

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 3 September 2019
Executive – 16 October 2019

Subject: Our Manchester Carers Strategy

Report of: Executive Director of Adult Services

Summary

This report provides Members with an update on progress to implement Our Manchester Carers Strategy since the last update to Health Scrutiny in July 2018. It sets out what progress has been made in respect of additional funding to implement a bold and ambitious offer to improve the lives of Manchester Carers. This report will also include an overview of the new governance arrangements that have been put in place, how we will work together with Manchester Carers Network to design and deliver new services for Carers, including an improved statutory Carers' assessment process to reduce waiting lists.

Recommendations

Members of the Health Scrutiny Committee are requested to comment on and note the report.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

This strategy aims to deliver a new Single Point of Contact for Carers in Manchester via a dedicated helpline. Where Carers need face to face support, this will be delivered locally within neighbourhoods to reduce the need for Carers to make extensive travel arrangements.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	By better supporting Carers, we will be able to support Working Carers to enable them to obtain work and sustain employment, knowing that the cared for person is adequately provided for through the Voluntary Sector and statutory adult social care services

A highly skilled city: world class and home grown talent sustaining the city's economic success	Our aim is to ensure that Working Carers are better supported to enable them to sustain employment – this will ensure the city retains their talent and skills and contributes to the Our Manchester Strategy
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The Our Manchester Carers Strategy promotes independent living, supports the delivery of care closer to home and the maintenance of a sustainable health and social care system.
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

- Manchester City Council, Health & Wellbeing Board, 04.7.18 Greater Manchester
- Commitment to Carers and Carers Charter
- Manchester City Council, Health Scrutiny Committee, 17.7.18 Our Manchester Carers Support Strategy
- Manchester City Council Carers JSNA, available via Contact Officer.
- Carers at Breaking Point, Carers UK
<https://www.Carersuk.org/for-professionals/policy/policy-library/Carers-at-breakingpoint-report>
- HM Government, Carers Action Plan 2018-20, published June 2018

<https://www.gov.uk/government/publications/Carers-action-plan-2018-to-2020>

1.0 Introduction

- 1.1 In July 2018, following an independent review of support services for unwaged or familial Carers, the Executive Member for Adults Health and Wellbeing, officers and the Chair of the Manchester Carers Network presented a joint report to Health Scrutiny introducing the emerging “Our Manchester Carers Strategy”.
- 1.2 That review was brought about to build on the success of the Manchester Carers Network, to strengthen the independent voice of Carers and bring forward radical proposals whereby Carers and their voluntary/community organisations (VCS) would assume greater responsibility for leadership and a more active service delivery role, as expert partners. This approach is a tangible demonstration of the Our Manchester principles and specifically co-production driving change.
- 1.3 The Carers Network is financially supported by MCC - it brings together a group of 20 diverse Manchester VCS organisations who work with MHCC (and now MLCO) and its delivery partners to support Carers across the city; it is coordinated by the Gaddum Centre. Details of Carers Network membership and the financial support currently received via MCC and Manchester NHS funding is attached at **Appendix 1**.
- 1.4 The Network is also financially supported by NHS Manchester to provide a ground-breaking Carers Development & Training Project which recognises the training needs associated with caring responsibilities and delivers a comprehensive induction and training programme.
- 1.5 The purpose of this report is to set out the progress made since July 2018 in respect of delivery of the ambition for Carers in Manchester and working collaboratively with Manchester Carers Network (MCN), whilst also setting out improvements to deliver on the statutory Carer’s assessment within adult social care.

2.0 Background

- 2.1 For the purpose of this report, a Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health need or an addiction cannot cope without their support.
- 2.2 Mid-census it was estimated that there may be as many as 60,000 Manchester citizens who meet this definition to various degrees, across all ages, including Young Carers who undertake a significant role in support of a parent or sibling. Studies¹ suggest that up to 25% of Carers provide care in excess of 50 hours per week and that 1 in 9 employees across the city are balancing work commitments with caring responsibilities. We also know from

¹ https://www.carersuk.org/images/Facts_about_Carers_2019.pdf

research that the health of many Carers is poor, exacerbated by tiredness, stress, social isolation and financial pressures.

The State of Caring in 2019²

“Carers’ support is valued at £132 billion a year but this comes with high personal costs. Many Carers are suffering from loneliness and social isolation, need support to help them stay in work, and are facing their own health problems as a result of their caring role. This is in addition to the financial cost of caring; with 39% of this year’s respondents saying that they are struggling to make ends meet, and over two thirds reporting that they regularly use their own income or savings to pay for care and support services, equipment or products for the person they care for.”

- 2.3 There are significant challenges faced by Carers on a daily basis and the provision of both statutory assessments and MCN advice is not co-ordinated and working together cohesively to deliver on a range of services that Carers need in order for them to continue in their caring role – if they wish to do so.
- 2.4 Whilst many of the MCN services have individual strengths, there is no single vision and there is a lack of robust data to record how many Carers in Manchester are being supported (beyond the statutory assessment) and that this data is being used to inform strategic planning. A central part therefore of the new strategy for Carers will be focused on a Joint Strategic Needs Assessment and development of a central database of Carers, subject to Carer consent and rules around GDPR etc. In addition, there is a need to drive engagement with ‘hard to reach’ carers who may be missing out on vital support such as parent carers, BAME, and young carers transitioning to adulthood.
- 2.5 It is important that these challenges are addressed, delivered through an effective partnership with Carers and MCN as we strive to ensure that the health and social care ‘system’ is more sustainable and deliver more care “closer to home”. Such measures run the risk of placing increased demands and pressures upon Carers and we know from much research that unsupported caring can be very detrimental to the Carer’s health and wellbeing.

3.0 The Vision for Carers in Manchester

- 3.1 At a simplistic level, the Vision is to reach more Carers in the city and there is a heightened need to improve and increase the level of engagement with Carers at an appropriate early point in their caring journey to make a difference. Greater awareness of the valuable role played by Carers is required alongside a new pathway to support which, engages, informs and

² State of Caring 2019, A snapshot of unpaid care in the UK
www.Carersuk.org/stateofcaring

empowers Carers from the earliest opportunity to connect them to effective services.

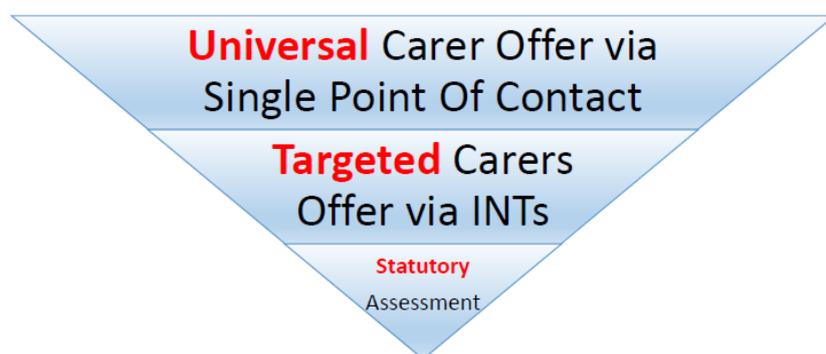
3.2 The Strategy provides a framework for co-production built around the following objectives:

- Partnership and co-production with Carers
- Building on the individual and unique strengths of Carers Organisations and facilitating further sector co-operation and collaboration
- Increased engagement with Carers and improved access to services
- Services and Systems that work for Carers
- Progressively building a Carer Aware and Carer Friendly city

3.3 The new model that will deliver the Vision for Carers is centred on:

- **Further development and strengthening of Manchester Carers Network** – to enhance the governance, training, communications, marketing and administrative capacity. This will also include a role in Programme Leadership of the two year programme reporting to the SRO for Carers in MCC.
- **Development of a Carers Single Point of Contact (SPOC)**(One Stop Shop) providing essentially a telephone helpline/helpdesk support service for Carers but also responsible for information, advice, guidance, signposting as well as making appointments for Carers to receive face-to-face support at a time to suit them and in a venue as close to their home as possible. This SPOC will fully align to the integrated health and care new Front Door project going forward to ensure that there is a seamless handover between all known 'contact entry' points for Carers.
- **Development of a Carers Network Lead Locality offer** – across the 12 Integrated Neighbourhood Teams, members of MCN will be able to express an interest in delivering a local face-to-face offer for Carers (referred by the SPOC). These providers will build the Place-Based offer for Carers by extending support via Peer Support Networks and using a variety of interventions to promote Carer health and wellbeing.
- **Centralised model of Statutory Adult Carer Assessments** – by bringing together Carers Care Managers under a single leadership to improve the assessment journey for Carers, better manage waiting lists etc and integrate as much as possible with the SPOC and the Network Locality offer.
- **A new, vibrant and far-reaching Carers Awareness, Communications and Marketing Strategy** – working across MCC Communications and Press Office, Manchester Local Care Organisation, Manchester Health and Care Commissioning and MCN to align expertise and agree campaigns, gaining insight into 'reach' and new demand from hidden Carers.

This model below explains how the new programme will essentially work:



4.0 Adult Social Care Statutory Carers' Assessments

- 4.1 Adult Social Care statutory framework now sits within the Care Act 2014. This legislation equalised, for the first time, how Carers should be placed on an equal footing with citizen assessments and the resultant pathway to advice, information and service provision.
- 4.2 In terms of assessment capacity, ALL assessments – whether carried out by qualified social workers or unqualified assessment officers – should identify Carers during a cared-for person's assessment routinely. Where a Carer is identified, that assessor should arrange either a joint citizen/Carer assessment or arrange a separate Carer assessment if that is preferred.
- 4.3 Whilst the majority of Carer assessments are completed across the whole plethora of assessors (including colleagues in GMMH), more complex Carer Assessments are routed through a dedicated Carers Care Manager. The table below shows a breakdown of staffing:

Organisation	Numbers
Adult Social Care North Locality Central Locality South Locality Learning Disability	4
GMMH	5
Total	9

- 4.4 The Care Act 2014 places a duty on local authorities to meet the assessed needs of Carers. **Appendix 2** sets out, in more detail, the legal framework for Carers' Assessments and how to meet needs. This also includes a checklist on whether the new Carers Programme/Vision for Carers will meet the statutory expectations. As demonstrated in Appendix 2 the Vision for Carers and the proposed modes of delivery are fully in line with the statutory framework.
- 4.5 The current model of Carers' Care Manager (CCMs) (non-mental health) are in need of a refresh and a redesign:

- CCMs work in isolation in each locality/speciality. (e.g. learning disability)
- They individually report to a designated locality manager.
- There is no overall citywide leadership of Carers Statutory Assessment.
- Performance is not driven from a citywide perspective leading to a variation in waiting list times for Carer Assessments.
- Waiting lists are longer than the local performance indicator of 28 days, resulting in Carers not receiving the help they need in a timely nor proportionate manner.

4.6 Given there is a need to improve performance around carers' assessments as well as redesign the workforce aspects, this work will be incorporated into the Adults Improvement Plan.

Biennial Carer survey

4.7 The Survey of Adult Carers in England (SCAE) is a biennial statutory survey introduced in 2012/13. It asks questions about quality of life and the impact the services Carers receive have on their quality of life. It also collects information about self-reported general health and wellbeing and contributes to 5 adult social care outcomes framework (ASCOF) measures. 2018/19 is the fourth time that this survey has been carried out. Participants are identified from the year end statutory return "Short and Long Term" table and includes Carers aged 18 year and over.

4.8 There remain challenges with the SACE survey are notably in relation to response rate and also survey results themselves. The following table shows the decline of the 'eligible population' of Carers who can be surveyed, showing the decline in local authority known Carers:

Response rate	2018/19	2016/17	2014/15	2012/13
Population	2222 (100%)	3249 (100%)	4936 (100%)	3892 (100%)
Sample	1094 (49.23%)	1147 (35.30%)	1198 (24.27%)	1401 (36.00%)
Respondents	314 (28.70%)	393 (34.26%)	373 (31.14%)	521 (37.19%)

4.9 With regard to the survey findings:

Neutral/Positive survey findings	Negative survey findings
<ul style="list-style-type: none"> • 31% of Carers have been caring for 20+ years • 38% of Carers support the cared-for person for more than 100+ hours per week • 79% of Carers have no personal safety worries 	<ul style="list-style-type: none"> • There is a notable decrease in all of the ASCOF measures, in particular, the ease with which Carers find information about services • 21% of Carers feel socially isolated • 24% of Carers feel they neglect themselves

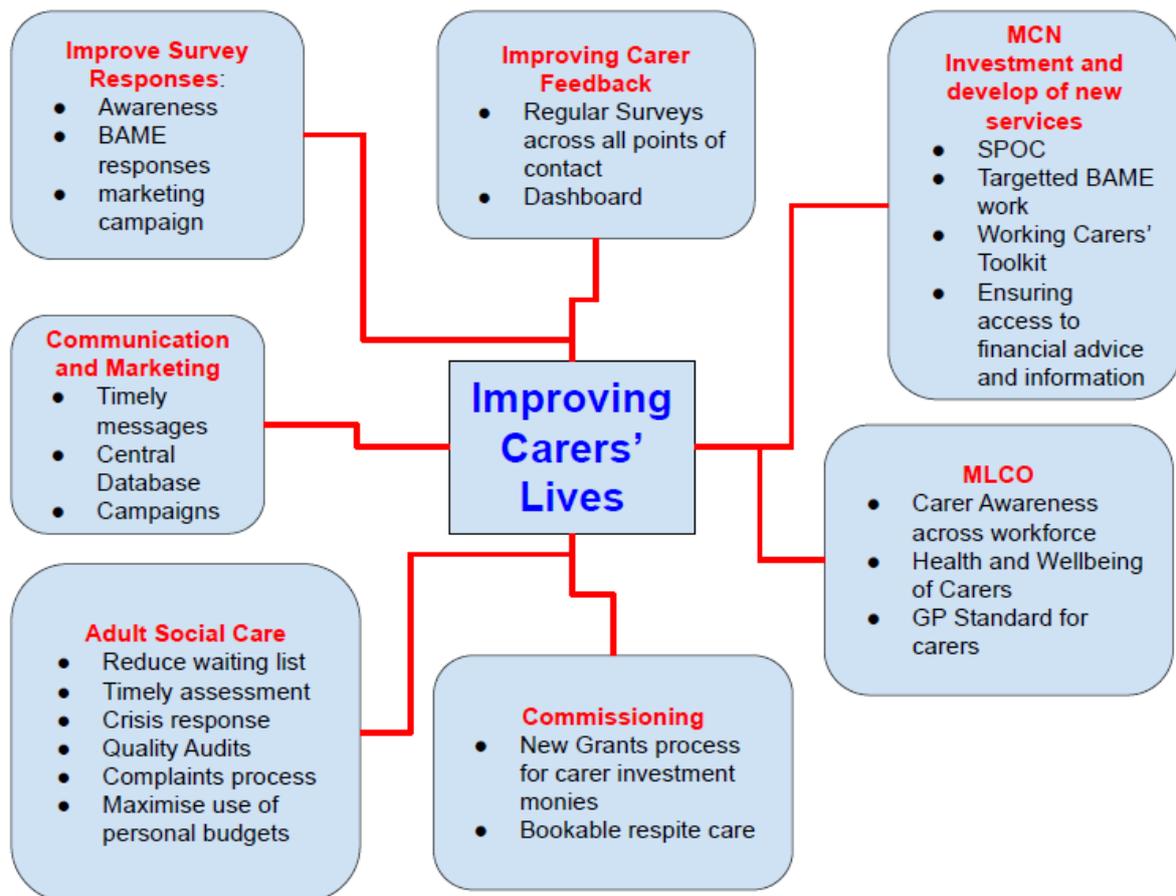
<ul style="list-style-type: none"> • 77% of Carers have their own illness/condition or disability • 37% of Carers are retired, 31% are not in paid work • 81% of Carers live with the person they care for • 49% of Carers feel a direct payment has had a positive impact on their caring role • 34% of a Carers cared-for persons have had an unplanned hospital admission in the past 2 months 	<ul style="list-style-type: none"> • 35% of Carers report they have had no discussions about the support provided to their cared-for person • 27% of Carers feel they never have enough time to care for anyone else, other than the cared-for person • 81% of Carers say their caring role leaves them feeling tired and 60% feel stress • 61% of Carers say their caring role has caused some financial difficulties • 19% say their GP does not know they are a Carer • 24% of Carers are not confident their views will be acted upon
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4.10 Carers who participated in the survey also provided free text comments, a sample are highlighted below:

“There is nowhere in Manchester for respite care. My son has to go to Southport which is very expensive and takes all his budget. Local places won't let you book in advance so you can plan ahead for a holiday with your other family. If you ask Adult Social Team to find somewhere they don't come back with any options.”

“Early this year I had a social worker come to see me about direct payment. The gentleman was very helpful, polite, caring and listened to what I had to say. He was amazing and I would love to say thank you once again for the payment. It made a huge difference. Thank you.”

4.11 As a result of a review of the SACE results, and examining all free text comments, an action plan has been developed of the priority areas to address. This will be reviewed as part of the Vision for Carers to ensure that there is a read across from both the delivery programme and the SACE to address issues of concern to improve services for Carers prior to the next survey. The priority areas can be seen in the following visual:



5.0 Young Carers

5.1 The Young Carers Strategy 2017-2019 outlines an approach to the identification of and support for Young Carers in Manchester underpinned by partnership working and shared responsibility. The strategy reflects the voice of Young Carers ensuring that their views are recognised and reflected in services that support them.

5.2 A research project on Young Carer's experience of transition has been carried out. The research explored the experiences of nine Young Carers and the report was written by the Young Carers group. The findings of the research has been presented to the Children's and Young People's Board, the Early Help Board and shared with colleagues in Adult Social Care. The key findings from the research highlighted:

- Young Carers reported that there is a lack of awareness in primary schools and that schools should be doing more to identify and support Young Carers at an early stage.
- For Young Carers, Secondary school brings increasing pressure to balance school work and caring role and this can have a negative impact on both their physical and mental health. There were mixed experiences of support in High School – where support was in place the Young Carer

had a positive experience and conversely where support was not provided, it produced a negative response.

- For Further Education to Higher Education and Employment – Young Carers highlighted the significance of decisions that Young Carers are face with when they become 18, particularly if they want to move onto higher education.

5.3 Guided by the research findings and strategic objectives, a Young Carers Operational Working Group has been established and will refresh the strategy with the aim to increase the identification and support for Young Carers and improve pathways.

5.4 A Young Carers Co-ordinator will strengthen the work with schools and other key partners raising awareness and building capacity. In addition, this post will also work with the Adults' Carers Leads to ensure that there is sufficient focus on transition to adulthood for Young Carers.

5.5 The Strategic Action Plan for Young Carers includes seven areas of action:

1. To improve the pathways and offer to Young Carers
2. Transition – to ensure effective transition pathways for Young Carers
3. Voice of Young Carers – engagement and peer support/influencing strategic commissioning and decision-making
4. Identification and Data – Young Carers are identified, recorded and robust data informs strategic decision-making
5. Governance and Leadership – A strong strategic oversight and governance
6. Health and Wellbeing – Services/Pathways/Activities
7. Communication and Engagement

5.6 In terms of alignment to the Our Manchester Carers offer described in this report, the aim is to create a universal offer for carers of all ages – especially the telephone helpline/helpdesk service. However, there is a need to ensure that the Single Point of Contact (and resultant pathways) have very clear procedures in place for dealing with Young Carers under 18 years of age to ensure that adequate safeguards are in place. Accordingly, Adult Carer Commissioning leads will ensure that Children's leads are actively engaged in this process to ensure synergy and, mostly importantly, safety, are at the heart of any new developments.

6.0 Greater Manchester Carers Strategy & Exemplar Model

6.1 On 19 January 2018, all 33 organisations in Greater Manchester Health and Social Care Partnership made a commitment to deliver on the rights of Carers as set out in the GM Carers Charter.

6.2 The charter fully recognised the highly complex and personal journeys that Carers experience at an individual level, and how through working as one health and social care system (and broader city regional partnership of public

and private enterprise) we could significantly improve the support given to the region's 280,000 unwaged Carers.

- 6.3 As a result, the Greater Manchester Exemplar Model for Carers was agreed and comprises of:
- A commitment to Carers
 - A Carers charter
 - An ask of organisations
 - Support for Carers programme – workstream reviews
 - Carer voices (e.g. Carers partnership, Young Carers board, working Carers, Carers rights day etc)

- 6.4 The Carers Charter can be seen in Appendix 3 of this report. The link to the online version can be found here.

www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf

- 6.5 GMHSCP has devised, through a co-production approach and inclusive of some key members of our own Manchester Carers Network, a GM Exemplar model for Carer Support. This can be found in Appendix 4 of this report. This model has guided the Manchester strategy through:

1. A recommendation to create a **Single Point of Contact** (critically to ask Carers calling “do you want to/are you able to carry on caring?”). The SPOC will be the ‘engine room’ and the gateway for all Carers to be triaged and supported to the most appropriate services, advice and information they require at an early stage
2. **3 Conversations** – a staged strength based approach which focuses on the things that matter to Carers, and results in the provision of high quality advice and information – this will be enabled through our new Neighbourhood model of delivery
3. The 3rd element of the conversation is concerning with the **statutory social care** element for those Carers who at 20% high risk, for those who need longer term and more complex support, delivered through an invigorated Statutory Carers Assessment

- 6.6 GMHSCP undertook research as part of the Exemplar model (see **Appendix 4**) and received feedback that Carers both Young and older shows that the role of a Carer centre (SPOC) is central to ensuring that they get the right help at the right time. Many say that the separation between local authorities and health services from call centre services gives them the confidence and trust in using the service and that they will be valued in their own right.

- 6.7 In a similar vein, Greater Manchester Combined Authority and Strategic Partners have also created a Greater Manchester Working Toolkit that is

aimed at employers to ensure that Working Carers are better supported in the workplace³

7.0 Manchester Carers Network

7.1 The previous Manchester Carers Strategy 2015-2018 sought to address the challenges of the Care Act 2014 which placed stronger responsibilities on local authorities to identify Carers, to provide information and advice, and, where there is an appearance of need to undertake an assessment of each Carer's health and wellbeing requirements. The strategy set out plans to act on these recommendations via a progressive adoption of a co-produced and strengths based approach working alongside NHS Manchester and the VCS.

7.2 Manchester Carers Network (MCN) was established in early 2016, following a competitive grants process to select an organisation to undertake the role of Network Co-ordinator. The Network (MCN) has been active across all key outcome areas:

1. **Prevention and Wellbeing** – to develop and strengthen early identification of Carers, to improve Carers wellbeing and prevent Carer breakdown by raising awareness of all Carers across a range of professionals.
2. **Co-ordination** – to provide co-ordination of Carers' support activity across the city to ensure Carers are identified early and signposted to the right support at the right time by co-ordination the activities of the wider network.
3. **Single Point of Contact** – to be a single point of contact for statutory, voluntary and community organisations and other health and social care services.
4. **Effective signposting** – to be a point of contact for Carers to ensure they are signposted to the most appropriate service.
5. **Communications** – to manage communications across MCN and with other stakeholders so partners are engaged, informed and updated.
6. **Expertise** – to provide knowledge, expertise and the support to key stakeholders and network members on how to better support Carers and develop knowledge sharing.
7. **Support** – to work in partnership with MCN to increase financial sustainability of Manchester's Carer support organisations.
8. **Maintain a forward action plan** – to develop a progressive and ongoing action plan to improve Carers support services and training.

MHCC Commissioned Service: Carers Learning and Development Programme

7.3 In 2016, MCN was successful in securing funding from NHS Manchester (now MHCC) to develop a Carers Learning and Development Programme. This is

³ <http://www.gmhsc.org.uk/wp-content/uploads/2019/03/10b-Greater-Manchester-Support-to-Carers-Appendix-B-Greater-Manchester-Working-Carers-Toolkit.pdf>

now well established and complements the work of MCN by offering a range of workshops designed to inform and support Carers by enhancing their knowledge and skills. This includes:

- Being a Carer in Manchester
- Benefits for Carers
- Cookery and Nutrition
- First Aid
- Managing Continence
- Moving and Handling
- Managing stress and meditation
- Legal Rights and Financial Planning

7.4 To date 128 workshops have been delivered and 860 Carers have benefitted from attendance. There are plans over the next 12 months to:

- Enhance the range of workshop on offer and increase the number of new carers who attend them.
- Successfully roll out the digital platform and e-learning programme.
- Expand the current workshops on offer to Young Carers into a full Young Carers Learning Programme.
- Embed the referral of Carers to the programme within the new model of delivery for Carer support.
- Complete an initial phase of external evaluation of the programme by March 2020.

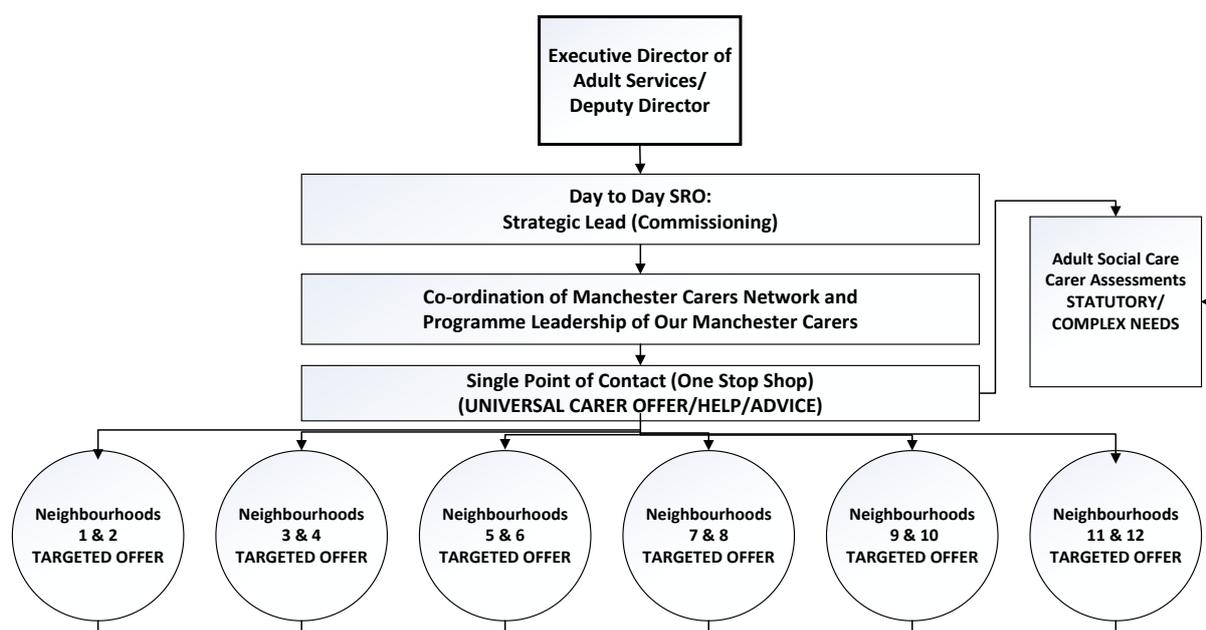
Adult Social Care Commissioned Service: Gaddum

- 7.5 “The Gaddum Centre⁴ manage the Manchester Carers Network which includes 20 voluntary organisations providing information, advice and support to Carers. We work closely with partners like Manchester City Council, Manchester Health and Care Commissioning and increasingly GPs, hospitals and many others – including the Greater Manchester Carers’ agenda.
- 7.6 We aim to help improve Carers’ health and wellbeing and reduce ‘Carer breakdown’ (when Carers are in crisis). We do this by coordinating Carer support and working to increase the number of Carers being identified”.
- 7.7 The Gaddum Centre contract for Network Co-ordination will be refreshed to include strengthened co-ordination and programme leadership of the Our Manchester Carers Strategy, with a direct accountability line to the Strategic Lead (Commissioner) for Carers. This will ensure that programme deliverables are achieved and that momentum is maintained for the duration of this two-year programme.

⁴ <https://www.gaddumcentre.co.uk/manchester-Carers-network/>

Manchester Carers Network

- 7.8 Manchester Carers Network (MCN) comprises of 20 VCS organisations that deliver services for Carers. Access to the various organisations, as well as information and support, resources, information for professionals, Events and News can be accessed via their website⁵
- 7.9 Our Manchester Carers Strategy will be delivered through a strong partnership approach between MCN and statutory adult social care. This will create a seamless journey for Carers with the aim of reducing ‘hand-offs’ between the voluntary and statutory sector and promote the aims of “No Wrong Doors”.
- 7.10 Currently, the advice and information offer to carers is via Manchester Carers Centre which is an independent voluntary organisation and member of the national Carers Trust established in 1997 to provide support for Carers across Manchester. With the support of MCC and NHS funding, the Centre is tasked to identify new carers and maintain a Carers Information and Advice Service. However, restricted budgets and limited operating hours restrict the reach of the service. Additional services include emotional support, practical help, community drop-ins, carer breaks, social activities, access to grants and carer based training.
- 7.10 The proposed model for Our Manchester Carers is set out below:



8.0 Funding overview

- 8.1 There is very limited flexibility within mainstream adult social care funding to support innovation and new delivery models to improve services for Carers. Therefore, submissions have been made to the Our Manchester Investment

⁵ <https://www.manchesterCarersnetwork.org.uk/>

Fund and the Greater Manchester Transformation Fund as part of a joint transitional funding strategy.

Funding Source	Value £	Status
Our Manchester investment Fund	£615k	Pending MCC Executive consideration & Key Decision
Greater Manchester Transformation Fund	£528k	Pending MHCC Board Approval
Carers Revenue Budget Realignment	£360k	Confirmed
Total Cost of 2 Year programme	£1,503,000	

8.2 A detailed investment case to the value of £615k has been submitted and agreed by the Our Manchester Investment Board. Subject to approval by the Council Executive on the 11/09/2019, this will then proceed to Key Decision Stage.

8.3 A parallel investment case, value £528k has been submitted for approval of Greater Manchester Transformation Funding by the MHCC Board the 26/09/2019.

8.4 The balance of £180k will be drawn from a realignment of Carer revenue budgets.

8.5 Subject to the above approvals, a Carers' Programme Board will manage the interface between Carers Partnership Group and the funding bodies. This will ensure compliance with the terms of each funding stream and proactive forward sustainability planning.

9.0 Proposed Grants Process

9.1 In order to ensure competition and a fair and transparent process, there will be a Grants process to allocate funds to Manchester Carers Network:

- **Single Point of Contact** (One Stop Shop approach) – robust telephony, sufficiency of staffing to provide daytime/early evening opening hours as well as development of a volunteering model to maintain contact with Carers
- **Neighbourhood Delivery** – delivery of face to face targeted support for Carers – with appointments made by the Single Point of Contact.

9.2 As referenced earlier, the contract for the Network Co-ordination managed by the Gaddum Centre will be invigorated and extended to meet the needs of the intensive work programme of delivery.

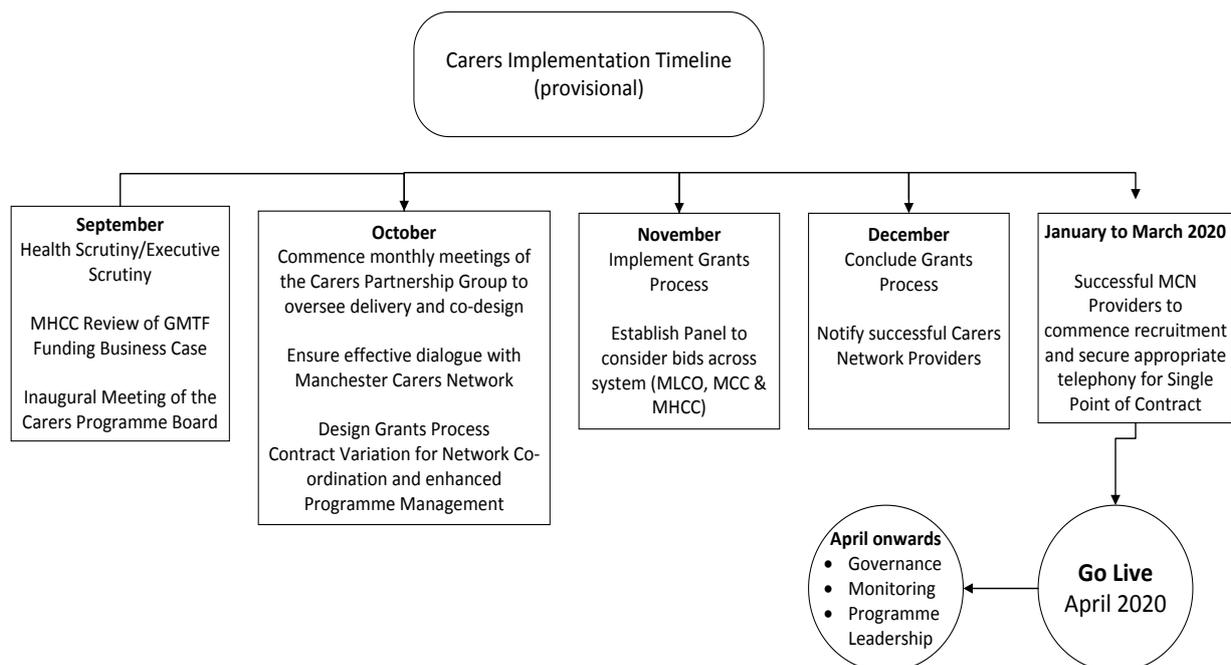
10.0 Supplementary Commissioning for Carers

10.1 In addition to the proposed Vision for Carers, there are two further aspects of commissioning that will complement the overall 'offer' to carers:

1. **The new Homecare procurement** – a new locality homecare is currently being implemented. As part of the specification, homecare providers were required to meet the needs of Carers through demand for a 'Sitting Service' or provision of 'replacement care'. This will enable Carers to be able to buy (using a Personal Budget approach) short term occasional support to help them have a break, attend appointments etc. knowing that the cared-for person is adequately supported and provided with the necessary care.
2. **Market shaping activity around 'bookable' 24 hour care for short breaks.** Carers tell us that they want to book a holiday or a few days rest and so the citizen/cared-for person needs 24 hour care – mostly likely in a Care Home setting. At present, care home providers do not offer this 'future booking' arrangement. Further dialogue with providers is therefore planned with the aim to secure a small supply of 'bookable' care beds for Carers to benefit from a break. This is funded currently from the citizen's Personal Budget). By ensuring this is in place, this will address a key source of complaint and the SACE survey from Carers.

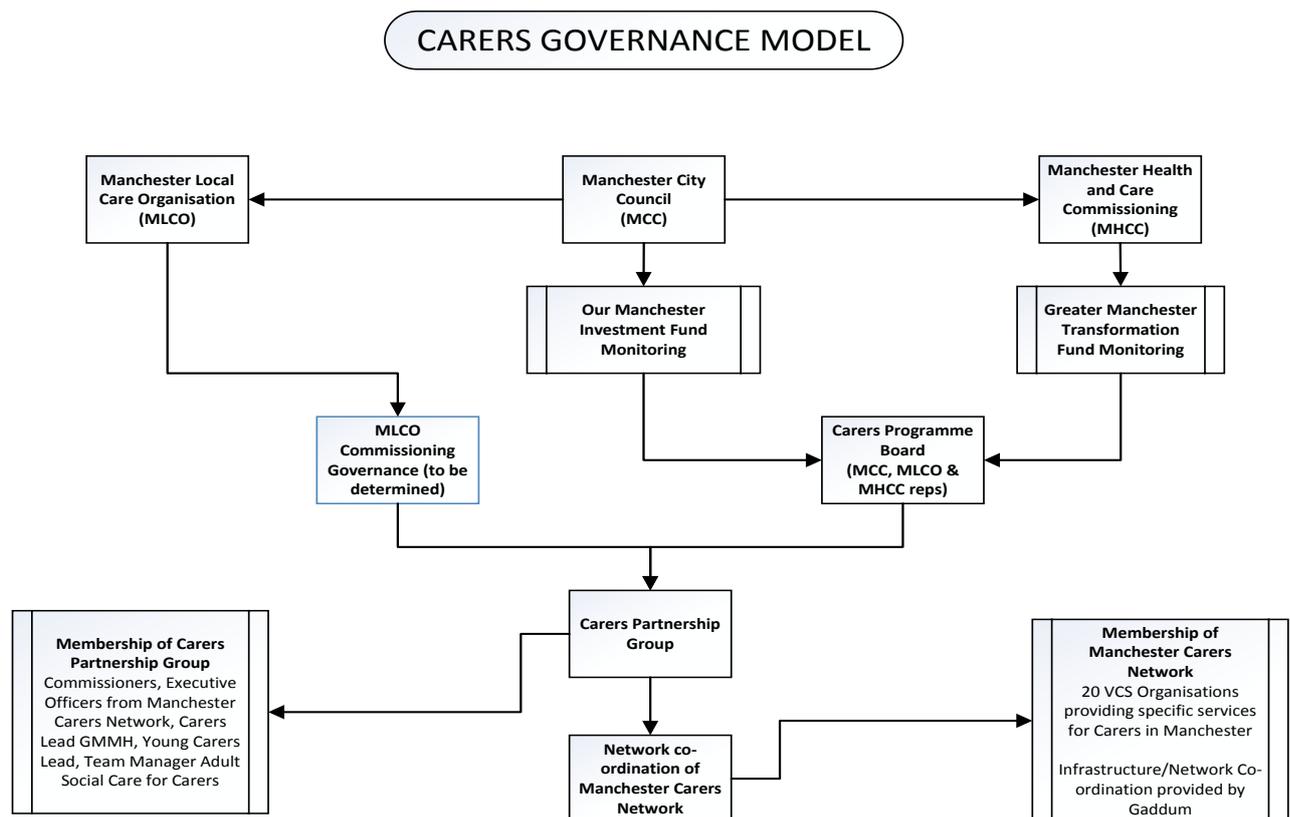
11.0 Indicative Timeline

11.1 Subject to final approval of funding, the key decision process and the sign off by the Executive, the provisional timeline for implementation can be seen in the visual below:



12.0 Governance

- 12.1 With an ambitious programme of change across both the VCS and Statutory assessments for Carers, this requires 'due diligence' around performance, financial tracking and progress monitoring of both MCN providers and ensuring accountabilities are delivered.
- 12.2 As it can be seen from the visual below, there are lines of accountability to the integrated organisations of Manchester Health and Care Commissioning (MHCC) (part funders), MCC (part funders through Our Manchester Investment Fund (OMIF) and Manchester Local Care Organisation (MLCO) which is responsible for the oversight of tactical commissioning of health and social care.
- 12.3 Whilst it is perceived that this governance model is fit for purpose, as the grant scheme is implemented and the model is operationalised, there may be a need for further governance and monitoring and so the model may change over time.



13.0 The Voice of Carers

- 13.1 The voice of Carers is important to this work on the basis of “nothing about us, without us” being a core philosophy and an ongoing commitment to co-production which has been woven throughout this work over the past few years. Carers from Manchester Carers Forum and the Gaddum Centre have been asked to join the presentation to Scrutiny to talk about their lived experience as a Carer and what should be put in place to ensure that Carers’

health and wellbeing is optimised in their caring role. This will provide carer insight on what their views are on how best to support them through a range of services, advice and information.

14.0 The Voice of Members of Manchester Carers Network

14.1 The Gaddum, Chief Executive Lynne Stafford, is the contracted provider to oversee MCN Network co-ordination and acts as Chair of MCN. The Vice Chair of MCN is Dave Williams, from Manchester Carers Forum. Both have been invited to Scrutiny to set out the case for change and their views on the prospects for better supporting more Carers through increased investment in the Our Manchester Carers programme.

14.2 There are two other key Members of MCN (which represent MCN on the Carers Partnership Group): Shirley Devine Chief Executive of Manchester Carers Centre and George Devlin, representing LMCP Care Link.

15.0 Conclusions

15.1 This report sets out a detailed update on progress to deliver a new offer to Carers living in Manchester, working in partnership with Manchester Carers Network and ensuring that there a determined drive to improve access to advice, help, information and services for all Carers. There is an urgent need to implement this new programme of reform to prevent carer breakdown, a key concern in adult social care. There is a strong desire across MCN and Adult Social Care to work seamlessly and collaboratively to make a difference to Carers. The increased funding, on top of existing funding, will transform the city's offer and will be closely monitored to ensure there is sufficient reach and activity to improve outcomes for Carers.

16.0 Recommendations

16.1 Members are invited to hear the views of officers of adult social care, the views of carers and also those senior officers delivering services to Carers as well as note and comment on this report.