

Introduction

Haringey Council is consulting on a proposed new model for Carers' support services in Haringey, to find out the view of carers about the proposed new model.

Carers provide important support to the people they care for. Under the Care Act 2014, carers now have parity with service users of adult social care. If a carer appears to have a need for support, councils now have a statutory duty to provide a carer's assessment (directly, or through external providers), and assist with support planning if carers meet the eligibility criteria for support. Haringey Council is committed to doing this; however, we are aware that carers sometimes find our system confusing to navigate, and can sometimes wait a long time for assessments and support planning. Carers have told us:

- That they often feel unsure who to contact if they do not have an allocated social worker for their assessments.
- There is no clear team or person to follow up with about assessments.
- Support planning currently comes in the form of a carers' direct payment or the carers' service.

The new model for carers' services.

The new proposed model for carers' services would do the following things:

- 1.1. Provide carers' assessments through an external provider based in a carers' service in the community. This service would provide one clear point of contact for carers when requesting an assessment, or seeking updated about when their assessment will be carried out. This will ensure carers' rights to an assessment under the Care Act 2014, where they are deemed to have a need for support, will be upheld.
- 1.2. Most carers would not receive a carers' assessment via Assessment and care management staff (including social workers) within the council, unless they ask for an assessment at the same time as their cared for person.
- 1.3. Carers will get information and advice through the external provider of the carers' service and register as a Haringey carer from this organisation.
- 1.4. Replace the current model of supporting carers' through a discretionary direct payment of between £0-£300 per annum, which is a historical legacy of the 'take a break' service which supported carers to take breaks. This is in recognition that carers may require different forms of support, such as advice about finding or staying in work, access to peer support, or other forms of support. Carers will instead get support planning through the carers' service in the community to find the alternative forms of support that will suit their needs.

The Council is interested in hearing the feedback of carers on the following proposals. This 30 day consultation has been designed to gain the views of carers on the proposed new model.

Consultation

Thank you for taking part in our consultation on the new model for carers’ support services. Please let us know your feedback on the following questions below:

- 1) What are your views on our proposals to provide the carers’ registration service, carers’ assessment and support planning service, through one single provider so that carers’ have one point of contact for the services they require?

- Positive, I support this
- Negative, I do not support this
- Neutral, I do not have any views on this

- 1.1) Please let us know if you have any further views about this part of the proposed new model:

- 2) What are your views about our proposal to provide the carers’ registration service, carers’ assessment services, and support planning through an externally contracted provider rather than through Council’s in-house assessment and care management staff (including social workers)?

- Positive, I support this
- Negative, I do not support this
- Neutral, I do not have any views on this.

- 2.1) Please let us know if you have any further views about this part of the proposed new model:

- 3) What are your views on our proposals to replace the current model of supporting carers’ through a discretionary direct payment of between £0-£300 per annum, which is a historical legacy of a service to support carers to take breaks, with different forms of support planning provided through the carers’ service in the community?

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- 4) If you currently receive the carers' direct payment, what kind of support do you find helpful to purchase through the payment?

- 5) Haringey Council are keen to ensure that the support planning offered to carers through the new service model supports carers to achieve the outcomes that they have self-identified as being helpful to their caring roles. Please indicate the kind of support you would find helpful:

- Support to get into/stay in work
 Practical support for your caring roles (e.g. understanding manual handling, et cetera)
 Peer support networks with other carers
 Information and advice services
 Support to access leisure activities
 Other

- 5b) If there are any other activities or support we have missed that would be helpful for a carers' service to provide, please let us know below:

Equalities information

Haringey council is committed to maintaining its duties under the Equality Act 2010. For this purpose, we collect information about the protected characteristics of our service users. Please tell us some information about yourself:

- 1) Age

- 0-15
 16-25
 26-40
 40-65
 66-80
 80 or above

- 2) Gender at birth

- Male
 Female

Do not wish to disclose

3) Do you consider yourself to have a disability?

Yes

No

Do not wish to disclose

4) Religion

Christian

Muslim

Hindu

Buddhist

Sikh

Jewish

Atheist/agnostic

Other

Do not wish to disclose.

5) Ethnicity

White

Mixed Race

Asian

Black

Other

6) Are you currently pregnant, OR have you become a new mother within the last year?

Yes

No

Do not wish to disclose

Thank you for completing our consultation.