innovation, new models of service delivery and co-production particularly in relation to preventative community services. Coproduction will be central to the success of providing services for Carers which will allow them choice and control as well as ensuring Carers lives are improved.

Working in partnership ensures there is greater choice of high quality services for Carers living in the local area now and in the future.

Patterns of demand continue to change and this will influence the shape of future markets for care and support. The increase and change in demand offer huge opportunities to Providers who are willing to adapt and change in response.

We know Carers want flexible, integrated care and support that is well coordinated, and enables them to feel in control and safe.

- They want to be active members of supportive communities where there are opportunities that match their interests, skills and abilities.
- They want help at an early stage to avoid a crisis.
- They want choice of support services to fit specific circumstances.

Services must evolve and be person centred as well as individually designed. The Local Authority want to ensure local effective services are delivered in the right way, at the right time based on the following Commissioning Principles:

- Understanding need
- Planning
- Purchase and Supply
- Monitoring and Reviewing
Accessing Services in Middlesbrough

Middlesbrough Council has revamped the way public services are accessed and purchased. The Local Authority is using digital self-service methods similar to those used on the High Street by advertising and alerting members of the public to Council products available via the internet.

**Middlesbrough Matters** is an on-line directory of services, which operates as an information “one stop shop”.

It gives people more choice and control by purchasing services directly from the fully integrated e-market place.

The directory is a major source of information as it holds a range of details on local and national support services. It allows new and existing customers the chance to choose Support Services in an easy accessible way.

The **Family Information Directory** provides accurate, high quality, accessible and impartial information, advice and guidance on services and activities in the Middlesbrough area for children and young people and families.

People are able to consult the Directory, view and access different types of support that can meet their needs in a variety of ways such as using digital communication as well as the more traditional methods.

Local citizens are able to “**Pick and Mix**” services to suit their needs using the Middlesbrough Matters Directory!

For Providers of Care and Support services the Directory is a **FREE** marketing tool allowing the advertising of services to a wider diverse market at **NO EXTRA COST**.

Providers are encouraged to “self manage” their own accounts via log in access. The log in allows added functionality such as including Company logos, photos, corporate branding, awards & accreditation which could make the listing more attractive focusing on customer needs and wants (customer centric).
The Directory is Care Act Compliant and in line with the Government’s Digital Strategy.

The Provider Portal is a secure online facility that allows service providers (contracted by Middlesbrough Council) to access information about their service which is held on ContrOCC. This is the Council’s IT system for managing contracts, payments and charging. The Provider Portal allows Providers to upload their activity data directly onto the Council’s database.

The aim of the Portal is to improve communications between the Council and its Providers, making for a more efficient way of working and providing an audit trail for transactions.

Examples of how the Provider Portal will achieve this include:

- Providing a place for dialogue between Middlesbrough Council and its contracted service providers.
- Enabling providers to update organisational information and contact details.
- Enabling providers to view contract documents, such as terms and conditions and service specifications.
- Enabling commissioning staff to send quality and service review reports to providers.
- Allowing faster, online invoice processing.
- Enabling providers to view details of Council funded service users using their service, such as the level of service they receive and the associated cost information.
- Enabling more accurate recording of activity, by ensuring that providers can easily update information, supplying actual information on the services they provide and notifying the Council of where this varies from the planned service.

Work is taking place to develop a data warehouse which will provide information in the form of a joint Tees Valley Market Place. This will improve market intelligence across the Tees area as well as establishing a consistent commissioning approach for Health and Social Care.
What is a Carer?

Definition of an Adult Carer

An Adult Carer is anyone over the age of 18, who provides or intends to provide unpaid care for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Definition of a Young Carer

Young Carers are children and young people under the age of 18, who 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.
- Interpreting, due to a hearing or speech impairment or because English is not the family’s first language.

Some Young Carers undertake high levels of care, where others may undertake low levels of care.
Market Position Statement

The National Picture

The Government is in the process of developing a new Carers Strategy with the aim of improving support for people in a caring role.

1 in 8 Adults is a Carer – this equates to around 6 million people living in the UK. It is estimated by 2037 this number will increase to 9 million.

It is also estimated there are over 166,000 Young Carers aged between 5 to 17 years of age in England, with the majority providing between 1 to 9 hours of care a week. There is information to suggest over half of Young Carers provide 50 hours of care or more a week.

The NHS Five Year Forward View recognises the role and huge contribution Carers make to the NHS. The NHS recognise Carers are a huge asset, with an estimated 5.4 million people in England providing unpaid care for a partner, friend or family member. This support has an estimated economic value of £132 billion per year (Carers UK – Valuing Carers 2012).

Every day 6,000 people take on new caring responsibilities, performing crucial roles in families and in their wider communities. They do this by providing support, care and help with day-to-day tasks to others who would struggle to manage alone.

In the future there will be significant demographic and social changes that will present major challenges to Local Authorities. Advancements in technology and medicine will ensure people live longer including those with complex health needs. In turn the demand for care will continue to grow and as such the numbers of Carers will therefore rise.

The National Carers Strategy, Carers at the Heart of 21st-Century Families and Communities (2008), states that:

“Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals’ needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen”.

The 2014 Care Act introduced major reform to the legal framework for adult care and support in England. The Care Act simplified and consolidated existing legislation as well as putting Carers on an equal legal footing as the person they care for.
These changes impact on:
  • Local Authorities business
  • The roles of Care Providers and user organisations in the delivery of care

The Care Act places a duty on the Local Authority to work with Partner Agencies to support Carers and adults with care needs. This includes:
  • Promoting wellbeing
  • Improving quality of care and support
  • Protecting adults experiencing or at risk of abuse and neglect
  • Providing information and advice in the most appropriate format

The Care Act placed a duty on Local Authorities to undertake Carers Assessments in order to prevent, reduce or delay the need for care and support services regardless of their need for support or financial resources. The assessment should look not only at the Carers current needs but also potential future needs along with the Carers willingness and ability to provide care. The assessment must consider how support would enable the Carer to achieve their day to day outcomes.

The assessment must consider if the Carer is willing to and able to continue providing care. It is widely known the general health of Carers deteriorates in line with the increasing numbers of hours of care they provide.

The Local Authority must also examine if the Carer is:
  • Working (full / part time / paid / voluntary)
  • In education
  • In training

Local Authority Adult Social Care Departments are responsible for undertaking Carers Assessments to determine if the Carer would benefit from further help and support.

The Carer still has a right to an assessment even if the person with care needs refuses or is not entitled to an assessment.

Not everyone that asks for support will be able to get the exact help or service they have asked for. The Care Act, Care and Support (Eligibility Criteria) Regulations 2014, ensure services are provided fairly and to people that need services most. This forms the basis of Adult Social Care eligibility criteria across England.

When establishing Carer eligibility Local Authorities must also consider if:

1. The Carers needs for support arise because they are providing necessary care to an adult
2. As a result of their caring responsibility the Carers physical / mental health is either deteriorating or at risk of doing so or the Carer is unable to achieve any of the outcomes specified in the Regulations
3. As a consequence of being unable to achieve the outcomes there is or likely to be a significant impact on the Carers wellbeing.

Following the eligibility assessment Adult Social Care Departments may provide or commission services to meet a Carers needs or Carers may choose to purchase their own support through a personal budget.

Carers Allowance is a Benefit which helps Carers to look after someone with substantial caring needs. The Carer doesn’t have to be related to, or live with, the person they care for. Carers must be aged 16 or over and spend at least 35 hours a week caring for the person and the person they care for must also receive certain benefits. Carers Allowance is taxable and can affect other benefits.

The Children and Families Act (2014) strengthens the rights of Young Carers as:

- All Young Carers under the age of 18 have a right to an assessment regardless of who they care for, what type of care they provide or how often they provide it.
- All Young Carers have the right to an assessment based on the appearance of need.

It states the Local Authority must assess whether a Young Carer living in their area has needs for support and if so, what those needs are. An assessment on a Young Carer must include whether it is appropriate for the Young Carer to provide, or continue to provide care. The Local Authority must have regard to:

- the extent to which the Young Carer wants to take part in education, training or recreation
- the extent to which the Young Carer works or wishes to work

The Children and Families Act (2014) in conjunction with the Care Act (2014) makes it clear Young Carers should be identified as early as possible and offered the support they need. Adult and Children’s Social Workers should consider the needs of any young people in a household when they undertake assessments or review support for adults or young people.
The Local Authority must ask the young person and their parents for their views when undertaking an assessment and allocating support so a “Whole Family” approach is taken. It should consider the family’s network of support and how things might change. The support offered could include additional provisions for the person the Young Carer cares for rather than support for the young person.
The Local Picture

It is predicted that in Middlesbrough, the population rates will remain fairly stable. The current population is estimated as 139,500 and is projected to increase to 145,900 by 2030. Historically the demand for Adult Social Care services has increased and will continue to. It is estimated Middlesbrough has a total of 14,500 Carers and the focus of this Market Position Statement will be on improving the long term health and wellbeing of Carers.

In Middlesbrough we recognise and value the significant contribution Carers make and will ensure Carers are able to develop and maintain their own health and wellbeing whilst continuing to care for others. As part of this recognition Middlesbrough has developed a Carers Partnership Group. The multi-agency group consists of representatives from:

- Middlesbrough Council
- South Tees Clinical Commissioning Group
- Carers Together
- Middlesbrough & Stockton MIND
- Middlesbrough Voluntary Development Agency
- Middlesbrough Public Health
- The Junction (Young Carers)
- AAPNA (BME)
- Branches (Substance Misuse)
- South Tees Hospital Acute Trust
- TVDNY Neurological Alliance

The Carers Partnership has developed a Strategy which includes a set of priority outcomes. Progress will be monitored on how outcomes are being achieved with the sole aim of improving services for Carers living and supporting people in Middlesbrough.

It is estimated 40% of Carers are at risk of developing depression as a result of the stress of their caring role. We need to engage with support services so that support for Carers can be undertaken in meaningful ways. This will enable Carers to continue with their caring role. Carers have told us in some instances they have needed emergency support in the evenings and at weekends when Local Authority services are not available. We need to ensure Carers have the right support at the right time to avoid crisis situations.

The Care Quality Commission estimates 10% of patients on a GP Practice list are Carers. Some GP Surgeries in Middlesbrough actively seek to identify Carers, offering them appropriate support as well as signposting them on to relevant information, advice and support. Most GP Practices have nominated a lead worker for Carers. They ask people with long term health conditions to let them know who provides their care and support which in turn can help to identify Hidden Carers. Hidden Carers mainly become known to Local Authority services in times of crisis.
Currently local provision for Adult Carers includes:

- One to one emotional support
- Person centred carers support plans
- Advocacy
- Information and Advice
- Support Groups
- Wellbeing workshops
- Signposting to other organisations
- Carers Emergency Card
- Holistic Therapies
- Information and support for working carers
- Carer Support Organisations

South Tees Clinical Commissioning Group see Carers as valued partners in care. The South Tees Clinical Commissioning group (South Tees CCG), commission a Carers’ support service for adults in Middlesbrough who support a friend, relative or partner with mental health difficulties.

During a period of consultation Adult Carers have told us:

- Sometimes I just need someone to talk to – to get things into perspective
- There appears to be no communication between health and social services – a vacuum where they do not share information
- Need to find an easy way for Carers to keep in contact especially when they can’t attend groups due to their caring responsibilities
- There is a lack of understanding of Carers needs by care workers
- Emotional support is very important
- Too many professionals involved, it can seem very bureaucratic
- There should be support for Carers who have they own health problems and are struggling
- We need help to coordinate and navigate care services

Information gathered from the consultation provided the following overview:

- 71% felt they had no control over their daily life
- 55% felt they did not have enough support
- 50% said they didn’t feel that they looked after themselves
- 50% said they do not have enough social contact and feel isolated
- 15% said they sometimes or never feel consulted when the person they care for is being assessed
- 16% said they worry about their personal safety

The main headlines from the consultation are:

- Caring leaves little time for Carers to focus on their own health
- Carers miss out on a life of their own
- Carers feel unsupported
- Carers could benefit from digital technology
- Carers could benefit from local support
The definition of a Young Carer taken from Section 96 of the Children and Families Act 2014:
“...a person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work).

Children and young people who are carers 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 just like other children.

Under the Care Act 2014, Local Authorities have a duty to consider the needs of children living in households where there is an adult who has a disability or impairment that requires help or care as part of a “whole family assessment”.

Middlesbrough recognizes and values the contribution Young Carers make. There are currently 47 Young Carers living in the Middlesbrough area who currently access a contracted Young Carer service. However the total number of Young Carers living in Middlesbrough is unknown and could be far higher than those recorded.

The picture across Middlesbrough currently looks like:

<table>
<thead>
<tr>
<th>Middlesbrough</th>
<th>0 – 5</th>
<th>6 – 10</th>
<th>11 – 12</th>
<th>13 – 14</th>
<th>15 – 16</th>
<th>17+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Young Carers known to services</td>
<td>0</td>
<td>20</td>
<td>14</td>
<td>5</td>
<td>8</td>
<td>0</td>
</tr>
</tbody>
</table>

It is envisaged that the above figures will continue rise as more marketing is undertaken. This will enable young people to recognise and self-identify themselves in the role of a Young Carer.

Currently local provision for Young Carers includes:
- Support & Mentoring
- Whole Family Support
- Small Group Support
- Social Groups
- Counselling
- Ongoing Support

Work is currently taking place to promote Young Carer recognition in primary and secondary schools. This work will assist Young Carers in being able to fulfil their education potential whilst still continuing with their caring role.
During a period of consultation Young Carers have told us:

- Sometimes I think I am selfish because I want attention just like the person I care for. I wished I had an illness so that I could get attention.
- Caring has an effect on my health. I get depressed and fed up.
- I have a big problem with school. They just think I’m not doing my homework and don’t understand about the stuff that goes on at home.
- Teachers don’t really want to know about me being a Carer. They think it’s just an excuse.
- School can be really hard – other kids make fun of me and call me names
- I have missed school and haven’t been for a while so I am not sure I will get the grades I need
- I sometimes self harm and don’t trust people – I find it hard to talk to people
- Someone’s Mam had a go at me because of something my disabled sister did – the Teachers talked to her and she said she would apologise, but she never has
- My Mam fell down the stairs and I was on my own – I didn’t know what to do
- I’m not sure it would make any difference if my GP knew I was a Carer
Adult Advocacy Provision

The **Tees Advocacy Hub** is overseen by Middlesbrough CAB and began operating in June 2014 and offers a service for people living in Middlesbrough, Redcar & Cleveland, Stockton and Hartlepool.

Different types of Advocacy available via the Hub includes:

- **General Advocacy**, where the Advocate will support you with issues relating to housing, health and social care systems (available to people aged 18 and over). There are 3 types of general advocacy which include:
  - Short term issue based or crisis advocacy
  - Non instructive advocacy
  - Health advocacy (support to attend and understand procedures)

- **Independent Mental Capacity Advocacy** (IMCA available to people aged 16 and over). IMCA is a statutory advocacy service which was introduced by the Mental Capacity Act 2005 (the Act). It allows people who lack capacity a right to receive support in the form of an IMCA.

- **Independent Mental Health Advocacy** (IMHA available to people aged 16 and over). Independent Mental Health Advocacy was introduced under the Mental Health Act 2007 and there is a legal duty to provide Independent Mental Health Advocates (IMHAs) for all eligible people. An IMHA is an independent advocate who is specially trained to work within the framework of the Mental Health Act 1983 to support people to understand their rights under the Act and participate in decisions about their care and treatment.

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Did You Know

Advocacy in all its forms seeks to ensure that people can speak out, to express their views and defend their rights.

The Mental Health Act 1983 (as amended by the amended by the Mental Act 2007) makes provision for statutory access to Independent Mental Health Advocates (IMHA’s) for patients subject to certain sections of the Mental Health Act 1983.

IMHA’s are an important safeguard that will help and support patients to exercise and understand their legal and civil rights.

IMCA is a type of Advocacy introduced by the Mental Capacity Act 2005. The Act gives some people who lack capacity the right to receive support from an IMCA in relation to important decisions about their care.
The Care Act makes it clear the Local Authority must consider if a Carer would benefit from the appointment of an independent Advocate. This includes providing independent advocacy to those who would have substantial difficulty in being involved in care and support processes and have no appropriate individuals who can support their involvement. It applies to adults and children who are coming through the ‘transition’ to adult care and support services.

The Local Authority must consider whether a person would have ‘substantial difficulty’ in any one of the following areas:
- understanding relevant information
- retaining that information
- using or weighing that information as part of the process of being involved:
- communicating the individual’s views, wishes or feelings (whether by talking, using sign language or any other means)

An Independent Advocate’s role is to support and represent the person, always with regard to their wellbeing and interests, including helping a person to:
- Understand the process
- Communicate their wishes, views and feelings
- Make decisions
- Challenge those made by the Local Authority if the person wishes
- Understand their rights
- When appropriate, support and represent them in the safeguarding process
Children & Young People’s Advocacy Provision

NYAS are contracted to provide Advocacy for children and young people in Middlesbrough.

They have five sessional Advocates who specialise in working with young people with communication difficulties or disabilities.

The Advocacy service for children and young people ensures they:
- Have a say in decisions made about their lives
- Are able to share their concerns about their circumstances
- Are listened to and heard
- Are treated fairly in the course of their contact with Children’s Services

The objective of the Advocacy service for children and young people is to:
- Enable children and young people to understand the service they receive
- Enable children and young people to express their views concerning the service they receive
- Represent children and young people’s views concerning the service they receive
- Represent children and young people who are experiencing problems or dissatisfaction with the service they receiving, including informal / formal representations
- Assist children and young people to access advice and information
- Assist children and young people to exercise their rights
- Assist children and young people when they are making or intending to make a complaint
Funding for Carer Support

The Council estimates the costs towards support for Carers with a Carers Assessment will increase along with the identified numbers of Carers.

The amount of money invested by the Council in a Commissioned Adult Carer Services is as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 / 2015</td>
<td>£170,000</td>
</tr>
<tr>
<td>2015 / 2016</td>
<td>£173,000</td>
</tr>
<tr>
<td>2016 / 2017</td>
<td>£173,000</td>
</tr>
</tbody>
</table>

Following an assessment of need, Adult Carers may be provided with an amount of money via a Direct Payment or a Personal Budget. Below is a table highlighting the numbers of Carers who received a Carer Assessment:

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 / 2015</td>
<td>367</td>
</tr>
<tr>
<td>2015 / 2016</td>
<td>970</td>
</tr>
</tbody>
</table>

It is envisaged the numbers of Carers Assessments and the amount of money provided to Carers will continue to rise.

The amount of money invested by the Council in the Commissioned Young Carer Service is as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 / 2015</td>
<td>£79,895</td>
</tr>
<tr>
<td>2015 / 2016</td>
<td>£79,895</td>
</tr>
<tr>
<td>2016 / 2017</td>
<td>£76,945</td>
</tr>
</tbody>
</table>

Below is a table highlighting the numbers of Young Carers who accessed the Young Carer service:

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 / 2015</td>
<td>60</td>
</tr>
<tr>
<td>2015 / 2016</td>
<td>60</td>
</tr>
</tbody>
</table>
## Considerations for the Future?

Below are the "Outcomes" from the Middlesbrough Carer Strategy:

<table>
<thead>
<tr>
<th>Outcome</th>
<th>How will the impact be known</th>
</tr>
</thead>
</table>
| 1. Carers have improved health and wellbeing | • Promotion of health and wellbeing for Carers via Public Health resulting in % increase of Carers reporting sense of wellbeing has improved  
• Reduction in the use of emergency beds  
• Reduction in crisis episodes and emergency support  
• GP and other health appointments structured around needs of Carers  
• Reduction in GP and other Health appointments for Carer mental ill health  
• Increase in Carers Allowance  
• Training and support for Carers for things such as – Coping Strategies / Manual Handling / Stress Management, etc |
| 2. Carers feel supported and valued | • Carers involved in care planning and review process  
• Carers experiences and views gathered then used to inform /influence commissioning priorities  
• Carers recognized as “expert care partner” by Health and Social Care Services  
• Carers needs are treated on an equal level as the needs of the person they care for  
• Pressure of caring is widely recognised  
• Positive role of care is promoted / publicised  
• Good quality services are available for Carers  
• Carers Rights information is produced and promoted  
• Young Carers are better informed about transition from children to adult support services  
• Carers have good opportunities outside of their caring role |
| 3. Reduction in Carers experiencing financial hardship | • Reduction in numbers of Carers accessing emergency support (food banks, emergency funds, etc)  
• Increase in the take up of Carers Allowance and other welfare benefits  
• Increase in long term financial planning advice for Carers  
• Increase in range of discounts available for Carers (utility providers, etc)  
• Increase in the numbers of Carers able to remain in employment  
• Workforce Development embedding Carers issues in to Human Resource practices  
• Carer planning available and built into Human Resource practices for Carers to return to work at the end of caring role  
• Recognition in relation to the hidden cost of caring |
| 4. Greater empowerment of Carers to support themselves in their caring role | • Increase to Independent Advocacy  
• Increase in self-management and peer support programmes  
• Increase in Personal Budgets provided to Carers  
• Increase in Direct Payments provided to Carers  
• Increased involvement of Carers involved in planning, commissioning and evaluating services  
• Greater Carer independence  
• Increase of quality information for Carers  
• Increased opportunities for Carers for a life away from caring  
• Improved self-reports of Carer wellbeing  
• Improved numbers of Carers receiving appropriate support |
| --- | --- |
| 5. Increased opportunities for Carers to participate in training, education, volunteering and employment | • Increased numbers of Carers accessing training, education, volunteering and employment and numbers of Carers remaining in employment  
• Increase peer support and volunteers  
• Increase transport and travel for Carers  
• Increase good quality support and information for Carers  
• Increased awareness of Carers needs  
• The Carers Charter includes access to training, education, volunteering and employment opportunities |
| 6. Increased understanding and appreciation of the role of Carers within the Middlesbrough community | • Increased numbers of registered Carers  
• Increase numbers of Carers registered with local services (GP Surgeires, Adult Social Care, etc)  
• Organisations share information on contact with Carers  
• Increase in the number of PSS Surveys completed by Carers  
• A public awareness raising campaign is run to improve knowledge and understanding of Carers issues  
• Workforce Development in organisations have embedded structures to support Carers  
• There is an increase in positive messages  
• Tackle inequalities and improve experiences of marginalised groups accessing support |
| 7. More Carers have their needs met | • Increase in support services taken up by working Carers  
• Increase in Carers receiving Personal Budgets  
• Increase in the number of Carers Assessments  
• Carers are integral to care planning process  
• Reduction in absenteeism for Young Carers in schools  
• Increase in the numbers of Young Carers accessing training and or higher education  
• Number of stakeholders signed up to the Carers Charter  
• More Carers involved in planning, commissioning and evaluating services  
• Increased numbers of Carers accessing training, education, employment and volunteering opportunities  
• Whole person approach linked to life beyond caring role |
| 8. Increased range of information, advice and advocacy that is high quality, appropriate and accessible | • Increased numbers of Carers accessing support and other services  
• Increased numbers of self-directed referrals to advice and advocacy services  
• Increase in numbers of Carers assessments completed  
• Carers assessments developed and reviewed with Carers to agree a holistic assessment framework  
• Increase in agencies understanding of Carers needs and role  
• Increased number of Carers sharing experience on a range of quality information, advice and advocacy  
• Increased number of Carers being appropriately supported to undertake basic medical management with support |
|---|---|
| 9. Middlesbrough has an improved infrastructure of support for Carers which includes a range of high quality flexible services that enables choice | • Maintained or increase in the number of Community Carer groups  
• Increased peer support groups  
• Continued support for management of Carers Involvement Group  
• Increase in reporting of satisfaction rates  
• Carers involvement in the design of services  
• Decrease in time of identification of need to accessing services  
• Flexibility integral to all commissioned services for Carers to recognise changes in caring role |
| 10. Improved health and social care pathways that identify and recognise the caring role and support choice throughout the care and the caring experience | • Increased satisfaction feedback from Carers  
• Maintained or increase in numbers of community Carer groups  
• Increased peer support groups  
• Decrease in waiting times to access services reported by Providers  
• More services populating / contributing to a central data base of services with up to date information  
• Increase in numbers of Carers identified  
• Increase in numbers of Carers assessments undertaken  
• Increase in number of Carers identified immediately when a user enters a pathway  
• Greater communication and information sharing between organisations  
• New pathways designed, existing pathways reviewed or decommissioned using co-production and multi-agency involvement  
• Staff supporting Carers to report increased satisfaction with the provision provided to them |
### 11. Improve understanding of the needs of Carers that enables early identification to promote support at the right time

<table>
<thead>
<tr>
<th>Actions</th>
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<tbody>
<tr>
<td>• Increase in uptake of Carers information and services</td>
</tr>
<tr>
<td>• Increase in number of Carers registered (including with GP’s)</td>
</tr>
<tr>
<td>• Increase in number of Carers assessments completed</td>
</tr>
<tr>
<td>• Increase in groups working for and with Carers</td>
</tr>
<tr>
<td>• Improved data on needs of Carers</td>
</tr>
<tr>
<td>• Increase in satisfaction rates</td>
</tr>
<tr>
<td>• Increase in staff self-reporting as Carers</td>
</tr>
<tr>
<td>• Reducing the delay between identification of need and access to services</td>
</tr>
<tr>
<td>• Improved flexibility in workforce practices to ensure Carers continue to be employed</td>
</tr>
<tr>
<td>• Increased understanding of role of a Carer by Middlesbrough employers (link to Carers Charter)</td>
</tr>
</tbody>
</table>

### 12. Increased collaboration between Carers, Providers and Commissioners to shape strategic and service planning to continuously plan for the future through the effective use of resources

<table>
<thead>
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<tr>
<td>• Greater opportunities to bring Carers, Providers and Commissioners together</td>
</tr>
<tr>
<td>• Minimum of an annual review of the strategy and plans which fall from it</td>
</tr>
<tr>
<td>• Greater numbers of Carers involved in planning, Commissioning and evaluation of services</td>
</tr>
<tr>
<td>• Updated Topic Section in the Middlesbrough Joint Strategic Needs Assessment (JSNA)</td>
</tr>
<tr>
<td>What we need to do for Adult Carers</td>
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<tr>
<td>Establish and embed new sustainable models to support Carers living in the Middlesbrough area. Move away from the traditional forms of support and explore an alternative Carer model of support which will focus on early intervention and crisis prevention.</td>
</tr>
<tr>
<td>Develop pathways to support Carers so they are able to maintain employment, education and training. Included in this will be working with employers so they understand the issues faced by Carers.</td>
</tr>
<tr>
<td>Develop Carer Champions in all Middlesbrough GP Surgeries. This could help to identify Carers at an early stage, provide information and advice as well as signposting to appropriate support services.</td>
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<tr>
<td>Develop joint working mechanisms via the Carers Forum Partnership which includes an information sharing process to ensure Carers have access to relevant information in a variety of formats.</td>
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<tr>
<td>Identify ways and solutions for Carers to be less isolated as well as helping them feel they are active members of their community.</td>
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<tr>
<td>Align Carer Assessment outcomes with the Care Act so Carers are able to access social opportunities</td>
</tr>
<tr>
<td>Develop interventions that promote prevention and help Carers avoid reaching crisis situations</td>
</tr>
<tr>
<td>What we need to do for Young Carers</td>
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<td>-----------------------------------</td>
</tr>
<tr>
<td>Young Carers are fully supported during their education</td>
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<tr>
<td>Young Carers who leave school can achieve their goals ambitions and dreams</td>
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<tr>
<td>Examine and minimise the effect caring for someone has on a Young Carers life. Ensure Young Carers get the support they need as well as the support their family need</td>
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<tr>
<td>Develop pathways to support Young Carers</td>
</tr>
<tr>
<td>Ensure a planned transition and referral pathway into adult carer services, so the young carers are aware of future support mechanisms</td>
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</tbody>
</table>