



Report of Neil Jarvis, Senior Portfolio Lead, Integrated Commissioning

Electoral division(s) affected:

Countywide

Purpose of the Report

1. To provide the Health and Wellbeing Board with an update on the recent review of Carer Support Services in County Durham for both adult, parent and young carers.
2. To advise on the support delivered to carers over the term of the last 5 year contract and plans relating to the re-procurement of the Carer Support Services in 2023.

Executive summary

3. According to the 2011 census, 6.5 million people in the UK are providing unpaid care and of this, 60,055 people in County Durham were identified as adult carers. The 2021 census data relating to unpaid carers is expected to be released in January 2023 and it is widely anticipated that the number of carers nationwide will increase due to an estimated 4.5 million people becoming carers during the COVID-19 pandemic. The COVID-19 vaccination programme was also influential in helping to identify hidden carers. As of December 2022, 23,259 parent and adult carers are registered with Durham County Carers Support (DCCS), our commissioned carer support service for adults.
4. Regarding 'young carers', figures from the 2011 census advise 1659 children aged between 5-17 years of age with caring responsibilities were living in County Durham and 38% of these young people were under the age of 10 years old. Without support, young carers educational achievement and development can be significantly affected and impact on a young person's mental health and wellbeing.
5. A comprehensive review of the current carer services has been completed. There is strong support for the adult and young carers services to continue due to the positive impact they have within the wider health and social care

system and in meeting our statutory obligations under the Care Act 2014 and the Children and Families Act 2014.

6. Publications such as the NHS England's Commitments to Carers and the Five Year Forward View commits the NHS to building on the rights for carers and to providing support for young and adult carers. Caring responsibilities can have an adverse impact on the physical and mental health of the carer, resulting in significantly poorer health and quality of life outcomes (NHS England).
7. The existing carer support services provide preventative support and a reduction in this provision would result in more costly services being required in the future, should carer breakdown occur. Carers UK estimates the value of unpaid care at £530 million per day and £193 billion per year during the pandemic.
8. The current carer contracts are due to end 31 March 23. The intention is to re-procure services for a 4 year period with 2 options to extend for a further 12 months, therefore the maximum contract period will be 6 years. Funding contributions towards the existing contracts come from Durham County Council's Adult and Health Services (DCC AHS), Durham County Council's Children and Young People's Service (DCC CYPS) and NHS North East and North Cumbria Integrated Commissioning Board (NENC ICB). We have identified recurrent funding is available from all of these funding partners.
9. The Integrated Commissioning team has engaged with many stakeholders including partners in AHS, CYPS the NENC ICB, Service Users, and other health and social care professionals. This valuable and important input has been considered and is referenced throughout the report.
10. All stakeholders showed strong support for our existing commissioned carer services, Durham County Carers Support (DCCS) and Family Action's 'The Bridge' Young Carers Service, citing the effective and positive support they deliver. In addition to carer assessments, this report considers and details the wide range of support delivered by DCCS and Family Action.
11. Adult and parent carers particularly value help with welfare rights, access to free counselling and an opportunity to take a break from their caring role as well as training and help to remain in employment. Young Carers told us that having support in school and a person they could go to during the school day was important to them. Young Carers also value the carer break scheme where they can access a break from their caring responsibilities or develop an interest, hobby, or training opportunity.
12. The Integrated Commissioning team has determined both contracts are cost effective and good value for money.

13. Humankind also operates a non DCC commissioned young adult carer project in Durham call Horizon that has historically been funded by The National Lottery. This funding ended March 2022 and it was agreed that 'young adult carer provision' would be included within the scope of the review.
14. The Governments 'Carers Action Plan 2018-2020' stresses the need to recognise the crucial role and enormous contribution that carers make as an integral part of the health and social care system, which often comes at a great cost to their own health, wellbeing, finances, and ability to remain in employment (Department of Health and Social Care, 2018). Therefore, providing carer support services is critical to ensuring the needs of carers are responded to quickly to reduce the negative impact caring has on their lives
15. Unpaid carers often suffer financial hardship as a direct result of caring. Households where someone receives or provides unpaid care are 'less likely to be in employment and more likely to fall below the poverty line compared to the rest of the country' therefore the cost of living crisis places further financial pressures on unpaid carers (Watts, 2022).
16. Carers in County Durham are supported with welfare rights and during the last 5 years has helped to secure £13.5 million in benefits for carers. Durham carers regarded this support as one of the most valuable sources of assistance.
17. Findings and results from the 4th edition of the Survey of Adult Carers in England (SACE) has shown that Durham has performed significantly better than the national results in all 5 key measures from the Adult Social Care Outcomes Framework including Quality of Life.

Recommendation

18. Health & Wellbeing Board is recommended to accept this report for information.

Background

19. In 2018, Durham County Council re-procured carer support services, The current contract arrangement for both adult carer support and young carer support provision, ends 31 March 23. All available contract extension periods have been utilised.
20. Durham County Carers Support hold the contract to provide adult and parent carers services and currently have 23,259 carers registered with the service. Family Action have the contract to provide core services to young carers and have almost 1113 carers registered with service, known as The Bridge.
21. The Care Act 2014 gives adult carers the right to information, advice and support which may prevent or delay carer needs from increasing: and a carers assessment (no longer a requirement for carers to request an assessment). Carers may be eligible for support in their own right if they meet the national eligibility criteria.
22. Similarly, the Children and Families Act 2014 recognises children with caring responsibilities and their right to an assessment of need. This legislation also recognises parent carers (someone who is over 18 and provides care to a disabled child whom they have parental responsibility) and requires local authorities to assess parent carers on the appearance of need or where an assessment is requested by the parent.
23. With an increasingly ageing population the number of adults living in England with a disability and receiving informal care from a family member or friend is expected to increase to around 3.5 million people by 2030, representing an increase of 63% (Wittenberg & Hu, 2015).

Scope of the Review

24. The review has considered the following key elements, with specific issues being addressed within each category.
 - a. What information, advice and guidance is available to carers in County Durham
 - b. Carer assessment process, including adult, parent and young carers assessments and how the carer is involved in this process
 - c. The range of support available to carers to help them maintain their caring role including any ongoing project work: this has included but not been limited to, welfare rights, training, mental health and wellbeing support, digital skills, maintaining employment, 1-1 and peer support.

- d. The role of Health and Social care services in identifying carers and addressing the number of hidden carers. This will be extended to the role of schools in identifying young carers.
- e. The support and information available to carers in relation to welfare rights and financial support.
- f. Carer break scheme, carer discount card and the availability of opportunities for carers to receive respite or emergency support.
- g. The role and effectiveness of digital services available to carers
- h. The need and effectiveness for a bespoke Young Adult Carer service
- i. Outcomes of carers including analysis of the national and regional surveys conducted with carers.
- j. Carer performance information and indicators.

25. As part of the review, a comprehensive list of stakeholders has been approached for feedback by the Integrated Commissioning Team, with different methods used according to the stakeholder group. Details of engagement can be found in Appendix 2.

26. As well as service user and stakeholder feedback, the monitoring of key performance data, financial information, and key findings from regular contract reviews has been considered.

Review Findings

27. The services provide an accessible, high quality and countywide support service for unpaid carers. This includes the registration and / or assessment of carers, the provision of information and advice, emotional and practical peer support, 1:1 support and informal advocacy. The services are carer led and have been proactive in developing the services in response to the changing needs of carers, particularly throughout the COVID-19 pandemic

28. The services currently collaborate effectively with a wide range of health and social care professionals and the voluntary and community sector.

29. Referrals into DCCS and Family Action and the subsequent number of carers assessments over the last 5 years is shown below. It is clear that COVID impacted on the number of adult carer referrals, however, 22/23 is experiencing a return to pre covid referral rates. As can be seen, the number of referrals at the end of Q2 2022 is already nearing the annual figures for the last 2 years. In contrast the number of referrals for young carers increased during the pandemic. Census data for 2021 is expected to

show a considerable increase in the number of carers as a result of the COVID-19 pandemic.

No of Referrals	18/19	19/20	20/21	21/22	22/23 Q1 Q2 only	Total
Parent Carer Referrals	721	720	677	695	516	3329
Adult Carer Referrals	2099	2027	1666	1805	1238	8835
Young Carer Referrals	183	144	150	173	78	728
TOTAL	3003	2891	2493	2673	1832	12892

Demographic Data for Durham Carers

30. Age demographic of carers in County Durham varies depending on the source of data collection, however, the 2011 census data indicates that 1 in 4 carers are aged 65+ and this number is set to increase by 29% in County Durham by 2030 from 14,911 to 19,279 (Durham Insight, 2022). An increasingly older population, a rising prevalence of mental health conditions, dementia and more people living with long term conditions will all influence the number of people providing unpaid care in the future. DCCS report that 22% of carers registered with their service are aged 65+.
31. The number of hours support provided by adult carers varies with over half of carers providing up to 19 hours of unpaid per week and almost a third having a significant caring role providing over 50 hours per week. The general health of carers deteriorates incrementally with the increasing hours of care provided (Office for National Statistics, 2013).

Number of hours Care Provided	No of Carers	%
Provides 1 to 19 hours unpaid care a week	34,336	57%
Provides 20 to 49 hours unpaid care a week	8,826	15%

Provides 50 or more hours unpaid care a week	16,893	28%
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32. A breakdown of geographical coverage across the county is shown below. Geographical split has remained stable overall but focus on the rural parts of the county is needed after a reduction in referrals from carers living in these areas was seen during 21/22.

Area	19/20	%	20/21	%	21/22	%
Derwentside	434	16%	371	16%	456	18%
Durham and CLS	678	25%	512	22%	676	27%
Durham Dales	555	20%	516	22%	389	16%
Easington	568	21%	493	21%	472	19%
Sedgefield	512	18%	451	19%	507	20%
TOTAL	2747		2343		2500	

33. Analysis of census data, survey results and our own database of registered carers, confirms that females are notably more likely to provide unpaid care than males and this gender gap increases in Co Durham. In the 2011 census, nationally 57.7% of unpaid carers were females and 42.3% were men. In County Durham it is evident male carers are under-represented. In an ADASS regional survey of carers, 22% of all responses were from males and only 28% of carers registered with DCCS are male. In the 2021 SACE survey, 30% of responders were male (NHS Digital, 2022). This is consistent with other North-East Local Authority findings and more work locally and nationally is needed to reach male carers who often don't identify themselves as such.

34. Regarding the Council's responsibility for providing carers with up to date and accurate information regarding support available to carers, there are several access points for a carer to obtain guidance. Durham has always performed well in the ASCOF measure '*The proportion of carers who find it easy to find information about support*' and over the last 4 surveys, and consistently been significantly better than the national result. However, 18% of adult carers in Durham told us via the ADASS regional survey that they had received no information associated with their caring role, indicating more work to raise awareness around informal care is still needed.

35. In terms of health services only 34% of carers heard about carer support via a GP, community based health services or hospital, however

satisfaction scores regarding the level of support and quality of information they received from health services was high, therefore confirming health services are well placed to identify informal carers and signpost to commissioned carer support services.

36. Findings and results from the 4th edition of the SACE has shown that Durham has performed significantly better than the national results in all 5 key measures from the Adult Social Care Outcomes Framework. Result as follows:

- Carer Reported Quality of Life
- Proportion of carers who reported that they had as much social contact as they would like
- Overall Satisfaction of carers with Social Services
- Proportion of carers who report they have been included or consulted in discussion about the person they care for
- The proportion of carers who find it easy to find information about support.

Welfare Rights Support and Financial Impact of Caring

37. A significant part of the support offered by DCCS is the assistance given to carers in maximising their income. Carers are given advice, guidance and practical help with filling out lengthy and complicated benefit forms. DCCS are accredited intermediaries for the national charity Turn2Us and have helped Durham carers secure almost £13.5 million in benefits between 2018-2022.

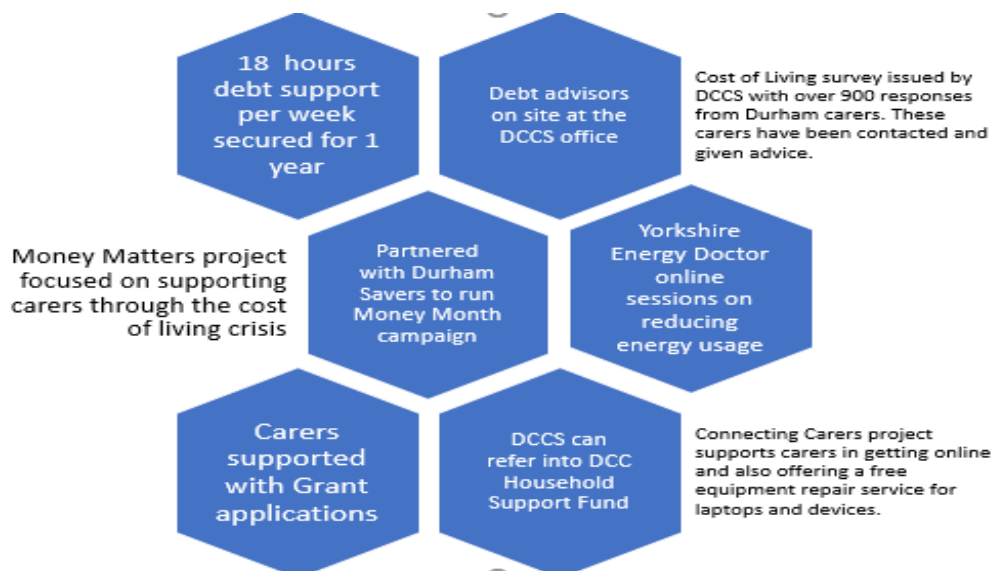
	18-19	19-20	20-21	21-22	22-23 to date	Total
£ Benefits Claimed & Backdated	£3,132,220	£3,948,529	£3,089,851	£2,800,000	£526,529	£13,497,130

Unpaid carers often suffer financial hardship as a direct result of caring. Households where someone receives or provides unpaid care are 'less likely to be in employment and more likely to fall below the poverty line compared to the rest of the country' therefore the cost of living crisis places further financial pressures on unpaid carers (Watts, 2022).

38. In October 2022, Carers UK published their report '*Heading for Crisis: caught between caring and rising costs*' which found that 1 in 6 unpaid carers are in debt as a result of their caring role, increasing to 2 in 6 for

carers in receipt of Carer's Allowance. The proportion of carers reporting as unable to afford their utility bills has more than doubled since last year – from 6% to 14% in 2022.

39. DCCS have proactively responded to the financial pressures facing carers and a number of initiatives and support offers have commenced as seen below.



Carers and Employment

40. It is estimated that 1 in 7 employees in England provide care for someone and 1 in 6 carers have to give up work or reduce their hours in order to juggle all of their responsibilities (Employers for Carers, 2022). The Equality Act 2010 protects carers against direct discrimination or harassment because of their caring role as they are considered as being associated with someone who is protected by this legislation because of their age or disability (SCIE, 2020). Durham Carers echoed these challenges, with many telling us they had to leave employment due to the amount of time they spent caring and the unpredictability of their caring role and impact this has on their employment.
41. County Durham has subscribed and is a member of Employers for Carers which gives the Council access to a wide range of resources. These free resources can be shared with organisations and businesses across County Durham and DCCS were also provided with funding to actively work with local employers to help them achieve their Carer Friendly Awards. Carers living in Co Durham can also access a host of free digital resources and an app called Jointly that has been developed to support 'working carers' by enabling them to coordinate care effectively.

42. Durham County Council has a number of staff networks, one of which is for unpaid carers. The network currently has its own MS Teams Channel and provides peer support and information with around 65 members.

Young Carers

43. The overall aim of the service, as detailed in the service specification, is to ensure that children and young people are guarded from excessive or inappropriate caring responsibilities and have the support they need to learn, develop, and thrive. Young carers should not be disadvantaged by their caring role and should have the best possible chance of achieving their full potential both now and in the future. Family Action has delivered this service since June 2011.

44. Family Action work collaboratively with services across County Durham, taking referrals from a broad range of statutory services, children's services, schools, health and self-referrals. Assessments of young carers take place at school or in the family home.

45. The young carer service follows the Government's 'Think Family' approach to ensure that negative caregiving and the associated impact is reduced long term.

46. Families with complex needs often face a combination of issues such as parental substance misuse, physical disability, mental health, learning difficulties or disabilities and domestic abuse, any of which could lead to a child or young person taking on caring responsibilities for either a parent or their siblings or both.

47. Young people undertake inappropriate levels of care due to a variety of reasons and complex circumstances. Resolving some of these issues require a multi-faceted approach. As a result, Family Action has worked in partnership with a range of agencies to resolve these circumstances, working closely with CYPS and contributing towards TAF meetings.

48. The service is underpinned by the 'High 5! Principles' and has been developed over the last 5 years in collaboration with children and young people, aiming to keep young people safe and healthy.



49. The service is time limited with interventions targeted and solution focused. The average time a young person receives support from Family Action is 6-7 months but there is flexibility if a young carer and/or their family need extended support.
50. Demand is currently high for the service with some young carers waiting up to 12 weeks for a full assessment. However, a screening tool is used on receipt of every referral and subsequently triaged ensuring any young carer needing immediate or urgent support is seen quickly.
51. In addition to assessment and case work, the service manages a Young Carers Neighbourhood Charter funded by three Durham AAP's. The aims of the Charter is to work extensively in primary and secondary schools and other organisations such as GP surgeries, community groups and youth projects to raise awareness of the needs of young carers and to help them achieve Charter Accreditation. To date, 82 schools have been awarded Charter status.
52. Young carers told us the high level of support and understanding they received in primary school was not always a reality in secondary schools. Young Carers reported that a single point of contact was not always available, they had to repeat details of their caring role multiple times due to having different teachers for each subject and then having to go through the same process at the start of the following academic year with a new cohort of teachers.
53. Young Carers said having a 'carer flag' on class registers would potentially improve this and this feedback has already been raised with Durham's Virtual Head.
54. Young Carers shared that peer support and meeting other young carers was important to them, knowing there are other people who understand how it feels to be a young carer and the impact caring responsibilities can have.

Young Ambassadors

55. Young carers are encouraged to become Young Ambassadors, a role that provides the young people with opportunities to act as advocates for other young carers and to share their views in discussions with a range of professionals and organisations. The Ambassadors meet regularly and are consulted in any changes to service and asked for ideas to improve the support available to them. Investors in Children have recently recognised this work in awarding them Investing in Children Membership.

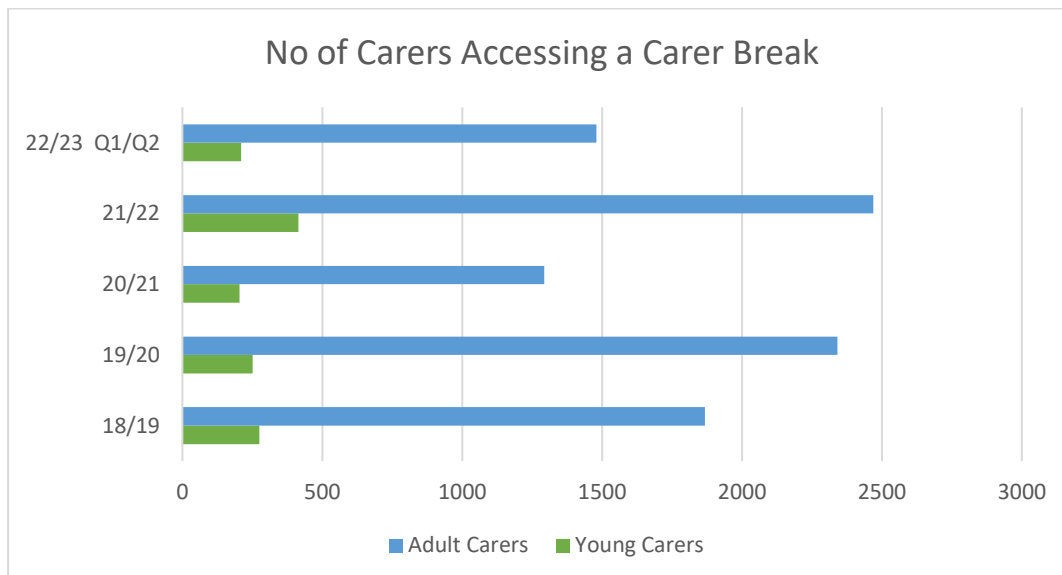
Young 'Adult' Carers.

56. Currently young adult carers are supported through DCCS or Family Action, depending on the age of the carer. However, Humankind have also been providing a young adult carer service for young people aged 14-24 within County Durham through a project called Horizon, historically funded by the National Lottery. This funding ended in March 2022, therefore DCC secured non-recurrent funding to ensure continuity of services until March 2023
57. One to One support is provided and limited to 6 sessions, but the current provider will respond to the needs of the young adult carer and extend this if required. Horizon also organise and facilitate a range of social activities during the school holidays as well as whole family events in order for Young Adult Carers to meet peers and build friendships
58. Whilst the service is referred to as a young adult carer service, 72% of the referrals received are for a young carer aged 16-18 years. Very few carers aged 20-24 years access the service and only 9% of referrals are for young carers aged between 14-16.
59. Through our engagement with young carers, it is clear that some older teenagers with caring responsibilities feel the young carer service is 'too young' for them, whilst the adult carer service is considered 'too old' and their needs are not always understood
60. Statutory responsibilities are met without a bespoke service for this cohort of carer's, but some further targeted support and project work would allow for some customised help for carers who are navigating their GCSE's, transitioning to college or universities and the workplace, whilst also juggling caring responsibilities. These are all times that young carers told us they feel most anxious and said practical help with research and applications to further education options would be beneficial as well as advice on how to handle and cope with the emotions associated with potentially leaving the family home and choosing to end their caring role.
61. Commissioning is reviewing possibilities around delivery models and funding options regarding a bespoke young carer service or increased targeted support from statutory provider(s).

NHS Personalised Carer Support Fund (Known as Carer Breaks for Adult and Young Carers)

62. The Carer Break scheme is funded by the NHS and managed by Durham County Council's Integrated Commissioning Team, DCCS and Family Action. NHS Personalised Carer Support is an element of the Better Care Fund, funded by the ICB. This fund is designed to provide carers in County Durham with the opportunity to take 'time out' from the caring role; improve their health and wellbeing and enable them to continue in their caring role. The scheme gives adult and young carers the ability to take a

short residential break or an opportunity to access hobbies, activities, or training both inside and outside of the home. The scheme is subject to a robust approval process to ensure applications are appropriate and good value for money. During the last contract period, to date over 10,000 carer breaks have been approved and arranged.



63. Most adult carers (92%) using the scheme request a non-residential break such as gym memberships, gardening and cleaning services, bikes, walking equipment, craft items, therapies spa days and IT equipment. Analysis of the non-residential carer breaks funded during 2021-2022, achieved the following outcomes, proving the scheme makes a significant difference to carers with 93% stating it helps reduce stress levels. This was strongly echoed during our engagement with carers.

Did the Carer Break Funding...	Not help at all	Helped a little	Helped a lot
Help with carers health needs?	2%	14%	85%
Help carers in their caring role?	1%	11%	87%
Help the carers spend time for themselves?	1%	6%	93%
Alleviate carer stress?	1%	12%	87%
Help the carer do something that without funding they	2%	12%	86%

would not have been able to do?			
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64. Carers also have the opportunity to apply for a residential break or more costly opportunities such as driving lessons and certified courses. Satisfaction and outcome data is below and whilst outcomes are still very positive it would appear non-residential breaks are more effective in reducing stress and providing a meaningful break.

Outcome	No	Yes
Has this fund given an opportunity to try something new?	43%	57%
Did the fund help you to relax?	14%	86%
Did the fund provide enjoyment?	14%	86%
Did you get an opportunity to spend time with others?	17%	83%
Has this fund helped to relieve stress?	11%	89%
Has the fund helped you feel better?	14%	86%
Has the funding provided a break from your caring role?	14%	86%

65. Analysis also highlighted women are more likely to access a break than men. The data also identified that people caring for an older person or individual with a learning disability rarely ever access a residential/opportunity break. Commissioners explored this with carers during focus groups and the main reason given was the cared for person was not well enough to accompany the carer on the break or would not be able to cope with the change in routine. They subsequently felt 'guilty' over potentially leaving the person they care for at home in the care of others. Work to identify barriers and overcome some of the challenges preventing carers to access a break is ongoing and we are partnering with dementia services to help inform future initiatives in this area.

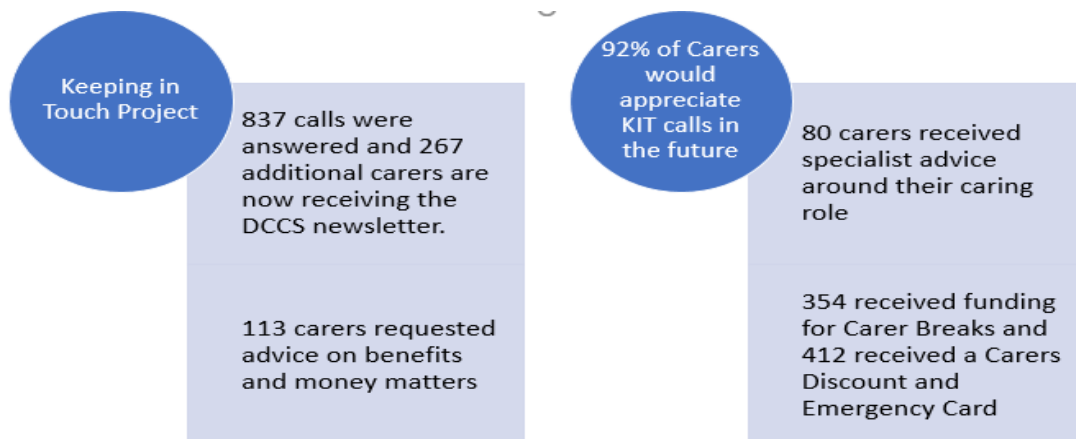
66. Young carers told us these breaks have had a positive impact on their physical and mental health with the most popular requests being gym memberships, sport lessons and equipment, drama groups, swimming, and cinema breaks. Feedback forms are completed following every carer break to monitor the effectiveness of the breaks and outcomes for carers. Young carers tell us the break helps them feel more included in the community and provides opportunities to spend time with friends and other young people whilst participating in activities they may not otherwise be able to afford.

Carer Discount Cards

67. The carer discount scheme has been successful and was cited in every focus group held as part of the engagement with carers. Whilst carers appreciated the financial benefits, many also felt it was a form of validation of their caring roles and recognition of the contribution carers make. There are currently 2 carer cards, one for adult carers and one for young carers. Over 20,000 carer cards have been issued which gives carers' discounts and concessions at a wide range of goods, services, shops, restaurants, and entertainment venues. Whilst feedback on the scheme was overwhelmingly positive from adults, young carers felt more services aimed at young people should be included and this is now being reviewed through the Young Carers Strategic Group chaired by DCC CYPS.

COVID-19 Response

68. The State of Caring Report (2021) advises 4.5 million people took on a caring role overnight as a result of the COVID-19 pandemic and associated lock downs and shielding guidance (Carers UK, 2021). DCCS responded quickly by ensuring the service continued to offer support in every way possible including by phone, digitally through WhatsApp and Facebook and reintroduced face to face support gradually for those who most needed it. Monthly bulletins and updates were sent to carers as well as texts containing important information. Durham County Council provided funding for the Carer Wellbeing Fund to assist carers facing financial difficulties, as well as additional funding for a 'Keeping in Touch' project during the first year of the COVID-19 pandemic. DCCS focused on contacting older carers who had not been in contact with the service for at least a year. Due to the success of the project, this support has continued, with a team of skilled volunteers making 1903 calls during 21-22.



69. The COVID-19 pandemic highlighted a digital skills gap for some carers with key services moving to online platforms. Keeping in touch with family and friends also relied heavily on access to digital platforms such as Zoom and Facetime. Many Durham carers had to quickly learn how to shop, bank and order repeat prescriptions online as well as how to access GP and professional appointments virtually. The Connecting Carers project helped carers with 1-1 and virtual digital support, workshops/drop in sessions, training, and computer repairs.

70. The Bridge Young Carers Service also adapted the way they worked and were flexible in service delivery during the pandemic. School visits still happened when they were open to pupils and an increase in referrals was seen as a result of the impact of lockdown on young people's mental health. Family Action report that families referred to them during 2020-21 were struggling with finances, loss of employment and the emotional effects of COVID-19 when someone in the home had complex health conditions or severe illness. Durham County Council provided funding to increase staff hours to deliver higher than usual levels of support to young carers and the service worked hard to overcome these challenges. When permitted, Family Action met young people outdoors or contacted the young carers via WhatsApp video, Zoom meetings and telephone calls. Emotional support was provided as well as emergency funding to families in need.

Conclusion

71. A comprehensive review of the Carer Support services has been undertaken with a considerable amount of input from key stakeholders and service users. Feedback was overwhelmingly positive regarding how effective the existing services are in delivering a wide range of support to adult, parent and young carers.

72. It is acknowledged that unpaid carers continue to play a crucial role in the health and social care system and to ensure continuity of support, re-procurement of services from the independent sector should be progressed in early 2023/24.

73. Further options around a bespoke Young Adult Carer service and /or amendments to the specifications to provide targeted support to this cohort of carers will be explored ahead of the procurement process.

74. Reaching more hidden carers which a focus on identifying more male, working age carers and those living in rural parts of the county should be a focus.

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Appendix 1: Implications

Legal Implications

The Care Act 2014 reinforces the need for Council's to assess and meet needs of unpaid carers.

Finance

Budget has been identified for the re-procurement of carer services from the 2023-24 financial year.

Consultation

Engagement document included as appendix 2 detailing stakeholders. Feedback considered as part of the review.

Equality and Diversity / Public Sector Equality Duty

None identified.

Climate Change

None identified.

Human Rights

None identified

Crime and Disorder

None identified

Staffing

None identified for DCC staff, externally commissioned services only.

Accommodation

None identified

Risk

Captured in the body of the report.

Procurement

A tender exercise is required to identify providers from April 2023. Integrated commissioning will work with corporate procurement to manage the process.

Appendix 2: Engagement

Target Group	Method				Who is organising this?	Timeframe
	Survey	Workshop/ Focus Group	Meeting	Other e.g. briefing/ email		Insert date range or specific dates if you know them
Adult Service Users		X			Integrated Commissioning and DCCS	<p>8th November 2022 - Masonic Hall, Consett – 18 Carers</p> <p>11th November 22 – Horden Youth and Community Centre – 20 Carers</p> <p>24th November 22 – Woodlea Council Offices, Barnard Castle – 22 Carers</p> <p>25th November 22 - NHS Melissa Bus – to gather views of carers living in rural parts of the County. 45 carers.</p>
Young Service Users				X	Family Action, YC Steering Group, Integrated Commissioning	26th October 22 – full day event at Brookwood Outdoor Centre. 22 young carers aged 7-15 years.
Young Adult Carers				X	Interviews	Various dates in November/December 2022
Adult Carer - Commissioned Service DCCS – Staff			X		Integrated Commissioning – structured interviews took place.	<p>2nd November 22 – Meeting with DCCS Leadership team including;</p> <ul style="list-style-type: none"> • CEO • Operations Manager

						<ul style="list-style-type: none"> • Finance Business Manager <p>8th November 22 – meeting with key DCCS operational staff including</p> <ul style="list-style-type: none"> • Volunteer Project Lead • Carer Support and Liaison Lead • Health Development Worker • Parent Carer Lead
Young Carers – Commissioned Service, Family Action				X	Integrated Commissioning – structured interviews took place.	<p>31st October 22 - Meeting held with Family Action Leadership team including:</p> <ul style="list-style-type: none"> • Regional Operations Manager. • Project Manager • Schools and Engagement Lead <p>3rd November 22 -Interviews held with every member of staff including:</p> <ul style="list-style-type: none"> • 5 x Case Workers • 1 Senior Practitioner • 1 x Admin Support • 1 x Therapy Counsellor
Horizon, Humankind		X	X			7th November 22 – 3 staff from the Young Adult Carers Services including:

						<ul style="list-style-type: none"> • YC practitioner • Service Manager • Service Regional Manager
Adult Strategic Carers Group		2 x Focus Groups				<p>9th November 22 including representation from:</p> <ul style="list-style-type: none"> • Cllr Alan Shields • Comms and Marketing • Alzheimer's Society • Healthwatch Co Durham • Social Care Direct • Integrated Commissioning <p>14th November 22 including:</p> <ul style="list-style-type: none"> • Adult Care Operations Manager • Adult Care Project Manager • Comms and Marketing • DWP <p>23rd November 22 – NENC ICB</p> <ul style="list-style-type: none"> • Head of Primary Care
Young Carers Strategic Group		2 x Focus Groups			<p>1 in person meeting with Chair of the YC Steering Group and One Point Operations Manager.</p> <p>1 Focus Group with other members of the Steering Group.</p>	<p>19th October 22 including:</p> <ul style="list-style-type: none"> • Chair of the YC Steering Group/Strategic Manager of Locality One Point and Think Family Service. • Operations Manager, One Point and Think Family Service <p>28th November 22 including:</p>

						<ul style="list-style-type: none"> • Cllr Ted Henderson • Durham Virtual Head – Education • CYPS Progression & Planning Lead • CYPS Commissioning • Wellbeing Programme & Partnership Manager • TEWV • Emotional Health and Resilience Team (Growing Healthy County Durham)
Survey of Adult Carers England (SACE)	X					Completed December 21. Results published by DCC Resources Team in July 22.
ADASS Regional Survey	X					Completed April 21. Results published Sept 21.
DCCS arranged for an external Consultancy company to meet with Carers to talk about what is important to them. Goodlabs Consultancy was commissioned to undertake this work.					<p>4 in person focus groups took place in:</p> <ul style="list-style-type: none"> • Peterlee • Middleton in Teesdale • Consett • Newton Aycliffe <p>Included as part of the review as Secondary evidence as some useful feedback gathered as part of this exercise around Carers Priorities,</p>	45 Carers took part in these groups across the county, including town and rural locations throughout October/November 22.

					System Priorities, and Organisation Priorities.	
Investors in Children and Rebias research findings					Secondary evidence – relevant to young carer service.	
GP's						Scheduled to attend the LMC Practice Q&A Session on 7 th December but this has been deferred until January. Date TBC.