

# **Commissioning and Strategy**

## **Haringey Carers Strategy Review Project**

### **Project Brief**

**Updated November 2008**

## DOCUMENT CONTROL

### CHANGE HISTORY

Version	Author	Date	Change
V0.1	CK/JB	06 Aug 08	Initial
VO.1a	CK/JB/BN	23 Oct 08	Revised draft
VO.1b	CK/JB/BN	16 Nov 08	Revised draft
VO.1b	BN	27 Nov 08	Revised draft
V0.2			Final Draft
V1.0			Final

### REVIEWERS

Version	Reviewer	Role	Date
VO.1a	ACCS DMT	Directorate Management Team	29 Oct 08
VO.1a	WBCE	Wellbeing Chairs Executive	31 Oct 08
VO.1b	CPB	Carers Partnership Board	16 Nov 08
VO.1c	WBPB	Wellbeing Partnership Board	08 Dec 08

### APPROVERS

Version	Approver	Role	Date
VO.1a	Lisa Redfern	AD Adult Services Project Sponsor LAA carers indicator lead	31 Oct 08
VO.1b	Cllr Catherine Harris	Carers Champion	

### DISTRIBUTION

Version	Name	Role
V0.1a		

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# 1 PROJECT DEFINITION

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## 1.1 DESCRIPTION

This project is being set up:

- To review Haringey Carers Strategy 2005-2008
- To revise the strategy in the light of national and local developments in policy for carers
- To produce an updated 5 year partnership strategy for Haringey carers for 2008- 2013 with an accompanying action plan to be reviewed in 3 years

## 1.2 OBJECTIVES

To produce a strategy which:

- meets the aspirations of Haringey carers
- meets the requirements of the national carers strategy 2008<sup>1</sup>
- provides a strategic framework for the implementation of both of the above and a financial and operational framework

## 1.3 CUSTOMER QUALITY EXPECTATIONS

- Updating Haringey's strategy starts the process outlined in the national strategy of ensuring "*that the needs of carers must, over the next 10 years, be elevated to the centre of family policy and receive the recognition and status they deserve.*"<sup>2</sup>

## 1.4 SCOPE

A definition of **carer** needs to be agreed. Below is the proposed national definition and two current definitions used in Haringey:

### **Government strategy 2008 definition out for consultation**

*A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.*<sup>3</sup>

### **Barnet, Enfield and Haringey Mental Health Trust *Mental Health Carers Strategy 2007* definition**

*someone who provides practical unpaid help or emotional support to family members, neighbours or friends who are suffering from mental health difficulties; e.g. a carer may or may not live in the same home as the person they are caring for.*

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<sup>1</sup> *Carers at the heart of 21<sup>st</sup> century families and communities:* "A caring system on your side. A life of your own." HM government June 2008

<sup>2</sup> As above Page 8

<sup>3</sup> As above Page 19

## **Haringey Carers Strategy 2005-2008 definition**

*A carer is someone who looks after a partner, parent, brother or sister, son or daughter (including adult children) or a friend who is disabled, and would not be able to live in the community without their help. They are unpaid.*

For the purposes of the revised strategy for adults in Haringey this means carers aged 18 and over of people aged 18 and over where the cared for person lives in the borough. The strategy also needs to take account of the current pan-London protocol in operation for cross borough carers' assessments.<sup>4</sup> This agreement covers arrangements for assessment and support for carers who live in a different borough from the person they care for.

### **1.5 EXCLUSIONS**

- This strategy is for adults as outlined in 1.4 above and will not cover children and young people and their carers – this work will be included in the Children & Young Persons Plan. (Support for carers aged under 18 years and for parent carers of disabled children is provided by the Children and Young People's Strategic Partnership.)

### **1.6 RELATIONSHIP WITH OTHER EVENTS**

#### ***Nationally***

The profile of carers has been moving up the national agenda over the last months.

- **National strategy for carers**  
This was published in June 2008 following a national consultation. It raises the profile of carers and the Government's vision for their support over the next ten years. Some new money will be available for this via Primary Care Trusts (PCTs). Guidance on this is awaited.
- **New Deal for carers: taskforce reports**<sup>5</sup>  
Four task forces were set up to develop the strategy. Their detailed reports were published in July 2008.
- **Equality issues**
  - There has been ongoing debate about whether carers should be regarded as an equality strand in the new Equality Bill to be published later this year. In its response to the consultation on the proposed Bill<sup>6</sup> the government have indicated that they do not intend to consider carers as a separate equality strand despite strong representations from carers' organisations to do so.
  - In a landmark ruling in July 2008 the European Court of Justice upheld the case of "discrimination by association" brought by Sharon Coleman,

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<sup>4</sup> *Cross border carers' assessments: A protocol for assessment of carers who live in a different local authority area to that of the person they care for.* Greater London Authority 2006

<sup>5</sup> [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_086585](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_086585)

<sup>6</sup> *The Equality Bill-Government response to the consultation.* July 2008

the mother and carer of a disabled child. For the first time disability discrimination law now applies to carers<sup>7</sup>

## Locally

### Related relevant events

- Cllr Catherine Harris is the new Carers Champion and the first councillor in this role.
- The Carers Partnership Board (CPB) has been re-invigorated. Over 30 carers have applied for membership. The first meeting of the new CPB, chaired by Cllr Catherine Harris, and attended by nine carers took place on 30 September 2008. The terms of reference have been rewritten in line with Well-being Partnership Board sub-groups.
- An Overview and Scrutiny Review of services for carers may be carried out in 2008-2009.
- The personalisation agenda<sup>8</sup> which was signalled by the government in *Transforming Social Care* in January 2008 is being taken forward by the personalisation programme in Haringey. The personalisation of social care will have wide-ranging implications for carers and the people they care for.

## 2 PROJECT PLANNING

### 2.1 APPROACH

- **Overall approach**

Delivering the strategy will be undertaken using the Council's Project Management Framework. The following list proposes project sponsorship and suggested Project group members.

<b>Suggested Project team</b>
<b>Project Sponsor:</b> AD Adult Services – Lisa Redfern. (Lead for LAA Carers target)
<b>Council Membership</b>
<b>Project Manager:</b> Jan Bryant, Commissioning Manager
<b>Commissioning &amp; Strategy:</b> Barbara Nicholls, Head of Commissioning
<b>Policy and Strategy:</b> Carmel Keeley
<b>Adult Services:</b> Douglas Maitland-Jones, Service Manager Mental Health; Una De Vere, Practice Manager Physical Disabilities
<b>Equalities:</b> Eve Featherstone
<b>Carers:</b> from CPB
<b>HTPCT:</b> non executive director and staff member
<b>BEMHT:</b> staff member
<b>HAVCO:</b> representing provider view *

\* A separate Carers Provider Forum is to be established and provider input will be sought through this.

- **Consultation methodology**

<sup>7</sup> <http://www.communitycare.co.uk/Articles/2008/07/18/108891/carers-sharon-coleman-wins-landmark-discrimination-ruling.html>

<sup>8</sup> [http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/LocalAuthorityCirculars/DH\\_081934](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/LocalAuthorityCirculars/DH_081934)

- Multi-agency consultation under WBPB using Council consultation framework and calendar
- Consultation Plan to be produced
- Research Governance approval needed
- Use CPB as reference group starting November 2008
- Consult client group partnership boards and outcome focused groups for comment.

## 2.2 CONSTRAINTS

- Resources
- Competing priorities for officers' time
- Because of the cross-cutting nature of carers' issues there may be difficulty getting simultaneous buy-in from all partners
- Differences of views or priorities

## 2.3 ASSUMPTIONS

- Parity of interest between carer and cared for
- Carers of Haringey residents will be drivers of the strategy
- All partners will work collaboratively
- Partners will engage and devote the necessary time to the project
- Sufficient resource capacity will be available both in terms of
  - time for officers carrying out the work and
  - finances to develop and publish the Easy read version and hard copies of the summary<sup>9</sup>

## 2.4 INITIAL MILESTONE PLAN

No	Milestone(s)	Target Date	Milestone Owner
1.	Project Brief approved	29 Oct 08 18 Nov 08	DMT CPB
2.	Equalities Impact Assessment (EIA) to be started	Dec 08	Policy Officer/ Commissioning Manager
3.	Draft strategy produced – this will be consultation document to be taken through CPB (as above) for initial comments/changes	15 Dec 08	Policy Officer/ Commissioning Manager

<sup>9</sup> The Well-being Strategic Framework summary booklet cost £3012 in March 2007 for 7000 copies of a 20 page colour A5 size booklet

No	Milestone(s)	Target Date	Milestone Owner
4.	Consultation with CPB  Consultation with others according to Council Consultation Framework (consultation notice period to start no later than mid November 2008)	To start at CPB 30 Sept 08  Mid Jan – mid April 2009	Policy Officer/ Commissioning Manager
5.	Strategy document finalised and produced	Late April 09	
6.	Summary to be funded and produced (£3,000 approx)	To start May 09	Policy Officer/ Commissioning Manager
7.	Easy read version to be produced	To start May 09	Policy Officer/ Commissioning Manager
8.	Project completed	Apr – Jun 09	Full Council/HSP/WBPB
9.	Project closure report approved	May 09	WBPB
10.	Project closure report approved	May 09	Cabinet Advisory Board
11.	Project closure report approved	Jun 09	Full Council
12.	Project closure report approved	TBC	Haringey Strategic Partnership
13.	Post Project Implementation Review	TBC	

## 2.5 PROPOSED NEXT STEPS

- Commissioning Manager and Policy Officer to progress Project Brief to DMT/ Well-being Chairs Executive / Carers Partnership Board after approval by senior managers.
- Draft terms of reference of Carers Partnership Board written by Commissioning Manager, being considered by CPB

## 3 BUSINESS CASE

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### 3.1 INITIAL BUSINESS CASE

Carers have a new higher profile, nationally and locally and are driving the agenda for change. In October 2007 there were two carers' consultation events in the borough, the first organised by Black and Minority Ethnic (BME) Carers Support Service and the second by Haringey Carers Centre. Feedback from both of these events and ongoing input from carers will inform the revision of the strategy.

The support carers provide is essential to the well-being of the people they care for and carers' own well-being is essential.

A new framework is needed:



- to enable all partners to deliver their statutory responsibilities to Haringey carers
- for the equitable and transparent use and effective monitoring of:
  - the carers' element of the Area Based Grant
  - new money from the national strategy via the PCT
  - other sources of funding as applicable

The current Haringey Carers Strategy runs until 2008, so needs updating.

### ***The National Context***

As mentioned earlier the review and revision of the Haringey Carers' Strategy is a necessary updating to bring it in line with:

- national legislative developments
- the new national strategy

### **National Carers Strategy Outcomes related to adult carers**

1. Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
2. Carers will be able to have a life of their own alongside their caring role
3. Carers will be supported so that they are not forced into financial hardship by their caring role
4. Carers will be supported to stay mentally and physically well and treated with dignity

### ***Relevant links to local priorities***

#### **Haringey Strategic Partnership's Sustainable Community Strategy<sup>10</sup>-**

##### **Healthier people with a better quality of life**

is the outcome from *Sustainable Community Strategy 2007-2010* most relevant to carers.

The relevant priority is:

##### **Support people to make healthy choices and lead healthy lives.**

Through improved community based services we will support vulnerable members of the community so that they can remain at home and maintain their independence and we will give support and recognition to the role of carers.

#### **Well-being Strategic Framework outcomes and objectives**

##### **Outcome 2: Improved quality of life**

- Access to leisure, social activities and life-long learning and to universal, public and commercial services.
- Security at home, access to transport and confidence in safety outside the home.

**Well-being Strategic Framework Priority** - Provide support for carers, including preparing for when they are no longer able to care

#### **Local Area Agreement Improvement Target**

##### **Proposed Improvement Indicator:**

National Indicator (NI) 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information.

<sup>10</sup> [http://harinet.haringey.gov.uk/index/council/performance\\_and\\_finance/councilplan.htm](http://harinet.haringey.gov.uk/index/council/performance_and_finance/councilplan.htm)

**Public Service Agreement (PSA) Link:**

Department of Health (DH) Departmental Strategic Objective (DSO) Ensure better care for all

**Haringey Council's Key Priorities**

The following priorities from the Council Plan 2007-2010<sup>11</sup> are generally relevant to carers:

- Encouraging lifetime well being at home, work, play and learning;
- Promoting independent living while supporting adults and children when needed;

Under this priority the key actions for the next three years of particular relevance to carers are as follows:

Support vulnerable people to live independently with a better quality of life by:

- Ensuring that assessments and reviews are person centred and shared with service users and carers
- Providing support for unpaid carers including preparing for when they are no longer able to care
- Delivering excellent, customer focused cost effective services.

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<sup>11</sup> [http://harinet.haringey.gov.uk/index/council/performance\\_and\\_finance/councilplan.htm](http://harinet.haringey.gov.uk/index/council/performance_and_finance/councilplan.htm)

## 4 RISK LOG

### 4.1 INITIAL RISK LOG

Risk	Risk Owner	Impact (H/M/L)	Probability (H/M/L)	Proximity (MM/YY)	Mitigation Plan Summary
HTPCT capacity to engage fully in strategy development		H	L	Nov/Dec 08	<ul style="list-style-type: none"> <li>Identify a non-executive director who sits on HSP as carers champion</li> <li>Identify a senior officer as carers' lead to sit on CPB</li> </ul>
As ABG carers' money is not ring-fenced. Risk of other needs being prioritised		H	M	Current	<ul style="list-style-type: none"> <li>Make the case for carers</li> <li>Robust performance management</li> </ul>
Lack of clarity or agreement about how new money in National Carers' Strategy via PCTs to be used		H	M	Current	<ul style="list-style-type: none"> <li>Agree and implement clear criteria and protocols via Joint Commissioning Group</li> </ul>

Impact status -

H in excess of 5% project budget or £500k, whichever is the lower amount OR adverse national publicity;

M between 2.5% and 5% project budget or £250k and £500k, whichever is the lower amount OR adverse local publicity;

L up to 2.5% project budget or £250k, whichever is the lower amount AND no adverse publicity

Probability status – H more that 60% likelihood, M up to 60% likelihood, L up to 20% likelihood

Proximity – when is the risk likely to occur OR until when is risk relevant to the project

## 5 AUTHORITY TO PROCEED

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### 5.1 SIGN-OFF

**Sign-off**

**Project Sponsor**

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Lisa Redfern

Assistant Director, Adult Services, Adult, Culture and Community Services