



**Carers at the heart of
families and communities**

Barnet Carers Strategy 2009-2012

March 2010

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Executive summary

Carers in Barnet

Carers have a vital role in supporting people who are ill, disabled, frail or who have mental health problems or learning disability so they can remain living in the home. It is estimated that 60% of the population will care for someone at some point during their lives. In Barnet, almost 10% of the population are carers, of which at least 2000 are 75 years or older, with nearly 5000 providing 50 hours or more of care per week.

Locally we have defined 'carers' as people who on a regular basis look after family, partners or friends in need of help because they are ill, frail, have a disability or significant health problems. The care they provide is unpaid, and they should not be confused with employed support workers or personal care assistants. Carers may or may not live with the person they care for, and may provide a wide variety of practical and/or emotional support.

Identifying hidden carers is a key strand of this strategy as many carers do not recognise themselves as carers and therefore do not access support and advice available to them.

Development of the Carers Strategy

This local three year Carers Strategy has been developed on behalf of the Carers Strategy Group through partnership work with carers, the council, the NHS and voluntary sector groups. It builds on the previous Barnet Carers Strategy and its work plan (2005-2007). The Strategy reflects recent guidance and contributes to the five strategic outcomes that the Government is seeking for carers. The strategy seeks to bring together the latest feedback and developments in Barnet together with national policy and sets the overarching direction of travel for the next three years. It is envisaged that the delivery of this strategy will require contributions from a wide range of individuals and agencies working in a co-ordinated way as much as possible.

National and local context

The Government launched a National Carers Strategy on 10 June 2008, called '*Carers at the heart of 21st century families and communities: A caring system on your side. A life of your own*'. It establishes a framework for the delivery of a 10 year programme to address the long-term challenges of caring and to achieve the Government vision for Carers by 2018.

The national strategy has informed the development of the local Barnet Carers Strategy. Changes within Adult Social Services have also shaped the local Carers Strategy. Social care is currently in a period of transition moving towards personalisation as set out in Adult Social Services vision for Choice and Independence (2007).

This is reflecting in the **Putting People First** vision:



Putting people first: a shared vision and commitment to the transformation of adult social care (2007)

Barnet Adult Social Services has taken significant steps towards transformation to deliver increased choice and independence. Providing **universal information and advice**, **recognising the contribution carers make to their families** and the community and **providing early intervention and prevention** services as well as support in a crisis are cornerstones of the future model.

This requires a new relationship to be defined between the Council and its partners and the public to facilitate an open and honest dialogue on future options for the provision of support. There are mutual benefits for the Council, its partners and carers in engaging with one another to maximise these options, which would result in services being developed in more responsive and personalised ways. Through recognising families and communities and the expertise and support they provide social **capital*** is increased.

Working in partnership is important as there is likely to be continued change in the future, in response to the economic recession and change arising from the government consultation on its green paper 'Shaping the future of care together' (2009) which is about how care is funded in the future.

***'Social capital'**

Social capital is also commonly referred to as "the networks, norms and trust that facilitate coordination and cooperation for mutual benefit" (Putnam 2000, 19). It is an important component of a strong civil society. "Where social capital exists, people can come together to understand what needs to be done and work to accomplish needed tasks" (Van Til 2000, 5). Community capital is, then, a public good, a good that private markets alone can not provide. Therefore, it is in the third sector, made up of nonprofits and voluntary associations, where social capital is built.

This strategy provides the framework against which commissioning priorities for carers funding will be identified. The funding for carers support is based on a number of elements including the amount of the original carers grant, no longer ring fenced since April 2008, care budgets which contribute to core funding for third sector organisations, a range of funding which supports contracts providing carer breaks and services commissioned by NHS Barnet.

Supporting young carers

Barnet Children's Services have developed and updated a Young Carers Strategy, which recognises the separate and distinct needs of younger people in caring roles. It supports their right to be protected from inappropriate caring, and to have the support they need to learn, develop and have a positive childhood achieving against all the "Every Child Matters" outcomes.

Where are we now?

There is currently a wide range of services for carers in Barnet, mostly funded through the local authority and provided by the third sector in the borough. Over the last three years there have been significant developments for carers in Barnet. These include increased take up of Direct Payments by carers and an increase in number of carers registered with Barnet Carers Centre. However, there are recognised gaps and areas for improvement. These include:

- Improved understanding, appreciation and support of carers by professional staff and employers which recognises the increasing demands on carers as more people with support needs are cared for in their homes.
- The need for more comprehensive and accessible information for carers which reflects the often transient and changing role of caring as well as the diversity of backgrounds of carers.
- Continuing to improve partnership working across agencies with signposting to additional support options and in recognition that many carers are themselves vulnerable adults.
- Improved options for emergencies/contingencies to help prevent inappropriate need for residential or hospital care and which maintain continuity for the cared for person.
- The need for a wider variety of 'carers' break' options which support the diversity of individual lifestyles.

The Barnet approach to identifying local needs and support for carers

- Recognition and understanding
- Better information and financial security
- Time off and emotional support
- Having a voice and training to care
- Quality services

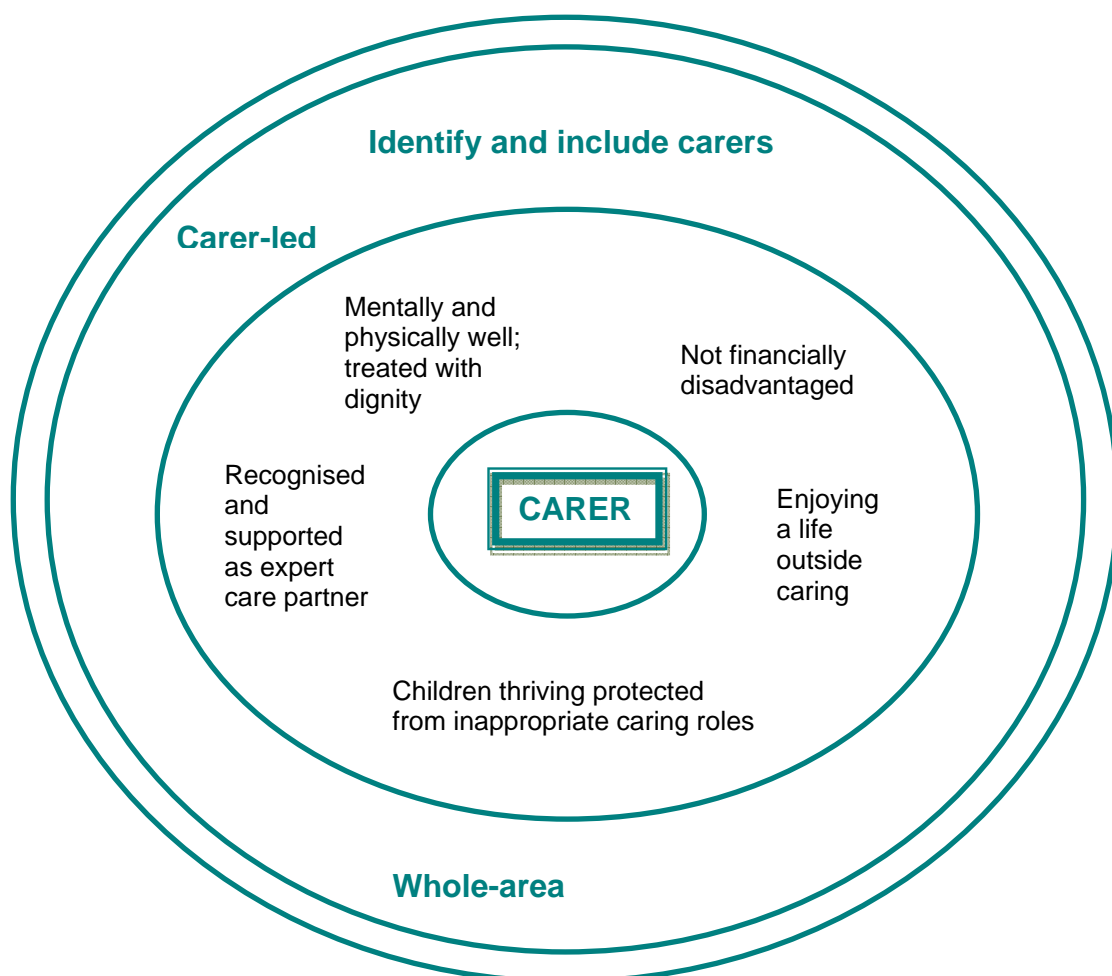


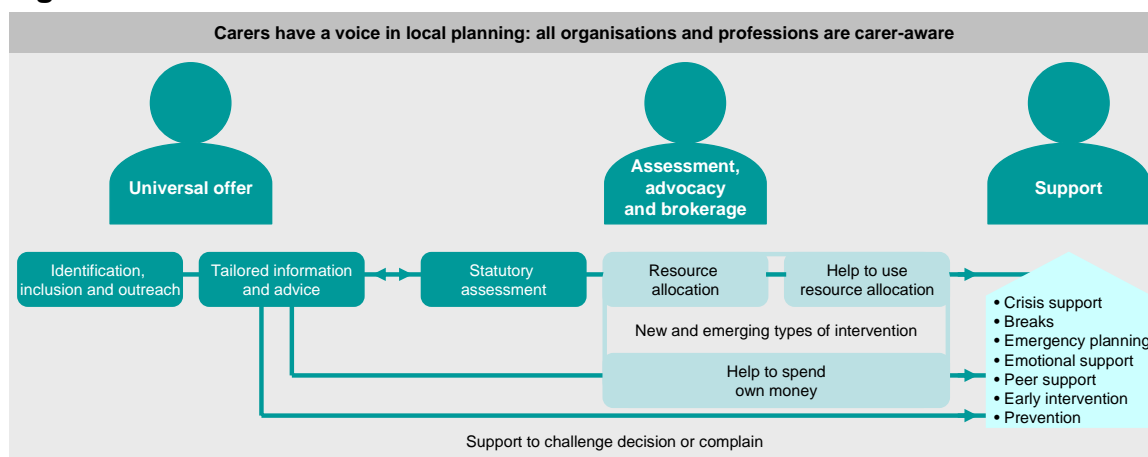
Diagram 1 - Adapted from IDeA et al, Commissioning for Carers, September 2009

The approach taken to identifying and assessing carers needs used to develop this strategy is shown in diagram 1. The circle surrounding the carers shows the outcomes to be achieved to improve quality of life for carers. The diagram reflects a shared goal across the Council, NHS Barnet, third sector agencies and carers which can build on a 'whole area' approach.

Organisations providing support for carers are to identify, include and enable carers and other service users to shape the provision of support they receive. The range of support provided to carers is to reflect the development priority areas shown on the left hand side of the diagram 1.

A care pathway for carers' support

Diagram 2



A clear carers care pathway is to be developed as shown in diagram 2. This shows information and advice is to be accessible and universally available to enable people to make informed choices, this should reach hidden, isolated and overlooked groups, which includes black and minority ethnic carers, carers of people with mental health problems, substance misuse and young carers.

Carers' assessments will help to identify carers with greater needs where information, advice and support may not be enough and in fact where the informal arrangements for care may be at risk of breakdown. These carers will receive priority for support. Where possible support is to be provided early in a carers care pathway to help sustain the caring role. In line with the overarching vision for Adult Social Services carers in Barnet are to be given greater choice and control over the services and support that they and the person they support receive. In line with NHS priorities services and support are increasingly to be delivered in community settings closer to people's homes. Carers will have access to advocacy and brokerage support services to enable them to access support that is flexible and tailored to their needs, for example to support the carer to remain in employment or to enable family carers to share care. There are already a significant number of people who purchase the support they need through Direct Payments and are highly satisfied with the support they receive.

Vision

Our **vision** is in line with the vision from the National Carers Strategy:

By 2018 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 of caring, whilst enabling the person they support to be a full and equal citizen.

Strategy outcomes

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.
5. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

The outcomes will be achieved through delivery against the following aims:

- ✓ All carers in Barnet to have access to improved information and advice.
- ✓ Targeted support is available to more vulnerable carers for both their caring role, and on matters that affect their lives such as employment, leisure and training.
- ✓ There is better identification, awareness and understanding by service providers, of the role and importance of the carer.
- ✓ Carers from all sections of the community are able to access appropriate services, information and support.
- ✓ Carers and carer organisations are partners in the planning, delivery and development of approaches and services which are flexible and co-ordinated.
- ✓ Carers have access to emergency care and support systems when they need it, that reduce and prevent ill health and improve the quality of life for carers.
- ✓ Partners to undertake a commitment to continue to develop flexible working practices and information for staff who have a carer role.

Carers Strategy implementation

A three year strategy action plan has been developed to take forward the strategy. The Carers Strategy Group will help to monitor and review the action plan annually.

The first year of the strategy will focus on developing systems and structures to identify and support carers through improved communication, building awareness of carers with professionals and in mainstream services, review of mechanisms for support including carer's assessment process and carers support services.

1. Section 1 - Introduction

1.1 Who is a carer?

The Government in its 2008 national strategy '*Carers at the heart of 21st century families and communities*', has defined a carer as someone who '*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 or disabled or has mental health or substance misuse problems.*'

The Barnet Carers Strategy group have adopted the following definition that, '*Carers are people who on a regular basis look after family, partners or friends in need of help because they are ill, frail have a disability or significant health problems.*'

The care they provide is unpaid, and they should not be confused with employed support workers or personal care assistants. Carers may or may not live with the person they care for, and may provide a wide variety of practical and/or emotional support.

This Strategy is therefore intended to cover this group and includes:

- Carers of adults who have a physical impairment, sensory loss, learning disability, or mental ill health, a problem with substance misuse, dementia and people with HIV/Aids.
- Carers who provide substantial and regular care, as well as those whose caring responsibilities do not yet have a substantial impact on their lives.

A policy on supporting former carers is to be developed which recognised the valuable knowledge and expertise former carers retain even when a caring role ends or changes.

A separate and age specific Strategy for Young Carers, has been developed by Barnet Children's Service. See section 1.8. The Young Carers Strategy defines young carers as, '*People aged 5-18 years of age with caring responsibilities for parents or siblings*'.

1.2 How this Strategy was developed

This three year Carers Strategy has been developed by Barnet Adult Social Services in partnership with NHS Barnet and the Carers Strategy Group, which form part of Barnet Local Strategic Partnership framework.

This strategy has been made available for comments, discussion and input through the health and social care Partnership Boards. The strategy was available for public consultation during the spring 2009.

The Strategy includes a needs analysis which is based on:

- Demographic profile of the local population.
- Results of surveys and consultations with carers and carer representatives.
- Existing carer strategies, local policies and plans developed by Barnet Council and NHS Barnet.

- Relevant legislation, Government policies and guidance, and best practice developed in other authorities.
- Demand and current use of services including a range of performance and monitoring information.
- Development priorities for carers.

The Carers Strategy Group leads on the development of strategic plans for carers in Barnet and will help monitor and oversee the implementation of the strategy three year action plan.

The membership of the group includes carers from the various Adult Partnership Boards or their carers sub-groups, carers support organisations and other members from the third sector with an interest in supporting carers in their role.

1.3 Purpose of the strategy

The purpose of this three year multi-agency Carers Strategy is to provide an overarching strategic direction for all agencies supporting carers in Barnet over the next three years. It provides a planned and consistent approach in the development of services and the allocation of resources that reflects national and local priorities and the needs of carers in the borough. It also describes a baseline of aspirations from which progress can be measured in partnership with carers.

The principles for developing this strategy are:

- Partnership working across Barnet Council, Barnet health services, and Barnet third sector agencies to improve support services for carers.
- Identify and support the diverse needs of carers in Barnet, particularly among the various black and minority ethnic groups in the borough and undertake Equality Impact Assessments to ensure no specific groups of carers are excluded from benefiting from the strategy.
- Maximum transparency of decision-making and involvement of carers in the development and monitoring processes.
- Co-ordination, efficient and best value in the use of resources.
- Focus on outcomes carers want to see.
- Clear action plans that can demonstrate progress and address gaps.
- Ensuring carers issues are addressed by all services which affect carers beyond health and social care e.g. employment, leisure, and housing.

1.4 Vision

Our **vision** is in line with the vision from the national Carers Strategy:

By 2018 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, whilst enabling the person they support to be a full and equal citizen.

1.5 Strategy outcomes

Outcomes are the impact or effect the support received by the carers are intended to have. The outcomes for this strategy are based on the five national outcomes. These are:

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.
5. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

The outcomes will be achieved through delivering against the following aims:

- ✓ *All carers in Barnet will have access to improved information and advice.*
- ✓ *Targeted support available to more vulnerable carers for both their caring role, and on matters that affect their lives such as employment, leisure and training.*
- ✓ *There is better identification, awareness and understanding by service providers, of the role and importance of the carer.*
- ✓ *Carers from all sections of the community are able to access appropriate services, information and support.*
- ✓ *Carers and carer organisations are partners in the planning delivery and development of services, to provide a full range of co-ordinated and flexible services and support.*
- ✓ *Carers have access to emergency care and support systems when they need it, that reduce and prevent ill health and improve the quality of life for carers.*
- ✓ *We provide flexible working practices and information for staff who have a carer role.*

1.6 The Barnet approach to identifying local needs and support for carers

- Recognition and understanding
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- Time off and emotional support
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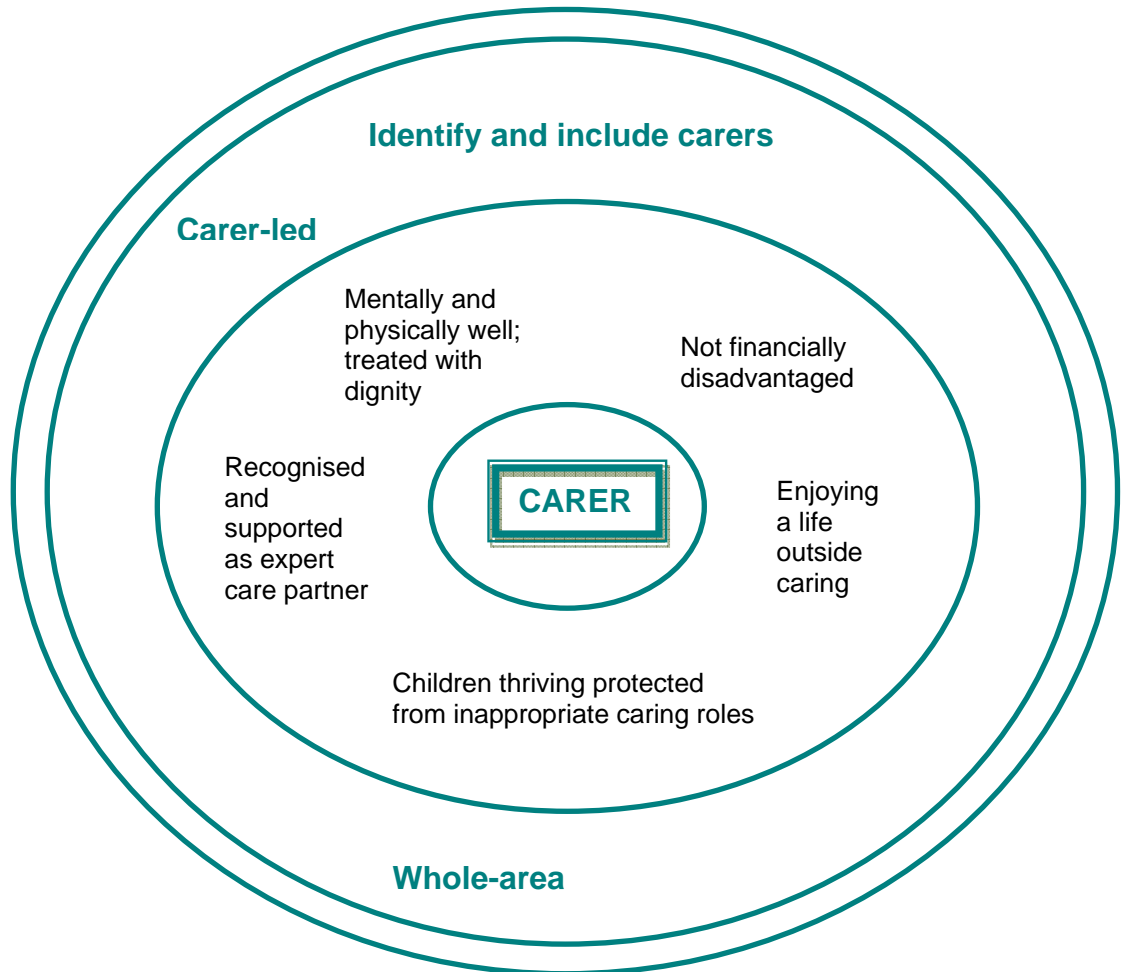


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1.7 A care pathway for carers support

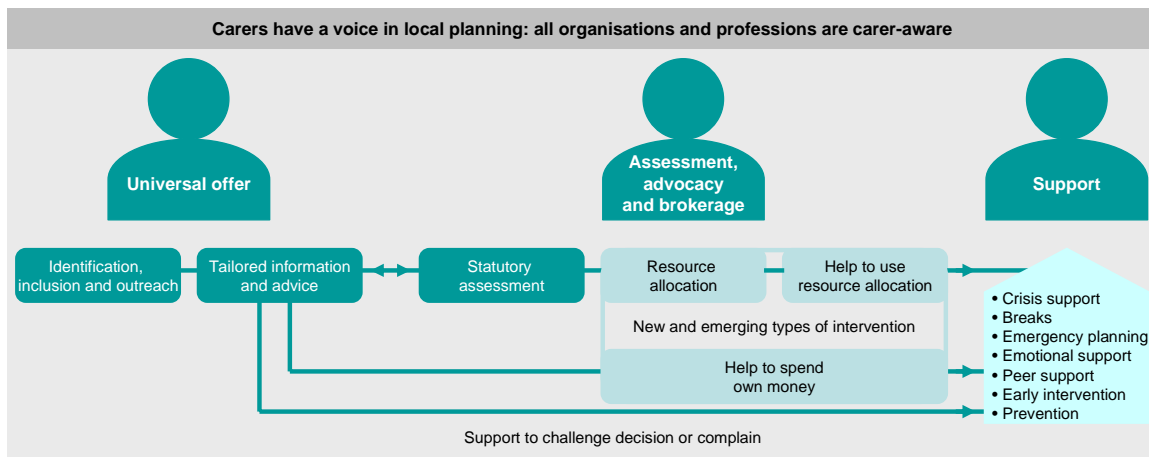


Diagram 1 - A care pathway for carers support

A clear carer's care pathway is to be developed as shown in diagram 2. This shows information and advice is to be accessible and universally available to enable people to make informed choices, this should reach hidden, isolated and overlooked groups, which includes black and minority ethnic carers, carers of people with mental health problems and substance misuse issues and young carers. The voluntary sector plays a vital role in providing support which is directly accessible to carers and they are able to attracting additional resources into the borough to support carers.

Carers assessments will help to identify carers with greater needs where information, advice and support may not be enough and in fact where the informal arrangements for care may be at risk of breakdown. These carers will receive priority for support. Where possible support is to be provided early in a carers care pathway to help sustain the caring role. In line with the overarching vision for Adult Social Services, carers in Barnet will have greater choice and control over the services and support that they and the person they support receive. In line with NHS priorities, treatment and care are increasingly being delivered in community settings closer to people homes. In line with Adult Social Services priorities, services and support are increasingly being delivered in community settings closer to people's homes.

Carers will have increased access to advocacy and brokerage support services to enable them to access support that is flexible and tailored to their needs, for example to support the carer to remain in employment or to enable family carers to share care. There are already a significant number of people who purchase the support they need through Direct Payments and are highly satisfied with the arrangements they have designed around their own lifestyle and circumstances.

Future provision for carers will need to be flexible to met carers needs, culturally sensitive, with sufficient capacity to 'reach out' and identify and include carers across all sections of the community. 'Social capital'* will be increased, through recognising families and communities and their expertise and contribution.

*‘Social capital’

Social capital is also commonly referred to as "the networks, norms and trust that facilitate co-ordination and co-operation for mutual benefit" (Putnam 2000, 19). It is an important component of a strong civil society. "Where social capital exists, people can come together to understand what needs to be done and work to accomplish needed tasks" (Van Til 2000, 5). Community/ social capital is, then, a public good, a good that private markets alone can not provide. Therefore, it is in the third sector, made up of nonprofits and voluntary associations, where social capital is built.

1.8 Young carers

There are close to 1000 young carers in Barnet according to the Census 2001. Barnet young carers project run by Barnet Carers Centre supports 345 young carers and their siblings. Being a young carer can impact on young person's childhood in many ways and can have a detrimental impact on their educational attainment, health and emotional wellbeing, and their ability to make friends and have a social life. The vision in the Young Carer's strategy 2008/9-2010/11 states that **'No children or young people in Barnet should be adversely affected by caring responsibilities'**.

The Young Carers Strategy is underpinned by the belief that young carers are children first and should be free to develop socially, emotionally and physically, and to take full advantage of all opportunities for educational achievement and life success.

The Strategy aims to raise awareness of young carers across all agencies and highlight the needs arising from their caring responsibilities. In addition the Strategy seeks to strengthen multi-agency activity, particularly joint working with Adult Social Services, to prioritise actions and to inform future investment, and in the long-term to ensure that appropriate services are provided to families with additional needs which mitigate the need for children and young people to take on caring roles.

2. Section 2 - National and Local Policy Context

2.1 National agenda

National legislation and guidance provides the national policy framework in which local areas develop their plans and priorities. There a plethora of national legislation about support for carers. Appendix 2 lists key recent legislation which has helped to shape the development of this Strategy.

2.2 Local objectives and priorities

Local policy and plans help to set out the policy framework for working with and supporting carers in Barnet and are summarised below.

Choice and Independence - A Vision for Adult Social Services (2007) sets out the vision and three year action plan (2007-2010) to implement personalisation in Adult Social services. Barnet has made a corporate commitment to promote and encourage greater take-up of personal budgets, to enable carers, as well as users, to have greater choice and control over the types and ways they obtain help and support.

Barnet's local objectives and priorities are include in borough wide plans and specific organisational plans, these are the Barnet Sustainable Community Plan 2006-2016, Local Area Agreement 2008/9 - 2010/11, Barnet Corporate Plan 2009/10 and Future Shape programme, Barnet Joint Strategic Needs Assessment 2008/09 - 2011/12, NHS Barnet Commissioning Strategic Plan 2009/10, Choice and Independence - A Vision for Adult Social Services (2007), Adult Social Services. Full details of these plans are given in Appendix 3.

2.3 An integrated approach

To deliver the national and local objectives and priorities requires an integrated approach from all agencies based on partnership working. An integrated approach will continue to be developed to deliver support for carers as it is often where are there are gaps between services that carers can 'fall through the net'.

Adult Social Services and NHS Barnet undertake joint work in a variety of areas:

- Joint assessment processes, undertaking a Joint Strategic Needs Assessment to inform the strategic direction of health and social care provision.
- Jointly arrangements for integrated mental health and learning disability services.
- Employment and management support of the Carers Nurse funded through the Carers Grant.
- Joint appointment of three senior commissioning roles: Joint Commissioner for Older Adults and Physical and Sensory Impairment, Joint Commissioner for Mental Health and Learning Disabilities and the Carers Strategic and Commissioning Lead.
- Barnet Children's Service and NHS Barnet undertake joint work through the multi-agency intake meetings which aims to provide a joined-up service approach to parent carers of disabled children.

2.4 Carer involvement in Strategy

The **Carers Strategy Group**, leads on the development of strategic plans for carers in Barnet. The membership includes carers from the various Adult Partnership Boards or their Carers sub-groups, carers support organisations and other members from the third sector with an interest in supporting carers in their role.

Annual '**Have Your Say**' days provide an opportunity for Health and Adult Social Services to consult users and carers on the local approach, experience of service provision and strategic planning.

The annual **Parent Partnership Conference** provides an opportunity for parents of disabled children to contribute to service development.

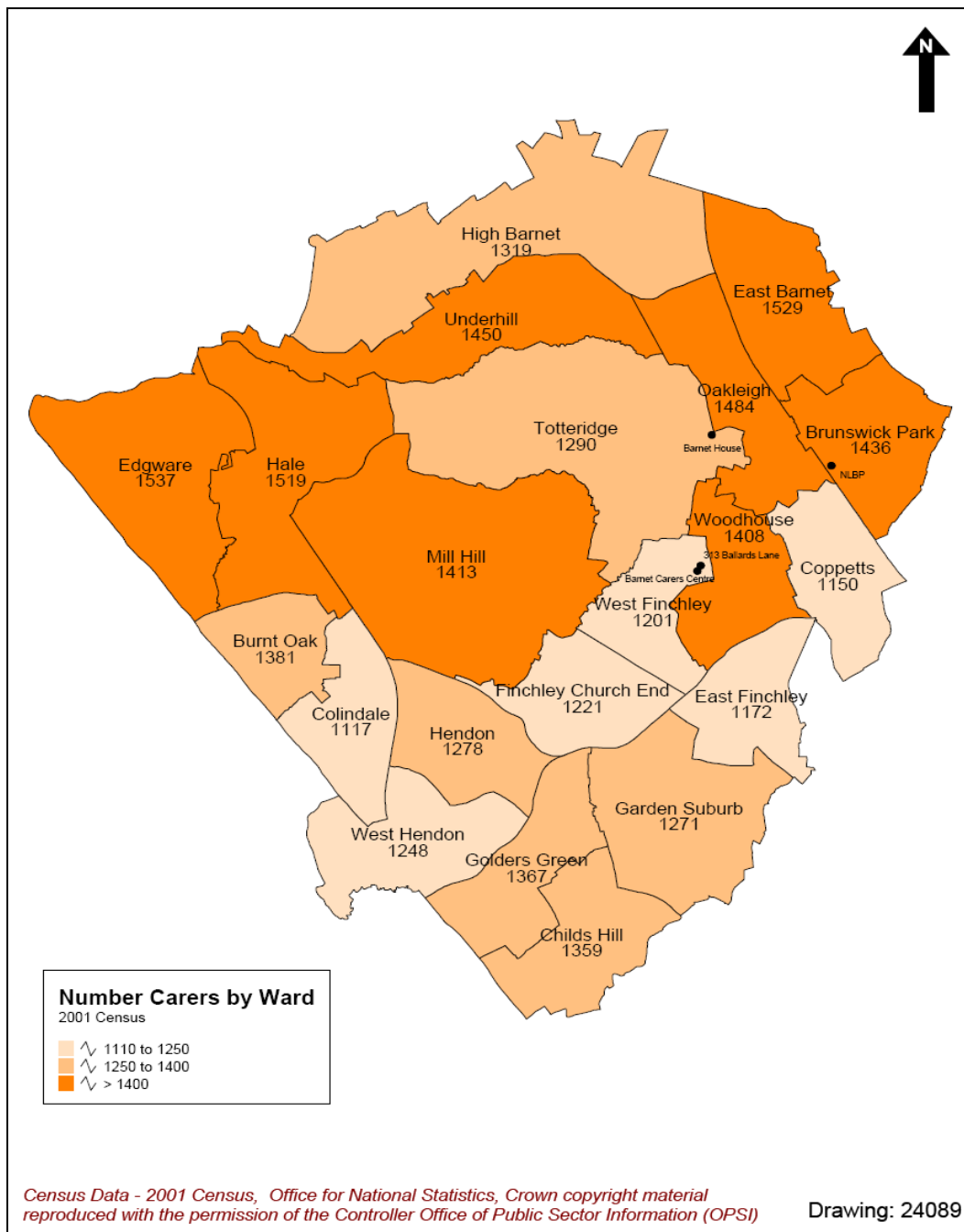
The local commissioning framework for health and social care is being developed jointly between London Borough Barnet Adult Social Services and NHS Barnet. The commissioning framework reflects the core values of the Council and the core competencies of World Class Commissioning (see Appendix 4). This will promote positive outcomes for carers through seeking meaningful engagement with service users and carers in commissioning and in promoting innovative and preventative approaches to the provision of support. Support for carers is to be therefore to be person centred, outcome-focussed and quality driven.

2.5 Needs analysis

1. Many people require care because of an illness, disability or frailty or due to a mental health problem or learning disability or a combination of difficulties. Informal care is provided by carers and is recognised as making an enormous contribution to society. Caring can have an impact on carers and their physical, mental and emotional health. Caring can affect relationships, career prospects, income and expectations for the future. Many carers provide long-term caring for example for people with learning disabilities or long term conditions (for up to 40- 50 years).
2. Other carers, many of whom may not recognise themselves as such, care for shorter or intermittent periods, highlighting the need for easy access to information for a constantly changing group of carers.
3. The demand for carers is projected to increase with the increase in life expectancy, with the increase in people living with a disability needing care and with the changes to service provisions in community settings away from institutions.
4. An increase in the number of older people, in particular people aged in over 90 years of age, will mean more people will become more dependent on additional support, accompanied by increased demands on carers and families and a rise in need for unpaid carers.
5. One in 20 people over 65 and one in five people over 80 has a form of dementia. Around two thirds of those affected have Alzheimer's disease. This is projected to increase significantly in the next 20 years which increases the numbers of carers looking after people with dementia.

6. Certain health conditions are more prevalent in specific groups, for example the Asian community has a higher prevalence of diabetes and coronary heart disease than other community groups. Further local research is identifying unmet need which will feed into the planning processes for carers caring for people with specific health conditions. The local Joint Strategic Needs Assessment (JSNA) currently collates information on local needs and population changes.
7. From national data it is estimated that up to 20% of employees are likely to have caring responsibilities. Balancing employment and caring can cause great difficulties for employees and their employers. This has resulted in many carers deciding to work part-time, take early retirement, or give up work altogether, with both an economic and skill loss to the local economy. This Strategy supports actions which enable people with a caring role to remain in employment and support them to have a life outside of caring.
8. There are 338,000 people living in Barnet (1), making it the second largest London borough, and with a population younger than the national profile. There is a growing population in all age groups, with a predicted overall rise of 11.6% over the next 10 years - particularly those of working age.
9. 31.7% of the overall population in Barnet is from a minority ethnic community. The largest ethnic groups are Indian and Black African, which includes new Somalian and Afghan communities. Barnet also hosts the largest number of Chinese residents in an English district.
10. Barnet is the second most religiously diverse borough in the country, with members of the Jewish religion making up at least 15% of the Barnet population.
11. Barnet has the second highest number of people over 65 in Greater London. There has been a steady increase in the number of people living to the age of 75 years and in future there will be an increase in the number of older people from black and minority ethnic groups.
12. There are 28,000 carers recorded in Barnet of which 58.4% are women. There are an estimated 1,000 carers under the age of 18 years, and almost 2,000 aged 75+ years with 50% of these providing over 20 hours of care per week; with nearly 5000 carers provide 50+ hour of care per week.
13. Of these carers, it is thought that 44% care for an older person, 23% for a person with a physical/ sensory impairment, 19% with a mental health problem, 6.5% with a learning disability, and 7.5% other service users.
14. 16.2% of the 127,000 households in Barnet have one or more carers, and 459 households have a resident with a limiting long-term illness who is also a carer.

Map 1. Carers by ward London Borough of Barnet



The Wards with the highest number and proportion of carers are:

- Edgware
- East Barnet
- Hale and Oakleigh.

Hale has the highest number of carers providing 50+ hours of care per week. Adult Social Services data for 2008/9 showed the highest use of social services was in the more deprived areas which includes Burnt Oak, West Hendon and Edgware and lower levels of usage in more affluent areas including Totteridge, Finchley Church End and Gardens Suburb. These trends show that there needs to be a balance of centralised carers support and localised support within the community to enable people to better access information, advice and support.

Adult Social Services

During 2008/9 8,633 people were assessed or reviewed by Adult Social Services for social care support. People who are providing care for adults requiring health and social care services have an entitlement to have their own support needs assessed through a Carer's Assessment. The table below shows the number of carers assessments undertaken in 2008/09 and the number of carers who received a service as a result of this assessment.

Carers' Assessments 2008-2009

Carers Assessed	Separately	Joint with person cared for	Total
18 - 64 years old	354	318	672
Aged 65 and over	177	1553	1730
Total	531	1871	2402
Outcomes of assessment	Carers Service	Information/Advice only	
18-64	427	245	672
Aged 65 and over	549	1181	1730
Total	976	1426	2402

In 2008/9 2402 carers received a carer's assessment. This is more than a 25% increase from the previous year (in 2007/8 1773 carers received a carers assessment). As a result of these assessments in 2008/9, 976 carers received a carer's service and 1426 carers received information or advice.

Direct Payments for carers

In 2008-2009, 261 carers received a direct payment a 29% increase from the previous year when 184 carers received a direct payment. The 2008 Direct Payments Survey undertaken by Barnet Council showed a 98% customer satisfaction with Direct Payments. Respondents believed Direct Payments were beneficial, better met their needs and provided a higher quality service than care services commissioned directly through social services.

Key Messages

- A large and growing proportion of carers are over 60 years of age.
- Three-fifths of carers are looking after someone with a disability.
- Nearly 5,000 carers provide care for more than 50 hours per week and these tend to be more concentrated in the more deprived areas of the borough.
- A significant proportion of carers receive no regular support services at all.
- Two thirds of working-age carers are in paid employment
- Many carers themselves have health problems/long-term conditions.
- We can expect an increasing demand for care, caused by the growth in the numbers of old and frail, disabled people and people with learning disabilities or mental health problems living in the community. There will be a gradual and significant increase in the number of people caring for someone with dementia and someone with a mental health problem.
- There is forecast increase in the numbers of carers from black and minority ethnic groups and in young carers.
- Women are more likely to be carers than men.

3. Section 3 - Service provision

3.1 Current services for Barnet carers

The council and its NHS partners have commissioning strategies for each of the service user groups which are overseen through the various Partnership Boards. Within each is a commitment to providing specific support to carers:

- Independence, Choice and Control - An Integrated Commissioning Strategy for Older People 2007- 2017.
- Integrated Adult Mental Health Commissioning Strategy for Barnet - 2007-2010
- 'Making a Big Difference' An integrated commissioning strategy for Learning Disability Services in Barnet 2007-2010.
- 'Our Life, Our Services, Our Say' - A commissioning Strategy for Physical and Sensory Impairment Services in Barnet 2007-2010.

These strategies have helped to inform the commissioning of services and approaches which benefit carers. These strategies will be refreshed in 2010 and the subject of public consultation.

Full details on each of the strategies, action plans and the Partnership Boards are available on the Barnet Council website www.barnet.gov.uk

The main current provisions for carers are set out below. There are a range of services available to carers from a variety of providers in the borough.

Barnet Carers Centre provides a wide range of support to carers in Barnet. The full details of Barnet Carers Centre provisions are detailed in their 2008/9 annual report which can be found on their Barnet Carers Centre website www.barnetcarers.org

Other local carers support providers include Friends in Need (FIN), Alzheimer's Society, Barnet Mencap, YASS (Young Autistic Spectrum Socialising) and pp4danBarnet (parent Participation for disabilities and additional needs in Barnet).

The range of service provision for carers in Barnet includes:

- A range of information leaflets and guidance available in a range of outlets (e.g. on websites, newsletters, carers' event days, telephone helplines) and some available in different languages and formats.
- Individual and group support (including meeting a range of specialist needs) offering practical help and emotional support.
- Barnet Carers Centre - with a variety of specialist workers including a Primary Care Development Manager, a Black and Minority Ethnic community development worker, and carers support workers in learning disability and physical and sensory impairment.
- 'Breaks' available in a person's own home or residential home or day care, including Barnet Care and Support Services and Barnet Independent Living Agency
- Direct Payments to enable carers to have greater choice and control, particularly for culturally appropriate services.

- Counselling and support service for families of disabled people.
- Benefits advice with the Joint Visiting Team and via the voluntary sector advice centres including the Carers Centre, CAB and East Finchley Advice Centre.
- Health check-ups and advice from a dedicated Carers Nurse, who also provides promotional and outreach work, training and runs two carer support groups (Parkinson's Disease and Stroke.)
- GPs are required to maintain an up-to-date carer register, supported by Barnet Carers Centre health worker.
- Telecare service for the housebound to provide alarms and other equipment to alert support.
- Carers have a 'voice' through representation on Partnership Board carers sub-groups, and through consultation and events days.
- Specialist carer support and development workers based in the third sector i.e. for BME carers, young carers, carers of disabled, people with mental health problems.
- The council and NHS Barnet have joint Strategic Lead for Carers to support the delivery of the Carers Strategy and to influence the range of council and NHS services to raise awareness of carers issues.
- There are 'carer' leads who are senior managers within Adult Social Services, NHS Barnet and Children's Services.
- Carers can get advice and information and some support directly but for some specific support such as longer term respite care, they will need to be assessed and meet eligibility criteria to ensure they provide substantial and regular care to someone eligible for social care services.

In recognition of the variety of approaches and provisions in the borough the **Barnet Carers Support Organisation Network** was formed in 2008. This network provides an opportunity for voluntary organisations supporting carers to work together to maximise co-ordination and opportunities of investment, delivering and improving services.

Barnet Voluntary Partnership Group meets three times a year with senior officers of the Council and representatives of local voluntary organisations that provide services for parent carers. It shares information on developments, views of parent carers and aims to resolve difficulties.

The Inclusion Strategy Group includes parent carer representatives, reports to the Children and Young People's Strategic Partnership Board.

4. Section 4 - Resources

4.1 Funding for carers support

From April 2008, the Carers Grant is paid as part of the Area Based Grant, which is no longer ringfenced. Barnet Council spend on carers is augmented by Adult Social Services base budgets. In 2008-2009 the total investment by the council was in excess of £1.1 million.

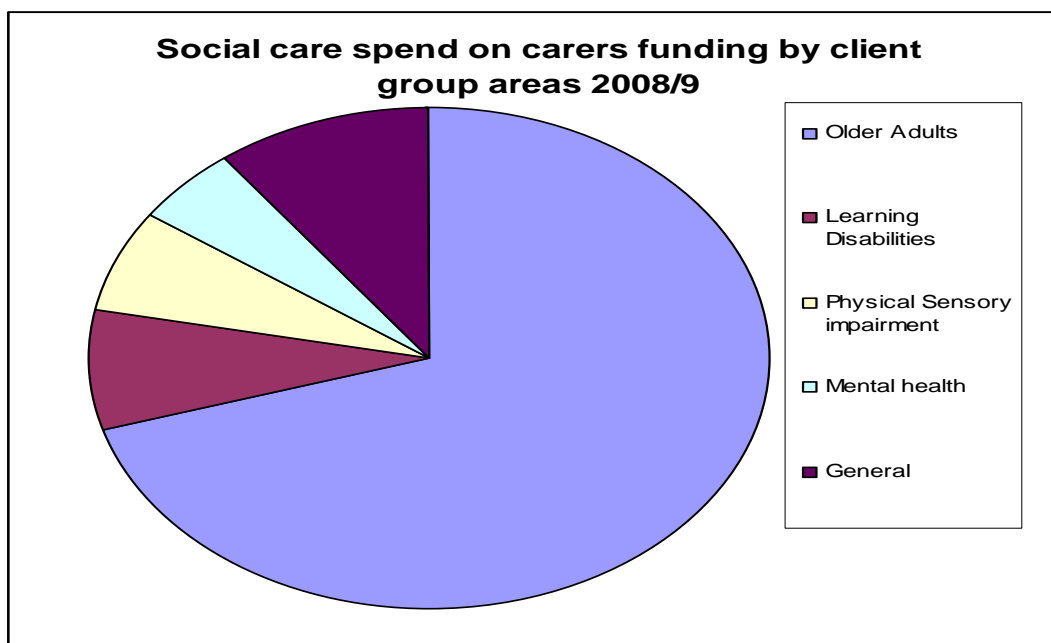
In future all investment in carers' services will need to be outcomes based with a business case evidencing the needs and benefits to service users and carers. Therefore a comprehensive review of carers funded projects will take place during the first year of the Strategy. The outcome of this review will lead to clear commissioning plans and priorities for investment and disinvestment for 2010/11 and 2011/12. As resources are finite, there will need to be a balance struck between investment into **universal advice, prevention and direct support** which is targeted primarily at those in most need of support. This should include provisions for contingency planning.

The allocation of resources needs to include investment in prevention (early intervention) in line with government policy. The aim is to minimise crisis and breakdowns in caring situations, in particular by the provision of good quality advice and information, to those carers whose needs are high and would not meet eligibility for social services, so that they can make informed decisions about their future.

Historically a high proportion of grant was spent on services provided by the voluntary and private sectors that in turn generate additional income from other sources to invest in services for carers.

The chart below shows the break down of Adult social care spend on carers by client group area during 2008/9.

Chart 1



The chart above shows that the largest proportion of social care carers spend is targeted at the higher volume of older carers. Older carers include people over the age of 65 from all social care groups. Older carers often provide a substantial amount of care and therefore require help and support with their caring role.

4.2 NHS Barnet carers' funding

NHS Barnet commissions some services e.g. part funding the Carers Hospital Discharge project. In 2009/10 NHS Barnet received funding for the provision of breaks within its baseline funding.

Joint working with NHS Barnet is being developed with an emphasis on the planning of pilot projects to test health support options for carers. A joint plan with the Adult Social Services is to be developed on the provision of breaks for carers. Health and social care commissioning strategies are due to be refreshed and consulted on in 2010. This provides an opportunity to map care pathways according to particular health needs to identify how early intervention and support for carers can be built into the pathway with health partners.

5. Section 5 - Gaps

There are a number of areas highlighted through the analysis of carers' needs, current provision and resources which identify gaps in support for carers. These areas are also informed by ongoing involvement of carers in the review of plans and services.

The three year Carers Strategy action plan (see Appendix 1) sets out the actions over the next three years which will help address these gaps.

- Better information about and access to local carers' services for carers and organisations providing support to carers.
- Although there are around 5,000 carers known to support organisations there remains a large number of hidden carers, including carers from black and minority ethnic communities, carers of people with mental health problems, substance misuse problems and young carers, who may not identify themselves as carers and therefore do not access support. There is a continuing need to identify and provide information, advice and support to all hidden carers.
- Need for further research on local needs of carers which can be used to develop the Joint Strategic Needs Assessment.
- Improving understanding and awareness of carers, their role and carers' issues with social care, health and other professionals.
- Co-ordinated policy on support for former carers, recognising their knowledge and expertise.
- Engaging and informing carers and carers' support organisations about ongoing plans for the transformation of adult social care and personalisation.
- Mechanisms and methods which engage a wider range of carers in strategic decision making and service development and support planning for the person cared for.
- Training and support for carers to care and to understand the condition of the person cared for.
- Support for carers on education and employment matters, including Council and NHS staff who are carers, to support them to balance working and caring.
- There is a need to review the location of support services for carers across the borough ensuring equity of access to support, especially for harder to reach groups and in areas of low take up of social care services.
- Co-ordination of support services and a systematic approach to supporting carers so people do not fall through the net.
- Review and extend emergency planning for carers.
- Ensuring carers are aware of the carers' assessment process and take up assessments which result in clear outcomes for carers.
- Joined up support pathways for carers caring for people using health services.
- Joint working with Adults and Children's Services on referral of young carers for an assessment, transition support and co-ordinating Aiming High support for parent carers with support for carers of adults.
- Development of carers' breaks with NHS Barnet.

6. Section 6 - Development priorities

Our developmental priorities shown below are based on legislative and Government requirements, good practice, Barnet's local agenda, and the views of carers in the borough gained from consultations and surveys:

1. **Recognition and understanding**
2. **Better information and financial security**
3. **Time off and emotional support**
4. **Having a voice and training to care**
5. **Quality services.**

The Strategy action plan for 2009-2012 reflects the developmental priorities and sets out the specific actions for three years. The action plan will be reviewed and updated annually during the lifetime of this strategy by the Carers Strategy Group. (see Appendix 1).

For each priority we have outlined below the rationale for a focus in this area, some examples of what is working well at present and what further work is needed.

7. Section 7 - Development priorities

7.1 Recognition and understanding

To better identify and encourage carers to identify themselves and to develop awareness and understanding of what it means to be a carer across the local authority, health and third sector services throughout the borough.

Research shows that carers benefit from early identification and contact with statutory and third sector services. The statutory services gain a better understanding of present and future needs, and are able to better target information and support

What is working well in Barnet

- General awareness raising activities by the statutory and voluntary sectors.
- Barnet Carers Centre working with GP practices to raise awareness and better identify carers.
- Third sector agencies such as Barnet Carers Centre, Friends in Need, Alzheimer's Society and Jewish Care increasing number of carers they are in contact with each year.
- Disabled Children's Register identifying parent carers of disabled children who may not be previously known to statutory services.
- Health and Adult Social Services teams improving recording to identify carers through the client assessment process.

What further work is needed

- Improving local authority and health staff understanding of carer issues and ways for better addressing their needs through improved joint policies, strategies, systems and training.
- Continuing to improve on the numbers of carers in Barnet known by health and social care services. Better data collection and analysis and robust management information is needed for improved planning, commissioning, and service delivery monitoring.
- Strengthen efforts to engage with carers from black and ethnic minority communities.
- A more joined up and systematic approach across agencies, to maximise resources, reduce duplication, and meet gaps through identification of specific areas using Census data and the analysis in the JSNA.
- Wider promotion and take up of the Disabled Children's Register through collaboration with children's services.
- New database and training of staff to ensure recording by Children's and Education Service of young carers in order to provide them with support in accessing education and leisure whilst caring.
- Further research on the local needs of carers to inform Barnet Joint Strategic Needs Assessment.

7.2 Better information and financial security

*To ensure carers are provided with information they need which is clear, up-to-date and readily available in a variety of formats and that carers from all sections of the community are able to gain access to appropriate services, information and support
To ensure carers are signposted to information and organisations offering advice on benefits and organisations follow good practice in providing flexible working conditions for staff who are carers.*

Carers access to good information enables better informed choices, and reduction in preventable breakdown of support arrangements.

Timely benefits advice and support for staff carers enables carers to maximise their income and balance their caring and working roles.

What is working well in Barnet

- Barnet Carers Centre acts as a valued source of comprehensive information for carers. It has a database of over 4,500 carers and distributes a quarterly newsletter to them and relevant agencies in the borough
- Newsletters for carers of children and young people with disabilities i.e. Inclusive Play Opportunities Project, Youth Autistic Spectrum Socialising
- Barnet Carers Centre offers out of hours advice and information for carers.
- Friends in Need and Alzheimer's society distribute bi-monthly newsletters to carers.

What further work is needed

- Developing a borough-wide Communications Strategy for carers, with an agreed central point for carers to easily access up-to-date information and clear sign-posting to relevant support - including use of websites and LINKs.
- The new Access Team being developed by Adult Social Services as part of the new Care Model to promote choice and independence, will aim to route carers as efficiently as possible to appropriate services.
- Provision of consistent and comprehensive information across all care groups in public places to carers to increase awareness of services available to carers - especially options for 'break' services.
- Publicise eligibility criteria for services by Adult Social Services and plain jargon free language and define terminology.
- Better support needed in understanding the use of and access to Direct Payments.
- To explore the proposal of a borough-wide register of carers to better identify whether we are accessible to all carers and to better understand and plan for their needs, in line with Data Protection Act.
- Developing 'Direct Me' (web-based directory providing information for all children and young people), to include clear sign-posting for carers - and available in accessible formats.
- Develop Barnet carers' website and ensure links to national carer's website Carers Direct.
- Ensuring policies and practices across agencies will help carers to better juggle work and caring, improve economic well being, improve housing conditions, and enable carers to have better access to and support for leisure, education, training and community engagement.

7.3 Time off and emotional support

To recognise, reduce and prevent ill-health caused by the adverse effects of caring on the physical and mental health of carers, and to improve the quality of life for carers.

- There is a Government requirement to take positive steps to help improve the health and quality of life for carers, with evidence that carers have poorer general health than non-carers.
- Carers poor health impacts on the ability to continue caring and maintaining someone's independence.
- By taking a more holistic view of a carer's needs, carers will feel better understood and supported.
- Carers to have access to breaks from caring, ability to have a life outside caring, and services tailored to individual needs.

What is working well in Barnet

- Carers Nurse providing timely support and information.
- More GPs beginning to identify carers, their health needs and making appropriate referrals .
- Creative use of Direct Payments to enable carers to improve the quality of their life.
- Carer events in Barnet that provide information, advice and support on how to improve their health, as well as better understanding of common care issues for the person they care for.

What further work is needed

- Better understanding what will make a difference to carers and seek to address those needs.
- More work with GPs to link carers especially new carers to information which will empower them in their role.
- More work with GPs to promote carers own health and flexibility to access GPs.
- Eliminate feelings of isolation by carers as a joint responsibility by all agencies.
- Carers not fully involved in hospital discharge procedures or plans.
- Provide systems in place for emergency planning for carers, and improve the availability and flexibility of break options - day care and breaks at home, weekends and at night.
- Development of carers breaks with NHS Barnet for carers of people with chronic and long-term health conditions.

7.4 Having a voice and training to care

To ensure a full range of co-ordinated and flexible services and support are provided which is effective and responsive to real needs in the community and local decision making and service planning is led by carers.

To ensure carers have appropriate advice and training to care.

- Carers want choice in what services are provided and how they are delivered.
- Better decisions on service planning, design, commissioning and practices are made if carers are fully involved as partners.
- Carers and organisations as partners in service provision, promotes dignity and respect for carers.
- Carers are recognised as expert partners in care.

What is working well in Barnet

- The Early Support Programme for parent carers offers a key worker to co-ordinate services and offer early intervention.
- Carers and carer organisations, are represented on all the adult health and social care partnership boards either directly or through carer sub-groups.
- Parent carers and parent carer organisations are represented through Barnet Voluntary Partnership and reports to the Inclusion Strategy Group.
- A wide range of annual carer consultation events are held in Barnet.
- The Local Area Agreement stretch target for increases in Direct Payments, including for carers.

What further work is needed

- Carers in Barnet have identified that they want better emergency and contingency planning and quick response service support.
- Strengthening of partnership working between the statutory sector, carers, carer representatives and service provider organisations with more transparent information and decision-making processes .
- Representation of parent carer issues at the Children and Young People's Strategic Partnership Board.
- Development of mechanisms to engage carers on strategic forums and ensure wider community representation.
- Promoting peer support through the delivery of the Expert Carer programme and 'Caring with Confidence.'
- Need to involve carers more in an advisory capacity on wider strategic issues e.g. recruitment and training, commissioning, and allocation of Carers funding.

7.5 Quality services

To ensure carers are fully involved as partners in the 'care pathway' process

- By involving carers as expert partners in the care pathway processes for service users, better decisions will be made that will help service users remain in the community.
- Good information/data collection through the care pathway processes will help in planning and providing services more appropriately.
- Legal requirement to ensure carers know they have the right to be assessed in their own right.

To ensure the underpinning structures and systems of health and Adult Social Services will provide a holistic service to carers.

- Greater transparency and shared ownership in decisions about the allocation and use made of health and social service budgets in respect of carers, will improve partnership working between all agencies and with carers.
- Strengthening of joint health and social service policies, strategies, systems and practices will make easier for carers to access information, support, assessments and other services –and obtain a more professional service from the statutory agencies leading to improved carers experience and satisfaction.
- Implementation of recommendations from the *Best Value Review of Working with the Voluntary and Community Sector* (September 2006.)
- Increase choice and control over the services and support carers and the person they support receive through the personalisation and transformation of services.
- Support the development of quality standards within voluntary sector organisations.

What is working well in Barnet

- Work in progress across Adult Social Services teams to increase the number of carers assessed.
- Indication by the Care Services Improvement Partnership (CSIP) in September 2007 that Barnet's new Carer's Assessment Form is an example of national good practice.
- Jewish Care undertake carer assessments from their community.
- The development of the Joint Strategic Needs Assessment across Health and Adult Social Services.
- Barnet Carers Centre commissioned to provide training for professional workers on carer awareness.
- Developed trails for personal budgets. A 'Brokers for change' project was developed in partnership with Mencap to pilot personal budgets for people with learning disabilities.

What further work is needed

- Stronger and more explicitly stated joint health and social service policies, procedures and practices to improve carers' experience of the 'care pathway'.
- Ensuring that whatever care packages are arranged for person cared for (service user), carers time off is built into support planning to avoid carer break down.
- Involvement of carers and carers organisations in the development of personal budgets.
- Establish effective and efficient management information systems, including reporting mechanisms – and use for planning, commissioning and service delivery.
- Systematically monitor joint expenditure against outcomes for individuals and service delivery performance.
- Strengthen commissioning arrangements across statutory sector and with neighbouring authorities, and develop quality standards for service provision
- Increased access for carers to advocacy services.
- Protocols between agencies/services e.g. improve transitional arrangements from Children's Service to Adult Social Services, supporting carers in the change process.
- Engagement with carers from black and minority ethnic communities and isolated and overlooked carers needs to be strengthened in order to better understand and meet their needs.
- Joining up work between health and social care, with leisure, education, training, employment and benefit advice providers in order to develop a more holistic and comprehensive approach towards carers e.g. people with dementia and their carers.
- Relationships between commissioners and providers needs to be strengthened, and with clearer longer term objectives, plans and contractual arrangements for better partnership working.
- Improved monitoring of contracts with carers' agencies to ensure that outcomes are achieved.
- Set up a transparent carers' commissioning process.
- Adopt protocol for working with carers from other boroughs. The ADASS (Association of Directors of Social Services) Cross Borough Assessment of Carers: A protocol for the assessment of carers who live in a different local authority area to that of the person they care for 2008 Protocol - All England.
- Ensure carers are considered and actively involved in the personalisation of services for the person they care for.

8. Section 8 - Implementation of Action Plan

The action plan is set out at Appendix 1

Carers, carer representatives and carer organisations will be involved in monitoring the progress of the inter-agency Carers. Strategy action plan and update this annually through the Carers. Strategy Group and its sub-groups. Barnet Council on behalf of all partners will lead an effective and accountable multi-agency Carers Strategy Group and ensure accountability of services to carers in the borough through:

- Monitoring implementation and progress against the action plan.
- Annual action plan update.
- Consideration of annual action plans from all agencies that are partners to this strategy.
- Co-ordinated strategy for the active involvement of and regular consultation with carers and their representatives.
- Annual report to the Barnet Adult Strategy Group and Local Strategic Partnership Board.
- Report to the Council's Scrutiny Committee on progress, at least once during the life of this strategy.

Implementation of the action plan is expected to be a shared multi-agency responsibility. This will be supported through the following ways:

- There will be a corporate commitment by the Council and NHS Barnet and the Local Strategic Partnership to help progress the carers' agenda, with annual reporting to the Director of Adult Social Services, Corporate Directors Group, Lead Cabinet member, Barnet Council's Scrutiny Committee and NHS Barnet.
- A Councillor will act as a carers' champion and help to ensure carers' issues are reflected in policy and service development across the Council. They will champion carers' issues within Cabinet and Scrutiny committees.
- All partner agencies will report to the Carers Strategy Group on their contribution to the delivery of the Carers Strategy action plan.
- Barnet Carers Centre will seek to ensure that the diversity of Barnet carers is reflected in increased involvement and representation of BME communities and less visible carers through engaging with partner organisations to expand the membership of the Carers Support Organisations Network.
- Health and Social Care assessors will identify carers as part of the initial contact and person centred assessment process, signposting to support organisations, and promoting separate carers assessments wherever possible.
- Inter-agency sub-groups will be set up to progress some of the activities.
- Steering groups set up for particular projects e.g. delivery of the Expert Carers Programme, or to establish multi-agency protocols.
- Barnet Council will set up and lead a Carers Commissioning Group which includes commissioners from the 'whole system' to ensure the implementation of the carers commissioning plan priorities within the resources available. This group will also have a role in the monitoring of carers support and services. The group will include carers.

To provide the infrastructure for implementation each agency will ensure that there are:

- Comprehensive information systems, accurate, regular data collection and collation, and reporting to Carers Strategy Group to enable greater clarity on who is receiving or not receiving services.
- Annual surveys through carers forums on what carers think about assessment processes and services provided, and where best to target resources for the following year.
- Policies, procedures and protocols that improve and clarify what services carers can expect.
- Training for staff which improves general understanding of carers' needs, and better practices in relation to carers.
- Corporate support for determining ways in which carers will be more involved in service development.

The Carers Strategy group will build upon information and data collected, collated and analysed to:

- Review progress against the action plan, make adjustments to priorities and agree annual action plan.
- Set specific outcome targets for services and inform allocation of funding.
- Develop and implement an information and communications strategy.
- Recommend new services based on need, and make changes to other services
- The terms of reference of the Carers Strategy Group and carer sub-group terms of references and membership will be reviewed annually.

Appendix 1 - Carers Strategy Action Plan 2009-2012

Barnet Carers Strategy Action Plan 2009-2012 To deliver improved quality of life for carers in Barnet

Strategy Outcomes	Actions	Lead	Year
<p>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.</p> <p>2. Carers will be able to have a life of their own alongside their caring role.</p> <p>3. Carers will be supported so that they are not forced into financial hardship by their caring role.</p> <p>4. Carers will be supported to stay mentally and physically well and treated with dignity.</p> <p>5. Children and young people will be protected from inappropriate caring and have the support they need to learn,</p>	Better Information		
	Develop an interagency Carers Communication Strategy.	Carers Strategy Group: Information and Communication sub-group	2009-2010
	Local carers support organisation (CSO) to increase involvement of carers from black and minority ethnic communities through the work of the CSO network.	Carers Support Organisations	2009-2010
	Raise awareness of carers and carers' issues amongst professionals and across services through joint working on projects, training and briefings.	Information and Communication sub-group	2009-2010
	Publicise clear carers eligibility for adult social care, young carers, children's social care and NHS Barnet services.	Information and Communication sub-group	2009-2010
<p>4. Carers will be supported to stay mentally and physically well and treated with dignity.</p>	Implement communications strategy.	Information and Communication sub-group	2010-2012
	Develop a single point of access for information and advice for carers.	Information and Communication sub-group	2010-2011
<p>5. Children and young people will be protected from inappropriate caring and have the support they need to learn,</p>	Develop information card with local carers on local help available. Develop carers' website.	Information and Communication sub-group	2010-2011

Strategy Outcomes	Actions	Lead	Year
develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.	Recognition and understanding - Having a voice		
	Develop clear and transparent carer engagement processes for Partnership Boards and service planning in adult social care and health services.	Carers Strategy Group: Information and Communication sub-group	2009-2011
	Identify carers champions in Barnet Council and NHS Barnet.	Adult Social Services and NHS Barnet	2009-2011
	Develop mechanisms for regularly engaging carers in service planning with Children's, adults and health services, including setting up a Carers Forum.	Information and Communication sub-group	2009-2011
	Develop mechanisms to ensure carers and carers support service organisations are involved with and regularly consulted on Council plans for transformation of adult social care.	Adult Social Services, Choice and Independence Programme	2009-2011
	Build partnerships with wider council departments and NHS Barnet to incorporate carers' issues with their service planning and policies.	Carers Strategy Group	2010-2011
	Carers involvement in recruitment process for key staff posts.	Adult Social Services and Human Resources	2010-2012
	Include carers' issues in the induction programme for key staff.	Adult Social Services, Learning and Development Team	2010-2011
	Carers to be included in the delivery of induction training for key staff.	Adult Social Services, Learning and Development Team	2011-2012
Consider ways of undertaking further research on the local needs of carers to inform the Joint Strategic Needs Assessment.	Carers Strategy Group	2011-2012	

Strategy Outcomes	Actions	Lead	Year
	Financial security		
	Work with Jobcentre Plus to provide access to employment advice and support for carers.	Carers Strategy Lead **	2010-2011
	Identify, assess and make recommendations to support staff who are carers in the Council and NHS Barnet.	Carers Strategy Group	2010-2011
	Extend good employment practices to other large employers.	Carers Strategy Group	2011-2012
	Training to Care		
	Implement the Caring with Confidence training programme - deliver programme from October 2009.	Carers Strategy Group: Training sub-group	2009-2011
	All agencies delivering Caring with Confidence training ensure they encourage carers to make best use of the training available.	Carers Strategy Group: Training sub-group	2009-2010
	Undertake wide advertising of the Caring with Confidence programme.	Carers Strategy Group: Training sub-group	2009-2010
	Deliver Caring with Confidence in year 2 of the programme.	Carers Strategy Group: Training sub-group	2009-2010
	Produce evaluation report on Caring with Confidence training and develop carers training plan for next two years.	Carers Strategy Group: Training sub-group	2011-2012
	Carers and Council to develop joint training for frontline staff and other professionals on working with carers, to raise awareness of carers and establish carers as expert partners in care.	Carers Strategy Group: Training sub-group	2009-2011

Strategy Outcomes	Actions	Lead	Year
	Emotional Support - Time off		
	Undertake review of carers' assessments and contingency planning processes.	Adult Social care Management with Carers Strategy Group	2009-2010
	Review carers counselling services currently commissioned to ensure they reflect the specific experience of carers.	Carers Strategy Group	2009-2010
	Identify NHS Barnet carers' breaks funding and develop joint plans for carers' breaks.	Carers Strategy Lead and Young Carers Lead	2010-2011
	Develop joint protocols for Adult Social care and Children's Services to assess young carers.	Carers Strategy Group and Carers Strategy Lead	2009-2010
	Develop carers involvement in personal budgets and self directed care.	Adult Social Services, Choice and Independence Programme	2010-2011
	Quality Services		
	Undertake review of carers' funding and carer funded services to develop evidence based and outcomes focused carers' services.	Carers Strategy Lead with Carers Strategy Group, Adult Social Services and NHS Barnet	2009-2010
	Establish Carers Commissioning Group to oversee allocation of carer funding and monitoring and evaluation of carers' services in Barnet.	Carers Strategy Lead	2009-2010
	Commissioning carers' services that are evidence based and outcomes focused and meet the personalisation agenda.	Carers Strategy Lead and Carers Commissioning Group	2010-2011

Strategy Outcomes	Actions	Lead	Year
	Hold regular meetings and events to develop and maintain partnership work with carers' support service providers and potential providers to ensure they can respond to the needs of carers using personal budgets.	Adult Social Services, Choice and Independence Programme	2009-2010
	Use Commissioning personalisation toolkit to review and support providers and potential providers to deliver support services to carers using personal budgets.	Carers Strategy Lead and Adult Social Services, Choice and Independence Programme	2009-2011
	Contribute to the refresh of the health and social care commissioning strategies and ensure carers support is built into the service users care pathway.	Carers Strategy Group	2010-2011
	Develop joint working with Children's Services to co-ordinate support for parent carers and support for carers of adults.	Carers Strategy Lead	2010-2011

**Carers strategy lead is a jointly funded post with NHS Barnet located within the Strategic Commissioning Team, Adult Social Services.

Appendix 2 - National Policy context

National Carers Strategy 2008

The revised pan-Government National Carers Strategy was launched in June 2008, called *Carers at the heart of 21st century families and communities: A caring system on your side. A life of your own*. It identified a series of short term goals by 2011 and longer term priorities to deliver on 5 key carers outcomes:

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.
5. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

Government vision for carers supports is that:

'By 2018 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, whilst enabling the person they support to be a full and equal citizen.'

Within the context of increasing demand for health and social care services linked to demographic pressures and limited public resources, effective carer support will be essential.

The actions required locally to achieve the goals on the first four of these outcomes are contained within this Strategy. The final carers' outcome provides the framework for the Barnet Young Carers Strategy. The Government paper *Aiming High for Disabled Children* also requires Children's Services to provide breaks for carers of disabled children and young people. Additional funding has been allocated to Children's Services departments for 2009-10 and 2010-2011 for this work.

Our health, our care, our say: a new direction for community services 2006 The Government white paper, *Our Health Our Care Our Say*, sets out a programme of work with carers called *New Deal for Carers*, with an associated funding package. The aim was to improve support to carers through a range of measures.

The main commitments under the *New Deal* programme are:

- A major review of the 1999 Strategy for Carers to reflect carers' rights, Direct Payment regulations, carers' assessment and carers' grants.
- A national dedicated information help-line for carers, offering wide ranging information and support e.g. legal entitlements, advice on benefits, contact numbers for 'help' groups. This was launched in April 2009.
- Ensuring that in each council area, short-term home-based respite support is established for carers in crisis or emergency situations

- Allocation of specific funding for the creation of the Expert Carers Programme called *Caring with Confidence* for local authorities to work in partnership with carers as experts delivering training to carers.

Putting people first: a shared vision and commitment to the transformation of adult social care (2007.)

Putting People first, which sets out the Government programme for transforming the traditional model of social care to a more personalised system. There are four strands to personalisation that are of equal importance. These are:

1. **Greater choice and control.** One of the main changes to services is to be the allocation of personal budgets to services users and carers as well as the increased use of Direct Payments.
2. **Everyone able to make informed choices through universal offer of advice and information.**
3. **Increase an area's 'community capital': people and their families and communities becoming expert in their support and contributing to it.** Putting People First states that carers should be regarded as 'expert partners in care' in all circumstances other than when their views are at odds with the service user's desire for independence.
4. **Early intervention and prevention as well as support at the point of crisis.**

World Class Commissioning (December 2007)

World Class Commissioning programme sets out how the Government's vision to transform the way commissioning is delivered in health and social care. The vision is "*To provide better health and wellbeing, better care for all and better value for all.*" The programme included 11 world class commissioning competencies. These competencies will be applied in Barnet to work towards improvement in health and social outcomes and a reduction in health inequalities and social exclusion.

Appendix 3 - Local objectives and priorities

Barnet Sustainable Community Plan 2006-2016

This overarching partnership Plan sets out the key objectives for improving the quality of life in Barnet by addressing important issues such as health, housing, community safety, transport and education. It is developed through the Barnet Local Strategic Partnership (LSP) which brings together organisations from the public, private, community and voluntary sector. This Plan sets the overarching framework for integrated working across the Barnet area.

Local Area Agreement 2008/09-2010/11

The Local Area Agreement (LAA) is a three year agreement between central Government, Barnet council and its partners to deliver national outcomes in a way that reflects local priorities. It includes the performance indicator for measuring the local authority's ability to deliver adult health and wellbeing for carers:

“Carers receive a needs assessment or review, and a specific carer’s service or advice and information” (NI 135).

Barnet has set a target for delivery on this indicator of 37% in year 1 of this strategy rising to 46% in 2011/12 for those carers supporting people known to social care services.

Barnet Council Corporate Plan 2009/10

Barnet Council’s overarching Corporate Plan requires that all its activities are based around six priority outcomes:

1. **A bright future for children and young people:** improving the quality of life of all Barnet’s children and young people.
2. **Clean, green and safe:** ensuring that all our neighbourhoods are a safe, clean and green place to live.
3. **Promoting Independence:** supporting vulnerable adults to live independent and active lives.
4. **Strong and healthy:** ensuring Barnet has a thriving sense of community and our residents lead a healthy lifestyle.
5. **Barnet - a successful city-suburb:** protecting and enhancing the best of Barnet while growing through successful regeneration and sustainable development.
6. **More choice, better value:** providing community leadership, community choice and higher quality services.

The Plan commits the council to supporting vulnerable adults to live independent and active lives. This is to be done by ensuring high quality services are available, offering choice and flexibility.

Future Shape

The Barnet Future Shape programme is the borough-wide plan for the development of local services for the future, through a new relationship with citizens, a one public sector approach and a relentless drive for efficiency.

Barnet Joint Strategic Needs Assessment 2008/09 - 2011/12 (JSNA)

Barnet's Joint Strategic Needs Assessment (JSNA) describes the current and future health, care and wellbeing needs of our local population and informs the strategic direction of service delivery to meet these needs by NHS Barnet and the London Borough of Barnet over three years.

NHS Barnet Commissioning Strategic Plan 2009/10

This document sets out NHS Barnet local commissioning priorities for 2009/10.

Adult Social Services

The vision for Adult Social Services, set out in *Choice and Independence - A vision for Adult Social Services (2007)*, reflects national and local policies. It includes:

- Assisting service users and their carers to obtain individualised and personalised services e.g. through self-assessment, Direct Payments and individual budgets to increase their influence over services they receive and provide better choice and control i.e. self-directed care and support.
- Improving access to universal services e.g. leisure, libraries, volunteering, transport and income maximisation.
- Joint approaches between Adult Social Services and Health to support independence, and for joint commissioning.
- Regular consultations with carers to ensure their perceptions are included in evaluating customer satisfaction with changes.

Appendix 4 - Commissioning Framework

The Commissioning framework is a set of principles within which the strategic commissioning teams from health and social care operate.

1. We will make sure our investments promote social inclusion and reflect the diversity of our communities in Barnet.
2. The need for health and social care investment will be defined in partnership with the citizens of Barnet and other key stakeholders.
3. Smarter use of demand information across health and social care agencies and service user feedback and will inform a dynamic needs analysis.
4. Commissioners in Barnet will continue to seek meaningful ways to fully engage service users and carers in the planning, design, monitoring and evaluation of services.
5. We will provide opportunities for people to direct their own care and support both at an individual level and where possible at a more strategic level.
6. Our investment will be person centred, outcome focussed, innovative and safe.
7. Commissioning will seek to promote preventative approaches and maximise health gain wherever possible.
8. Service providers will be encouraged to meet the required standards of quality services characterised by flexibility and innovation and supported through transition from old to new models of delivery.
9. We will work in partnership with the wider market to keep them informed about demand, share information on local and national developments promote a meaningful choice for the citizens of Barnet.
10. Investment will be monitored and evaluated and their usage maximised to achieve best value for local people.
11. We will work jointly with other relevant local and regional commissioners to achieve best value where this is possible.
12. Our commissioning will be quality-assured.

