

BRIEFING PAPER

SUBJECT: CARER FRIENDLY SOUTHAMPTON
DATE: 11 NOVEMBER 2021
RECIPIENT: OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

THIS IS NOT A DECISION PAPER

SUMMARY:

The Overview and Scrutiny Management Committee established a Scrutiny Inquiry Panel to consider how unpaid carers and young carers were supported in the City. The final report of the Inquiry Panel was presented to Cabinet in April 2021.

This paper sets out the Executive's response to the Carer Friendly Southampton Scrutiny Inquiry's recommendations underpinned by specific objectives.

Annex 1 provides full details on each recommendation. The recommendations have been integrated into:

- Adult Carers Strategy 2021–2026
- Young Carers Strategy 2021-2026

Both these documents detail SCC's overarching intentions.

The main recommendations from the Scrutiny Inquiry provided an excellent kick start for the strategies. These have been incorporated and the strategies were then shared with a wide range of stakeholders, including carers in three face-to-face events and one online event, for comment. Comments on both strategies were made available to the public through Carers in Southampton's web site and a web-based form. Final versions have been drafted following this input and are attached as Annex 2 and Annex 3.

Both strategies reflect the statutory duties the Local Authority has under two pieces of legislation: The Care Act 2014 / The Children and Families Act 2014.

BACKGROUND and BRIEFING DETAILS:

Background

1. Evidence was gathered and presented to the Carer Friendly Scrutiny Inquiry by Carers living in the City, national best practice and evidence from health and social care services, including voluntary organisations.
2. There were 10 overarching recommendations, each with specific objectives to support them as summarised in Annex 1, with proposed actions set out against each recommendation.

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3. Following this the two draft strategies, Adult Carers and Young Carers were developed and shared widely for comment with:

Carers via:

- Carers Co-production meeting
- Carers Steering Group
- Carers Partnership Board
- 3 face-to face carers events
- 1 online carers event
- For those unable to attend, public comments could be gathered via the web-based form

Other stakeholder groups attended:

- Age Well Strategy Group
- Mental Health Partnership Board
- Learning Disability Partnership Board
- End of Life Steering Group
- Children's Multi Agency Partnership Board
- Adults Safeguarding Board
- PCN Clinical Directors
- Children's safeguarding board
- Carers Partnership Board (final carer sign off)

RESOURCE/POLICY/FINANCIAL/LEGAL IMPLICATIONS:

4. The Carers Strategy has set out an ambitious plan to identify and support more carers and young carers, neither receiving any financial support, in the city. £100k of the Better Care Fund has been allocated to respond to the initial needs in 2021/22.
5. Supporting unpaid carers is viewed nationally and locally as being a highly effective way of supporting the most vulnerable people in communities.
6. By supporting unpaid carers, the Council and the local health and social care services will be able to avoid or delay the use of higher cost services.
7. It is anticipated that further investment in social care and health services will be required in future years, at present it is difficult to anticipate what funding will be required as the needs of the new carers identified are unknown. It is planned that Better Care funding will provide resources for development and piloting approaches to supporting carers, with a need to identify through annual budget rounds core base funding for adult social care.
8. The Carers Strategy identifies the potential need for a carers' hub or a number of centres in the city where carers can go to receive information, advice and support. Work is to commence in 2022/23 to coproduce with carers and stakeholders the infrastructure requirements. A business case setting out capital and revenue implications will be presented to the Council for consideration.
9. Statutory power to undertake proposals in the report:

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Care Act 2014 and The Children and Families Act 2014

10. The approach is in accordance with Joint Health and Wellbeing Strategy (2017-2025) and the Young Carers Strategy supports the Child Friendly City bid 2024/25.

OPTIONS and TIMESCALES:

11. These strategies run from 2021 – 2026. Some of the work started soon after the Inquiry reported. Annual updates will be presented to the Better Care Board (or its equivalent) and the strategies will be reviewed to make sure they're going in the right direction taking into account any new evidence that comes to light.

MEASURING SUCCESS:

12. Different audiences require different measures of success and all measures will be based on the I statements. We will capture both quantitative (numbers of people/attending a service) and qualitative (conversations, how well a service was delivered, what people thought).

13. Council officers will report quarterly to the Southampton Partnership Board, or it's equal if it changes over the next 5 years, and will present to them the results achieved to improve the health and well-being of carers on an annual basis.

14. A real test will be that the bi-annual survey, mandated by Government, will demonstrate that carers feel supported in Southampton.

Appendices/Supporting Information:

Annex 1 – Response to Carer Friendly Southampton Scrutiny Inquiry

Annex 2 – Draft Adult Carers Strategy 2021/26 vs 3.2 25-10-21

Annex 3 – Draft Young Carers Strategy 2021/26 vs 2.7 26-10-21

Annex 4 - Equality Impact Assessment

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CARER FRIENDLY SOUTHAMPTON SCRUTINY INQUIRY RESPONSE

Recommendations from Scrutiny Panel

All actions, progress, risks and issues will be reported to the Carers Partnership Board, who in turn feed into the Southampton City Partnership Board on a quarterly basis and present overall progress annually.

To identify more carers:

1. Encourage and support GP practices in Southampton to become more carer aware/carers friendly by adopting the NHS England Framework of Quality Markers.

- 1.1 Directors of the Primary Care Network have signed up to implement this framework within GP practices within Southampton.
- 1.2 The Integrated Commissioning Unit will work with Primary Care colleagues to develop an implementation plan which will monitor progress and report back.

By when: Plan agreed and produced by 31 March 2022, Implementation to start 22/23 financial year.

2. Akin to the Surrey Carers Workforce Task Group, to lead by example, promote the identification and support for carers employed within the City Council and NHS providers operating in Southampton.

2.1 The Council, Solent, UHS and Southern Health are all developing support mechanisms for carers such as staff groups or online support.

2.2 Additionally, the Council and other organisations across the system will share and map the activities to identify common themes and approaches that can be adopted across employers.

By when: It is anticipated the mapping activity will be completed 31 March 2022, with staff groups up and running during 2022.

3. Promote the Young Carers in Schools Programme within Southampton's schools and empower schools to identify and support young carers.

3.1 The existing SCC provider, No Limits, have been given funding for a 6 month project worker to scope the needs within schools (across Primary, Junior, Secondary & Colleges) and develop a sustainable plan with costings for 2022/23 financial year.

By when: It is expected that No Limits will present this plan in December 21 /January 2022.

4. In conjunction with young carers, establish a Southampton Young Carers Identification Card and seek the support of appropriate organisations to offer discounts to our young carers.

4.1 A wider piece of work is being undertaken with SCC, UHS, Solent, Southern, Police, Fire, Ambulance, Carers and Young Carer to produce Carers Identification card/passport/lanyard that all can use.

4.2 Once a solution that is acceptable across the different parts of the Health, Social Care and Emergency services system, it will be implemented.

By when: There are two workshops 8 & 11 November, an implementation plan will be developed in December and implemented during 2022.

5. Support the identification of a community hub/venue which makes it easier for carers to access support when needed.

5.1 A mapping exercise needs to be conducted with carers to establish:

- What kind of sessions would be welcome, e.g. Welfare advice, coffee and chat, wellbeing activities, health checks
- Where in the city needs to be in the East, West and Central

Then identify the potential sites including: footfall, accessibility, cost

This will identify what carers want and need and where it can be provided. Following this exercise, start implementation across the city.

By when: Mapping and co-production to begin April 2022, Pilots across the City (East, Central and West) to start September 2022

To improve information, advice and guidance:

6. Develop formal processes to encourage regular communication between the providers of carers information, advice and guidance in Southampton. Thereby duplication is minimised, advice is consistent, the no wrong door approach is applied and carers, or advocates, can navigate the system easily.

6.1 This will be included in the action plan for the strategy.

Carers in Southampton are now using Refernet, a system to share referrals between Advice, Information and Guidance providers.

6.2 Work with Advice, Information and Guidance providers to develop a specific offer for Carers and link it to the Council information.

To improve assessments:

7. Review the process for undertaking parent-carer assessments to ensure that all parent-carers who have an appearance of need, or request one, have access to the statutory assessment, and, that they are actively involved in the assessment.

7.1 This is being reviewed by Children's services and in co-production with parent carers.

By when: Coproduction is complete. It is now being worked on to align with CareDirector IT development. Staff training and implementation is expected to be complete by April 2022. From then the assessment will be in use across Children's.

8. Incorporate the principles being applied in Portsmouth to the assessments being undertaken by carer organisations in Southampton.

8.1 The assessment process is being reviewed and we will incorporate the principles of this approach into CareDirector (the new Social Care Client Relationship Management System).

8.2 Once it's been designed, it will run on CareDirector of 6 months and be reviewed in terms of quality assurance.

By when: Work to develop a new assessment format within CareDirector is underway.

Incorporate carers into CareDirector training programme for social worker and carer provider services being developed to coincide with implementation of CareDirector 2022, then reviewed Sept 22 to determine future development need.

To improve support for carers in Southampton:

9. Embed the strengths-based approach to assessment and care planning into practice in Adult Social Care.

9.1 The redesign of carers assessments (recommendation 8) is being taken forward as part of the implementation of Care Director (a new social care IT

system). It will incorporate the need to take a strength based, person centred and assets-based approach.

9.2 Adult Social Care and carer provider support services to access community assets map to help develop carers support plan.

9.3 As part of using the community asset map, ASC and carer provider support services to identify and log gaps in provision. Working with carers groups and local voluntary, community and faith groups to coproduce solutions, building on what is currently available.

By when: 9.1 Work to develop a new assessment format within CareDirector is underway. It is anticipated CareDirector will be fully functioning by end of this financial year.

9.3 Community asset work is expected to be functioning by May 2022.

10. Learning from the examples of Surrey and Portsmouth, utilising community assets, work with carers to develop a broader offer of breaks and activities that can provide support to carers in their caring role and to have a life outside of their caring role. Support should be accessible to an increased number of carers recognising the health and wellbeing benefits to carers of early intervention and support.

10.1 The community assets map has been developed and will inform this work (see recommendation 9). A small amount of funding has been identified through the Better Care Fund 2021/22 to pilot a community assets based approach to support breaks for carers in neighbourhoods in the city. This will inform a wider review of respite and short breaks during 2022/23.

By when: Work is to start Jan 22 to work with carers and communities to coproduce the community assets based approach to carer support and breaks, with grant funding to be made March 22. Implementation is expected to commence April 22.

The wider review is expected to report back Sept 2022

11. With carers, review the provision of training for carers to ensure that it meets their needs.

11.1 Mapping of current training, coaching and support will take place across the health and social care system including voluntary sector: taking into account of national and local offers, which may be online, face to face or e-learning.

11.2 A carer training and development survey will be undertaken in April 22 to identify current and unmet needs to determine and prioritise future training and development needs.

11.3 Carer training needs to be incorporated with the health and social care workforce training needs assessment and opportunities to access available opportunities to be made available.

11.4 Based on identified need and priorities, specific training for carers to be delivered, supported by appropriate local services and charities.

11.5 Principle Social Worker for adults is working with Carers Partnership Board to coproduce some carer training for social workers.

By when: 11.1 – 11.4 - By June 22 to have completed the training and development needs analysis. By September 22 for a programme of available training to be published by local carer services.

11.5 – Starting January 2022

12. Consider how carers can be involved in the City of Culture Bid planning and celebrations.

12.1 Link Carers Steering Group with arts and culture groups, involved in the City of Culture bid process, and working with community development partners, to look at developing opportunities for carers.

By when: During 2022/2023

To help carers stay in, enter or return to work, education and training:

13. Sign up to the Employment for Carers umbrella membership scheme and work with Carers UK to promote the available resources to businesses in Southampton.

14. To enhance the City Council's reputation as a carer friendly employer, seek accreditation to the Carer Confident Scheme.

By when: These are currently being explored with regard to efficacy and best value. We will revert to the committee by April 2022.

15. As part of the movement to embed social value into the procurement process, encourage suppliers to the Council to become accredited to the Carer Confident Scheme.

By when: Due regard for Carers will be embedded in social value section of procurement from April 2022.

As above with regard to the Carers Confident Scheme as it is intrinsically linked to purchasing Employment for Carers umbrella membership scheme.

16. Pilot the MYTIME Young Carers employability programme in Southampton and explore opportunities to embed this within the work of the recently established Youth Hub developed in partnership with the DWP, and the work being delivered by No Limits.

By when: This will be explored in order to seek resources and begin April 2022

To improve the involvement of carers:

17. Embed the practice of working in co-production with carers and people with lived experience, as well as other stakeholders, to ensure they are involved in the development, design and provision of services to meet their real needs.

17.1 This is in development; actions so far comprise:

Carers Steering Group – comprised a variety of carers to help raise issues, influence, scrutinise, monitor and co-produce solutions

Carers Partnership Board – comprised carers, various health and social care providers as well as the two commissioned carer providers. This forum is to share what's going on across the different organisations and see how best to link up as well as raising any concerns around services.

17.2 Other work will include the key priorities from both carers and the strategy.

By when: Both the steering group and partnership board have been running since the Inquiry.

Other work and timing is covered in the strategy action plan.

Council officers are refreshing the co-production principles to share with all services.

To improve transitioning:

18. Develop a Memorandum of Understanding between Adult Social Care and Children's Services to support the transitioning of young carers into adult carers and parent carers caring for an adult child.

18.1 This work has started and national MOU document is being developed to be specific to Southampton, so a whole family approach is taken by the Council and provider services.

18.2 During the consultation of the strategy, it has been raised that transition also applies to many other situations, such as:

A cared for young person becoming an adult

A cared for adult moving out of home to live independently

A cared for adult turning 65 and transitioning into older people's services

By when: It is anticipated this signing of the MOU will be complete March 22.

Embedding into practice will take longer and the MOU will be shared with both principle social workers (Children and Adults) in order to support its use in relation to training. An update will be provided by March 23.

The wider areas acknowledged above will be considered and addressed in the action plan – likely during 2022/23.

To improve co-ordination of support for carers, and with carers:

19. Develop a Carers Charter that all organisations that work with carers can adopt and promote its principles. Hampshire Carers Charter is based on the four key principles for supporting carers adopted by Southern Health Foundation Trust.

19.1 The strategy and action plan is being reviewed annually, it would be more appropriate to consider this at a later date, say 2024.

Given the volume of work and the timeframe of five years, a lot of the work that is being carried will directly improve the support to carers.

20. Establish a carer led Southampton Carers Partnership to ensure that the views of carers are listened to and to improve the effectiveness of multi-agency working in achieving outcomes for carers based on priorities they have said make a real difference to them.

20.1 This has been in place since Nov 2020

To improve the sharing of data and intelligence to support carers:

21. Explore how the Care and Health Information Exchange (CHIE) can be improved in design or usage, to enable carers to only tell it once and for relevant services to have timely access to carers emergency plans.

21.1 The Integrated Care System lead for IT personalisation has produced an approved digital architecture to allow patients to record information about themselves using apps. This approach is currently being trialled to ensure the pathway is functional. If successful, it will be possible in the future for carers to record information about themselves and the person they care for using an app and for this to be visible to health and social care professionals.

Work is being planned across the integrated care system to develop a common data set to gather and present relevant information needed by health and social care professionals with regard to carers needs and wishes. The information will include the carer emergency plan.

By when: This is ongoing and likely to have a further update in April 2022

22. Purchase access to Carers UK 'Digital Resource for Carers'. This would give all carers in Southampton free access to training, the Jointly app designed by Carers UK to help store and to share information and manage care and other digital support.

22.1 A number of apps are being tested and considered by carers. A final choice will be made and Southampton will be led by carers preferences. The app chosen, will have to be compatible with the technology mentioned in 21.

By when: A final decision will be made by January 2022

To measure progress in delivering improved outcomes for carers and to recognise the contribution carers play in our health and care system:

23. Southampton City Council adopts carers as a protected group requiring the Council to make sure decisions, policies or procedures do not have unintended consequences for carers.

By when: This is being explored in terms of practical application and benefit. We will revert in April 2022.

24. Develop a dashboard of appropriate metrics to measure and monitor the outcomes for carers in Southampton. Progress should be considered regularly by the Better Care Board.

24.1 In development. It is intended there is a quarterly update to the Better Care Board with annual attendance to present progress so far.

24.2 We are working with carers and services to identify what metrics are meaningful for them.

By when: This work has started and will be completed by April 2022.

***Southampton City Council
Adult Carers' Strategy
2021 - 2026***

'Carer friendly Southampton'

Revised: vs 3.3 27-10-21

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What's going to happen

5 priorities we agree we need to focus on:

1. Improving Identification of Carers
2. Improving Information, Advice and Guidance
3. Help and Support
4. Carers' Voice and Involvement
5. Planning for the Future

Foreword

The Southampton Health and Wellbeing Strategy's vision is about enabling everyone to live long, healthy and happy lives with the greatest possible independence. Our adult carers strategy is part of achieving this overall aim.

Carers across the city do fantastic work and we want to ensure with support they are able to continue their caring role and enjoy a quality of life for themselves. It recognises that unpaid carers are often doing this alongside work or education. Without their efforts, the family member, partner or friend simply wouldn't be able to manage. Both the individual and communities would be worse off without this care and both the council and NHS would be overwhelmed without it.

We recognise the strain and additional pressure put on carers by the pandemic and now is the time to put carers centre place to ensure they have a good quality of life.

This strategy considers the Integrated Care System development around the wider region and dovetails with the carers strategies for other organisations across health.

This strategy calls for not only the health and social care providers to work together but for everyone and importantly employers and businesses across the city to recognise and support carers and the work they do and to help Southampton to be not only a carer friendly city but a nationally recognised one.

Signed by:

Councillor Ivan White, Cabinet Member for Health and Adult Social Care
Councillor Lorna Fielker, Shadow Cabinet Member for Health and Adult Social Care

Introduction

The Southampton City Council Adult Carers' Strategy has been developed with key partners:

- Local carers, learning from their experience and being guided by what they think is important and how their priorities feed into the strategy.
- Scrutiny Inquiry Panel evidence from the 'Carer Friendly Southampton' Inquiry 2020-21.
- All health and social care partners across Southampton recognise support of carers must be a key commitment and high priority in all areas and will ensure our strategies link together.
- Other Local Authorities and carers support organisations around the country and drawing on best practice

Context

This new strategy spans five years so is rightly ambitious. It also sets out key areas we need to focus on immediately.

It takes into account the new integrated care system, which covers Hampshire, Southampton and the Isle of Wight. Southampton is a local area within the integrated care system, this strategy reflects the needs of Southampton. It also looks at where our services reach outside our local area to make sure they're linked up.

This new strategy sets out 5 priorities we need to focus on to promote the health and well-being of carers and to reduce the health and financial inequalities that carers experience due to caring. Carers will hold us to account on delivery of the priorities in this strategy.

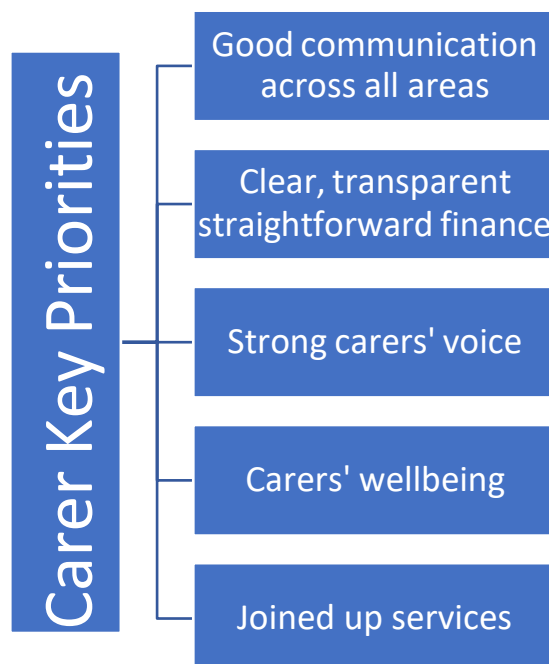
Underpinning the strategy will be a detailed action plan, work started on this in Autumn 2021.

NB: In line with good governance, the wording 'local provider' has been used rather than naming organisations that Southampton City Council currently buys services from. The strategy spans five years so providers may change as services and contracts are reviewed.

Southampton City Council Adult Carers Strategy 5 Year Priorities



Carers Immediate Priorities



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Information about carers and caring

1. Who are unpaid Carers?



A Carer can be any child, young person or adult, the care they give is unpaid.

They are people who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

Adult Carers are 18 and over caring for another adult aged 18 or over.

Parent Carers are 18 and over who are caring for, and have parental responsibility for, a child with needs.

Young Carers are under 18 caring for another person who can be either an adult or another child with needs.

A Young Carers Strategy has been developed separately at the request of Young Carers.

2. What do Carers do?

Carers might do some, all or even more of the things below ***unpaid and while trying to maintain a life of their own***



3. Key facts and figures about carers and caring

There are 32,000 carers in Southampton supporting one or more individuals.

That's around 1 in 8 of the population

Carers aged 65 and over are more than twice as likely to be caring for more than 50 hours a week compared to other carers

Being a young carer can affect school attendance, educational achievement, having a normal social life and future life chances

Carers are twice as likely to have a long term physical or mental health condition than non-carers

Unpaid carers are the largest part of the care system.

1 in 4 UK workers are juggling work and care, 2.6 million have given up work to care.

NB: These figures are taken from national data and data supplied to the Health and Overview Scrutiny Committee's enquiry (April 2021)

4. Carers comments

What Carers say might help:

- ✓ **Treat us kindly, we're still human**
- ✓ **Without respite I would not have a family today, with all the stress and strain of caring we would not have survived**
- ✓ **Friends, family or carers need training - that helps**
- ✓ **A key worker (to support carers and cared for) is absolutely vital**
- ✓ **Recognition by GPs**

What Carers say doesn't help:

- ☒ **I just felt totally excluded, they (healthcare professionals) do not seem to care about the carers**
- ☒ **I'm worn out and am embarrassed as I'm not sure how long I can continue to work and be a carer**
- ☒ **Not asking me about xxx, I live with her 24 hours and know her very well!**

5. Relevant legislation & safeguarding – this is a precis of the relevant legislation, detailed legislation is an appendix to the action plan.

The Care Act 2014 recognises supporting adult carers is as important as supporting the people they care for. The Care Act gives adult carers the right to support from their local authority which can include information and advice, preventative services, carers' assessment and support to meet carers' needs based on national eligibility criteria.

The Care Act also places a duty on local authorities to identify young carers and provide support for parent carers and young carers when a young person is becoming an adult.

The Children and Families Act covers the rights of young carers and parent carers. The local authority has to provide information and support to protect young carers from inappropriate or excessive caring, as well as providing an assessment for a young carer or a parent carer if it appears that they have needs or if they request an assessment.

The NHS Long Term Plan says the NHS needs to improve identification and support for carers and young carers. The plan says that the NHS will introduce 'carer quality markers' in primary care, provide better support for carers in emergencies, publish top-tips for supporting young carers, and make sure that carers benefit from wider use of social prescribing.

The Employment Rights Act and the Equality Act 2010 - The Employment Rights Act gives carers rights to ask for support at work that can help them manage work and caring responsibilities.

The Equality Act 2010 protects carers against discrimination or harassment because of their caring responsibilities.

Safeguarding protects an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

A local authority must act when it has 'reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.' (Care Act 2014, section 42)

So safeguarding is for people who, because of issues such as dementia, learning disability, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

What's going to happen

What Southampton will look like from a carer's point of view

The vision for this strategy is presented as 10 carer 'I-statements' which together set out what Southampton could look like from a carer's point of view by 2026.

The 'I-statements' are based on what carers themselves have said is important to them through the Southampton Carer Friendly Scrutiny Inquiry and various local, regional, national surveys and consultations.

I statements:

I feel that what I do as a carer is recognised, understood and valued

I have good quality information and advice which is relevant to me

I am listened to and feel part of the team planning care that the person I care for

I know where to get help from when I need it

I know where to get help when things go wrong or in an emergency

I can balance caring with my education and/or paid work

I can have a break and time for myself or with other family and friends

I feel that I am supported to look after my own health and wellbeing

I feel supported when my caring role ends

I can access relevant support without communication barriers and transport barriers

Priorities we agree we need to focus on

Based on feedback from carers and wider stakeholders undertaken during the development of this strategy and considering the recommendations from the Carer Friendly Southampton Scrutiny Inquiry 5 key priorities have been identified for this strategy.



Carers' Immediate Priorities

Improved communication with carers, using clear language

Clear, transparent straightforward finance

Strong carers' voice

Carers' wellbeing

Joined up services

These key priorities were gathered by asking carers and carer organisations around the City to share their most pressing priorities for the next year. These have been incorporated into the action plan.

Key objectives have been identified which will contribute towards each priority:

Improving Identification of Carers

1. Raise public awareness of carers and caring to increase the number of people who identify themselves as carers
2. Increase the number of carers who are identified in primary care and the number of patients who are registered with their GP practice as a carer
3. Increase the number of carers who are identified through social care needs assessments of the people they care for
4. Increase the number of organisations proactively identifying people in their workforce who balance their paid employment with caring
5. Align approach to carers across health and social care organisations and education
6. Explore whether the identification of a community hub/venues will make it easier for carers to access support when needed, including info and support, a place to meet other carers and access to replacement care. Or using existing council/NHS buildings for outreach might be helpful.

Improving Information, Advice and Guidance

1. Increase the number of carers who receive information and advice from the NHS, Social Care and education, as well as from specialist carer and young carer services
2. Develop a clear information pack and introductory sessions to share with carers.
3. Explore different apps for Carers. Consider buying access to CarersUK 'Digital Resource for Carers'. This would give all carers in Southampton free access to training, the Jointly app designed by Carers UK to help store and to share information and manage care and other digital support.
4. Identify support within the local community so carers know what help is available.

Help and Support

1. Provide assessments (this involves a chat to discuss possible options for support) that understand carers and family's needs alongside the person they care for.
2. Increase the number of carers assessments completed and recorded by Southampton City Council.
3. Introduce new arrangements which will support more carers to develop unplanned breaks and/or emergency plans
4. Enable carers to stay in employment while they care or return to work after a caring role
5. Support to carers after their caring role has ceased
6. Support carers to have the opportunity to have planned breaks from caring

Carers Voice and Involvement

1. Ensure that carers are acknowledged as partners in care, and their skills and knowledge are valued and used when planning care for the person they care for
2. Provide more opportunities for carers to be involved in strategic planning and commissioning decisions
3. Embed the practice of working in co-production with carers and people with lived experience, as well as other stakeholders, to ensure they are involved in the development, design and provision of services to meet their real needs.
4. Carers to be involved in service review and evaluation, redesign and procurement evaluation
5. Promote carer involvement in delivering training to others

Planning for the Future

1. Review *transition practice to ensure that policy is implemented.
 2. Ensure transition processes undertaken are within agreed standards, so carers and cared for are able to plan appropriately.
 3. Map current transition issues between age related or condition specific services to ensure carers are supported when those they care for move
 4. Explore possibility of using housing options (e.g. domiciliary care/care homes/supported living/shared lives) as respite to 'practice' for the future.
- * Transition applies to different situations:
A young carer becoming an adult carer
A cared for young person becoming an adult
A cared for adult moving out of home to live independently

Measuring success – different audiences require different measures of success and all measures will be based on the I statements. We will capture both quantitative (numbers of people/attending a service) and qualitative (conversations, how well a service was delivered, what people thought).

Council officers will report quarterly to the Southampton Partnership Board, or it's equal if it changes over the next 5 years, and will present to them the results achieved to improve the health and well-being of carers on an annual basis.

This strategy cannot be delivered by Southampton City Council alone and we will be working closely with the partners listed to achieve change across the City:

University of Southampton NHS Foundation Trust

Southern Health NHS Foundation Trust

Solent Foundation Trust

South East Coast Ambulance Service NHS Foundation Trust

Hampshire Constabulary

Hampshire & Isle of Wight Fire and Rescue Service

Commissioned providers

Voluntary sector

There is more detailed information in the action plan – available on request. Please contact

Xxxxxx

Xxxxxxx

xxxxx

Southampton City Council

Young Carers Strategy 2021 - 2026

***‘Carer friendly Southampton’
[Need a graphic representing
Young Carers]***

Revised: vs 2.9 27-10-21

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What we are going to do

- 4 priorities we agree we need to focus on
 - Who are young carers?
 - Improving Information, Advice and Guidance
 - Help and Support
 - Young Carers Voice

Foreword

This Young Carers Strategy is a direct result of listening to the young carers. They shared their experiences at the Health & Scrutiny Overview Carers Inquiry and felt very strongly they should have their own strategy, so here it is.

There are two other pieces of council work the Young Carers Strategy supports: Southampton's vision to become a Child Friendly City by 2024/25 Southampton Health and Wellbeing Strategy which is about helping everyone to live long, healthy and happy lives with the greatest possible independence

Young carers across the city do incredible work but it can put a real strain on them. We want to make sure they can also go to school and learn, meet their friends, have hobbies and interests and not be held back by inappropriate levels of caring.

To do this we need to work with young carers and each other across health and social care (e.g. doctors, hospitals, council, social workers) to make sure we get it right for young carers.

We've asked Zunayrah Rizvi to share her hopes for this strategy:

I am hopeful that we will see more support in schools in the future and lots of fundraising for more Young Carer Projects. It will mean a lot to young carers to be able to know that there is someone there to always speak to if you are feeling down. It is essential that we can identify as many Young Carers as we can and most importantly, that every Young Carer should feel that they're fully supported!

Final para (to tie in with young carer paragraph).

Awaiting formal approval

Part one:

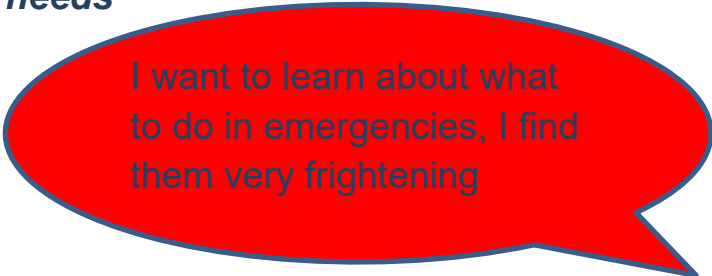
Introduction - Our vision is that Southampton is a city where children and young carers have the same opportunities as other children to get a good start in life, so they can fulfil their potential and become successful adults. We owe it to young carers to:

Identify them



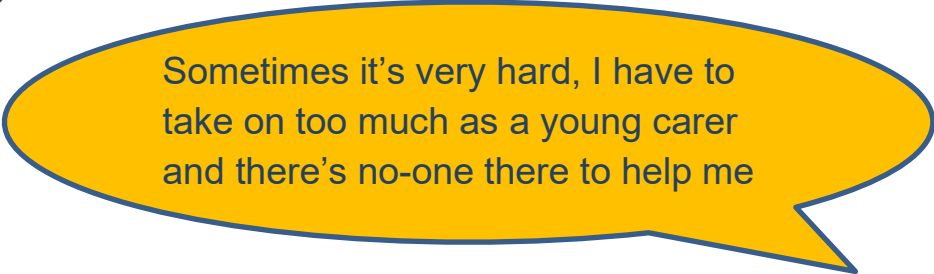
No-one at school knows I'm a carer

Listen to them and understand their needs



I want to learn about what to do in emergencies, I find them very frightening

Support them appropriately



Sometimes it's very hard, I have to take on too much as a young carer and there's no-one there to help me

To do this, the new strategy sets out work we need to focus on to promote the health and well-being of young carers and reduce the significant disadvantages that young carers currently experience due to caring. Young carers will check that we do the work that this strategy says we will do. To support the work the strategy will have a detailed action plan which says what we will do, when the work will start and how long we think it will take to finish.

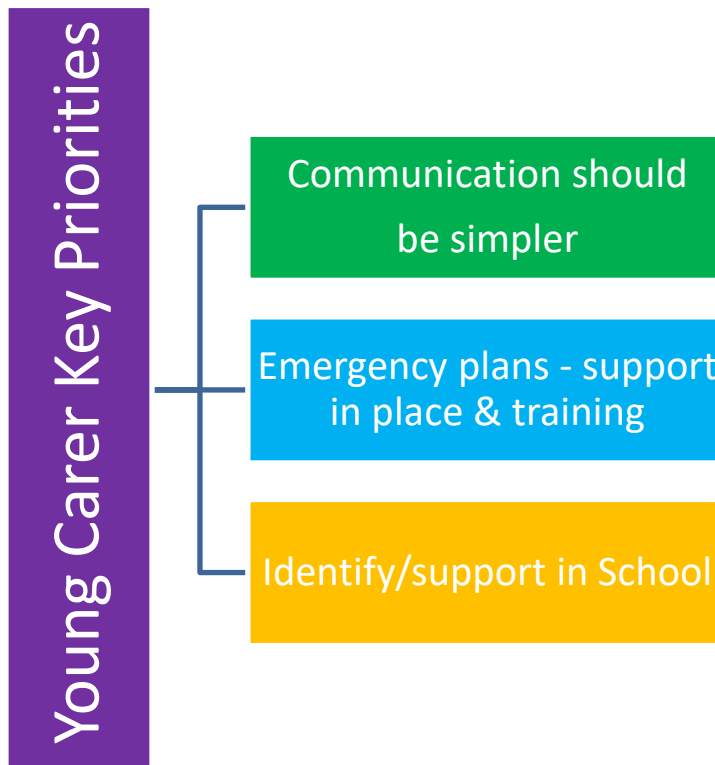
Young carers have identified three things that are important to them and that they would like us to start on immediately. These form an essential part of the strategy.

NB: The wording 'local provider' has been used rather than naming current providers as the strategy is for five years and service providers may change.

Southampton City Council Young Carers' Key Priorities



Young Carers Immediate Priorities



Who are Young Carers?

[Image of a group of diverse young people]

A young carer is someone under the age of 18 who looks after a relative with an illness, disability, mental health condition, a drug or alcohol problem. Young carers often take on practical and/or emotional caring roles.

What young carers do to help will be different for each person. Some will have a big family with lots of people helping, while others may have a small family or possibly no-one else to help. Why the relative needs help will also make a difference to what a young carer does.

Sometimes:

- the work they do or decision they have to make is something an adult should do e.g. wash someone, give someone medication or decide what money to spend on food. These are caring roles that are 'inappropriate' for a young person to do;
- a young person may do so much caring that they can't live the life of a child e.g. have a social life. This is called 'excessive' caring and would normally be expected of an adult
- young carers are so worried about leaving the person they care for that they might miss school.

Young carers want to help the people they love, this strategy wants to support them to be a young carer and support them so that they do not have inappropriate or excessive caring roles.

Life will change as a young carer becomes an adult. They may want to leave home, start work or go to college or university. Young people move into adult life at different times and so most services that work with young people believe they should support them until the age of 25. To recognise this, this strategy will include young adult carers up to the age of 25.

What do young carers do?

Young carers might do some, all or more of the things below *unpaid and while trying to maintain a life of their own*



Balancing work



Balancing education



Caring for more than one person



Dealing with emergencies

Key facts and figures about carers and caring

- 2018 BBC survey estimates that there are over 800,000 young carers
- 1 in 8 of those were aged younger than 8 years old
- A third of carers reported having a mental health problem
- Nearly half of young carers said nobody in their school was even aware of their caring responsibilities

Evidence shows that being a young carer can impact on school attendance, attainment, personal development and welfare. For example:

- More than 1 in 4 young carers miss school regularly.
- Young Carers have an average of one grade GCSE level lower, across all the subjects they take, than a young person who has no caring role.
- 6 in 10 young carers say they are bullied.
- Some young carers are worried that their family will be broken up by social services if they tell anyone that they are struggling.
- Many young carers are proud of their caring role and do not want to be pitied or they don't think that telling their school would change very much for them
- In Southampton the number of young carers (aged 8-18) in touch with the Young Carers Service in 2020/21 = 420, with 80 young carers receiving active regular support.

Nationally young carers say the caring roles they do often affects their physical and/or mental health. A survey of young carers in Southampton, conducted by No Limits in 2020, asked, 'Has your caring role affected your emotional well-being?' Of those that responded 60% replied 'yes'. They often:

- feel tired and 'run-down';
- suffer from anxiety, stress and depression; and/or
- find it harder to participate in social activities, which may contribute towards feelings of isolation and loneliness

On the other hand, young people often find they grow personally with their care-giving experience.

Carers comments

What young carers say might help them:

- ✓ 24/7 support service from young carers project - crisis usually happens in the evenings or at weekends
- ✓ I have someone who helps me with my mental health, my head of year and the head of wellbeing in our school
- ✓ I like the idea of maybe knowing who else in my school is a young carer so we could take time out together to talk to each other, if in case we don't feel comfortable talking to a "grown up" about how being a carer affects us.
- ✓ Give me a break from my caring role (to do an activity, have breathing space)
- ✓ Chats with teachers to ask how everything is. Talking about young carers in things like circle times at school
- ✓ Have Your Say (e.g. Carers' strategy)

What young carers say is difficult for them

- There has been no opportunity to share my story
- I worry that social work will get involved
- I didn't realise I was a carer or that my life is different to that of my peers
- I don't receive support from school
- They didn't offer me support before and they knew about my caring role before.
- I often don't have time to study and I can't go spend time with my friends at all, and I can't travel much
- My younger brother can be disruptive, it can be hard to complete homework, home learning and lack of sleep at times.

Relevant legislation & safeguarding - this is a precis of the relevant legislation, detailed legislation is an appendix to the action plan.

The Children and Families Act 2014 and the Care Act 2014, both significantly strengthened the rights for young carers. They aim to assess and support children and young people from taking on excessive or inappropriate care. They also recognised the need to improve the support young carers get when they move from being a young person to being a young adult.

The NHS Long Term Plan - says that the NHS needs to improve identification and support for carers and young carers. The plan says that the NHS will introduce 'carer quality markers' in primary care, provide better support for carers in emergencies, publish top-tips for supporting young carers, and make sure that carers know about and can use clubs, activities and services that are in their neighbourhood or nearby.

Part two:

What we are going to do

What Southampton will look like from a young carer's point of view

The vision for this strategy is presented as 13 young carer 'I-statements'. These statements include the recommendations from the Scrutiny Inquiry and the Unicef Child Friendly City values.

I statements:

I feel that what I do as a young carer is recognised, understood and valued

I have good quality information and advice which is relevant to me

I shouldn't have to take on adult tasks or make adult decisions (like doing all the housework, paying the bills or providing emotional/practical support to other members of the family)

I am listened to and feel part of the team planning care for the person I care for

I know where to get help from when I need it (for me or my cared for person)

I know where to get help when things go wrong (for me or my cared for person)

I can balance caring with my education and/or paid work

I can have a break and time for myself or with other family and friends

I feel that I am supported to look after my own health and wellbeing

I feel supported moving from being a young carer to a young adult carer

I feel supported when my young caring role ends

I can get support I need without anything getting in the way (so, for example, there is good transport to where the support is and staff recognise young carers, are child-friendly and talk so young people can understand them)

I want to be supported by people who really care, listen to me and want to help me

Priorities we agree we need to focus on

Young carers and services who work with young carers have spoken about a lot of things that need to change. When everything is brought together they can be grouped into four themes. We have called these our 'priorities' as they need to be done sooner than other things. Work to change the lives of young carers has been identified within each priority. An action plan has been written which shows what work will be done, when it will happen, who will do it and when it is expected to finish.



What to do first

Communication should be simpler
Emergency plans - support in place & training
Identify/support in School

Young carers and carer organisations have said what is most important to them and what they want done first. These have been written into the action plan.

Areas of work for each priority:

Who are Young Carers

1. Tell people who live and work in Southampton about young carers and what they do. If we tell enough people, young people themselves will recognise they are a young carer and adults will be able to spot young people who have a caring role.
2. Increase number of:
 - young carers known to schools, colleges and services for children and young people;
 - young carers known by their doctor;
 - adults who let their doctor know they have a young carer; and
 - young carers who are found by social care (children's and adults) when supporting the person who needs the care.
3. All services that support carers and the people they care for to work together so that they decide on similar ways to search for young carers and know how best to help everyone.
4. Young Carers to have one way of showing people and services, including emergency services, that they are a young carer – possibly a Young Carers Card.

Information, advice and guidance

1. Increase the number of young carers who receive information and advice from the NHS and Social Care, as well as from specialist carer and young carer services.
2. - Age-appropriate support for young carers.
3. Develop a range of information accessible and relevant to very young carers (primary school age to young adults), including some fun activities.
4. Explore how information can be put online for young carers to access.
5. Identify support within the local community so young carers know what help is available.

Help and support

1. Provide assessments (a chat to find out a bit about you and the caring you do) that understand that young carers need to have a caring role that is not excessive or inappropriate.
2. Increase the number of young carers assessments completed.
3. Help develop 'what to do in an emergency' training and plans.
4. Enable young carers to stay in education (the right support for different ages, so primary/junior/secondary and college students get the right help).
5. Enable young carers to stay in employment while they care.
6. Provide high quality support while a young carer moves to become a young adult carer.
7. Support to young carers after their caring role has ceased.
8. Look for more young carers in e.g. black Asian or minority ethnic communities (BAME), or young carers who are supporting adults with drug and alcohol problems.
9. Work with local transport providers and community transport to improved transport support for young carers.
10. Explore whether different venues around the City might be helpful for young carers to meet and get support.
11. Make it easier for young carers to get support or a break from caring (such as transport or having interpreters at appointments) – including someone else to care for the cared for person or them having something to do, so the young carer can have a break.

Young Carers voice

1. Young Carers will be supported, and encouraged, to help change services so that they recognise, listen to and support young carers.
2. Young carers wishes and knowledge will be used when writing documents that will affect them, for example city wide transport plans.
3. The Stronger Communities Youth Participation team will work with young carers and the local provider to ensure that their rights as children are promoted within our ambition to become a child friendly city.
4. Ensure that young carers knowledge about the person they care for, and their skills in how to care for them, is valued and used when planning care for the person they care for.
5. Work with young carers and the people they care for to make sure services they use meet their real needs.
6. Develop 'vox pops' or short videos featuring young carers to help train professionals

Measuring success – different people will want different ways to know how well the strategy has worked. Everything will be based on the ‘I statements’. We will use numbers e.g. number of people attending a service and we will also talk to young carers and other people about what they thought of a service or how the strategy’s actions from the action plan has worked for them. We will look at what has worked for people and what needs to change to make them work in the future.

Council officers will report quarterly to the Southampton Partnership Board, or it’s equal if it changes over the next 5 years, and will tell them what has made things better for young carers, what hasn’t changed and if anything has made things worse.

This strategy cannot be delivered by Southampton City Council alone and we will be working closely with the partners listed to achieve change across the City:

University of Southampton NHS Foundation Trust

Southern Health NHS Foundation Trust

Solent Foundation Trust

South East Coast Ambulance Service NHS Foundation Trust

Hampshire Constabulary

Hampshire & Isle of Wight Fire and Rescue Service

Commissioned providers

Voluntary sector

The action plan shows what work will happen, when and by who and is available on request. Please contact

Xxxxxx

Xxxxxxx

xxxxx.

Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

Name or Brief Description of Proposal	Adult and Young Carers Strategies 2021-26
Brief Service Profile (including number of customers)	<p>Both Strategies cover a five-year period. The strategies consider the recommendations from the Public Inquiry ‘Carer Friendly Southampton’ and has been co-produced with carers and relevant stakeholders.</p> <p>Both Strategies share 4 key priorities improved:</p> <ul style="list-style-type: none"> • identification; • provision of information, advice and guidance; • help and support; and • having a voice and being listened to. <p>Adult carers have an additional key priority of planning for the future.</p> <p>The immediate priorities adult carers would like improved are:</p> <ul style="list-style-type: none"> • good communication across all areas; • clear, transparent and straightforward finance; • strong carer’s voice; • carers’ well-being; and • joined up services <p>The immediate priorities young carers would like improved are:</p> <ul style="list-style-type: none"> • communication should be simpler; • emergency plans – support in place and training; and • identify/support in school. <p>An action plan will guide work to achieve identified outcomes for carers in all priority areas. Work has already started for some of the immediate priorities from both adults and young carers.</p>
Summary of Impact and Issues	<p>The two strategies together aim to improve the health and well-being of all unpaid carers who live in Southampton. To do this it is anticipated that investment will be needed from health and social care. It is difficult to quantify the exact funding required as the needs of unidentified carers is unknown. Scoping work, however, is being undertaken in 2021/22 to understand the funding required in 2022/23 to e.g. support schools to become young carer friendly and increase capacity withing support services to identify, assess and provide universal support for</p>

	carers.
Potential Positive Impacts	In addition to carers health and well-being the strategies also aims to improve the: <ul style="list-style-type: none"> • experience of carers when they transition from one service to another e.g. young carers becoming young adult carers; • ability of young carers to stay in education or gain employment; • support for adult carers to stay in employment or return to employment; • number and type of breaks a carer can have from their caring role; and • process of assessment and support planning.
Responsible Service Manager	Adrian Littlemore
Date	26.10.21

Approved by Senior Manager	Adrian Littlemore
Signature	<i>Adrian Littlemore</i>
Date	<u>28-10-21</u>

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	No negative impact identified. The strategies aim to improve the lives of carers of all ages. In particular where a carer ages and there is a change in the support agency and/or other services the process of transition will be improved.	
Disability	No negative impact identified. The people that carers support are from all care groups. Work is currently being undertaken so that access to respite care has parity of esteem across the care groups i.e. carers are not given set funding instead it is based on the respite needs of the carer and the cost of paid care for the person being cared for.	
Gender Reassignment	No identified impacts.	
Marriage and	No identified impacts.	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Civil Partnership		
Pregnancy and Maternity	No identified impacts.	
Race	<p>No negative impact identified.</p> <p>The strategies aim to improve the identification of carers from black and ethnic minority communities as their representation is currently small.</p>	
Religion or Belief	<p>No negative impact identified.</p> <p>The strategies aim to improve the identification of carers from religious communities other than Christian as their representation is currently small</p>	
Sex	No identified impacts.	
Sexual Orientation	No identified impacts.	
Community Safety	<p>No identified negative impacts.</p> <p>The strategies aim to provide more services in local communities and also to improve access to transport where travel is needed. This will enable carers, particularly the young and elderly, to safely access support services.</p>	
Poverty	<p>No identified negative impacts.</p> <p>Improved access to education and employment will reduce poverty within the caring community.</p>	
Other Significant Impacts	No other identified impacts.	