

Report of:	Director of Adult Social Care and Health Integration The Mayor - Executive Member for Childrens Safeguarding, Adult Social Care and Public Protection
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Submitted to:	The Mayor - Executive Member for Childrens Safeguarding, Adult Social Care and Public Protection – 21 July 2021
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Subject:	South Tees Carers Offer
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Summary

Proposed decision(s)
That Executive approves the new model for the future commissioning of a South Tees Carers Offer, the South Tees Carers Strategy and Action Plan and the collaborative procurement led by Redcar & Cleveland Borough Council.

Report for:	Key decision:	Confidential:	Is the report urgent? ¹
Decision	Yes	No	Non-Urgent

Contribution to delivery of the 2021-24 Strategic Plan		
People	Place	Business
We will work to address the causes of vulnerability and inequalities in Middlesbrough and safeguard and support the vulnerable		We will ensure we place communities at the heart of what we do, continue to deliver value for money and enhance the reputation of Middlesbrough

Ward(s) affected
This proposal will benefit all age carers across all wards in Middlesbrough

What is the purpose of this report?

¹ Remove for non-Executive reports

1. To seek Executive approval of the new model for the future commissioning of a South Tees Carers Offer, the new South Tees Carers Strategy and Action Plan and that a collaborative procurement is conducted led by Redcar & Cleveland Borough Council.

Why does this report require a Member decision?

2. In line with the Council's Scheme of Delegations Executive approves where a contract will be let in excess of £150k.

Report Background

3. A review of carers services was undertaken collectively by Middlesbrough Council, Redcar and Cleveland Council and the outgoing South Tees Clinical Commissioning Group, in conjunction with other key stakeholders and carers. The review identified the issues of the existing model of provision in both Middlesbrough and its neighbouring authority and developed potential solutions. The key productions from this review were:
 - Development of a South Tees Carers Strategy with Action Plan
 - Development of a new Integrated Model of Support for Carers
4. The strategy sets out a joint strategic direction of travel for carers services irrespective of where you live in South Tees, and the new model of support assists in ensuring that a single framework of support that will provide a consistent level of service with improved outcomes for carers across South Tees.
5. A Joint Commissioning Group (comprising Middlesbrough Council, Redcar & Cleveland Council and Tees Valley CCG commissioners) have been working together to develop a South Tees Carers Offer. The model developed will replace the existing separate services across Middlesbrough and Redcar & Cleveland Council areas.

South Tees Carers Strategy 2021-26 and Action Plan

6. A South Tees Carers Forum was established in December 2019. However due to the pandemic its development was postponed for 12 months, as an acknowledgement of the pressures social care and carers were facing throughout this period. Since December 2020 this forum has re-commenced and has been successful in its development of the all-age South Tees Carers Strategy 2021-2026. This strategy is a clear commitment from key stakeholders, developed alongside carer organisations and carers of the strategic direction of travel for carer support across South Tees moving forward. This is outlined in Appendix A, with an associated action plan at Appendix B.
7. The South Tees Carers Forum will take an active role in reviewing its progress against the action plan and Forum meetings will be held quarterly to share best practice and information on the wider carer support agenda.

South Tees Carers Commissioning Model

8. To support the work of the carers strategy a new model of carer support has been designed across South Tees. The emphasis of the model is collaborative working and we are particularly encouraging organisations to work together to bid in an effort to deliver a seamless service for local carers. We aim to commission an integrated service model that establishes robust joined up referral pathways between providers to

support carers and those they care for. This will ensure access to support from any point within the system ensuring it feels seamless to the carer. The providers who form part of this system will be required to work together and be proactive, flexible and solution focused. They will be committed to delivering this approach and continually working with both Councils to ensure that the integrated model is fit for purpose and continually developing.

9. The South Tees Model will provide a more coherent offer to carers across South Tees whilst not losing the need for more localised support. In addition it will remove the previously viewed “postcode lottery” by offering a consistent support service across the full geographical boundary. This procurement will be led by Redcar & Cleveland Council.
10. The new model will provide services for both adults and children which will be tendered as the Core Information and Support Service and will be put into the following lots:
 - Lot 1 - Adult Carers - to include Parent & Kinship Carers and Working Carers elements
 - Lot 2 - Young Carers
11. Whilst these are separate lots we envisage the successful organisations working together to deliver a seamless and integrated service.
12. It has been highlighted both locally and nationally that there are pockets of carers whose needs are not being address particularly young adult carers. The young adult carers in Transition Service will form part of both contracts and providers will be required to work together to deliver this service.
13. The core contracts will provide a comprehensive information, advice and support service to carers of all ages across South Tees. This will enable them to feel supported, empowered, and capable of maintaining their caring role where they wish to do so.
14. This will offer flexible support interventions, which are responsive to carer’s needs. Such interventions could include, but not be limited to advocacy, one to one support, peer support groups, networking opportunities, informal counselling, emotional support and bereavement support.
15. There will also be a range of other services commissioned to enhance delivery of services to carers which be known as Prevention, Early Intervention and Community Support Health Services and will provide:
 - Secondary Care Hospital Based Service
 - Primary Care Outreach and Support Service
 - Community Based Mental Health Carer Support Service
16. The cooperation of both Health Trusts and the CCG is imperative to make this element work. There are ongoing discussions with representatives from the Acute NHS Trust and Tees, Esk & Wear Valley NHS Trust (TEWV) in an effort to align support mechanisms offered to carers across all hospital sites.

17. The provider of the Primary Care Outreach and Support Service will work alongside the CCG and Social Prescribing Service to encourage GPs, Pharmacists and other community based health services to identify carers. They will be encouraged to utilise the We Care You Care platform.
18. The prevalence of mental ill health particularly associated with drug and alcohol issues across South Tees is well known. Middlesbrough and Stockton Mind and Redcar Mind have been working independently under contract to provide support to carers of this vulnerable group. The new service will provide support across South Tees and will be aligned to services currently provided by TEWV.
19. In order to ensure effective communication across the South Tees we are using the We Care You Care publicity and campaigns platform. This has been designed and developed locally, and it is a comprehensive platform of carer information, advice and support, which is accessible to carers, professionals and cared for people across South Tees in a range of formats. The platform ensures carers can self-direct to the most relevant services and support to them, at a time that is right for them. All services commissioned will be required to work alongside this platform
20. Governance of the South Tees Carers Forum will be overseen by the Joint Commissioning Group (JCG), comprising Middlesbrough Borough Council, Redcar & Cleveland Borough Council and South Tees CCG commissioners. This group will report directly to South Tees Executive Governance Board.
21. The JCG will oversee budget and commissioning responsibility with the Carers Forum acting in an advisory context. However Middlesbrough Council remains the accountable body for all Middlesbrough delivered services.

What decision(s) are being asked for?

22. That Executive approves;
 - New model of delivery of the South Tees Carers Offer
 - South Tees Carers Strategy and Action Plan
 - Collaborative procurement led by Redcar & Cleveland Borough Council.

Why is this being recommended?

23. There are currently many services that support carers and those whom they care for, providing vital support, interventions and delivering many positive outcomes. There are a variety of organisations currently commissioned across the area to deliver these services. However, these services often work independently to provide support.
24. In addition to the Strategy, a series of Task & Finish Groups consisting of statutory providers, VCS organisations and unpaid carers have finalised an Action Plan to be taken forward with the Strategy. The Action Plan is informed directly by the overarching broad aims and objectives of the Strategy, identifying specific deliverables and offering guidance for measuring progress against the objectives.
25. Input in regard to the development of the model has been provided through the South Tees carers Forum, and operational staff from both local authorities have been instrumental in developing its design specification.

26. Redcar and Cleveland Borough Council have agreed to lead the procurement and the opportunity will be advertised via NEPO on 19th August 2021.

27. The South Tees Carers Strategy and Action Plan was approved by South Tees Health and Wellbeing Board on 20th April and CCG Board in May 2021.

Other potential decisions and why these have not been recommended

28. Individual contracts could be tendered separately however this would in essence result in a similar position to that experienced currently whereby support provision is delivered in a silo approach, as contracts as not facilitated to work in partnership.

29. A separate option would be for Middlesbrough Council to develop it's own model of provision, however from consultation undertaken it is evident that consistency of the offer is critical and avoidance of what can often be viewed as a "postcode lottery" of support is vital when designing future services. The budget for support is funded through the Better Care Fund, which is a pooled fund with health, whom are keen to see consistency of approach across their footprint. Therefore a collaborative approach is beneficial both in terms of efficiency and consistency in approach.

Impact(s) of recommended decision(s)

Legal

30. The Council does have a strategy duty under the Care Act 2014 which put in place significant rights for Carers in England including:

- A focus on promoting Carers' wellbeing.
- A duty on local councils to prevent, reduce and delay the need for support, including the needs of Carers.
- A right to a Carers' Assessment based on the appearance of needs.
- A right for Carers' eligible services to be met.
- A duty on Local Authorities to provide information and advice to carers in relation to their Caring role and their own needs.

31. The collaborative tender, which will be led by Redcar and Cleveland Borough Council, will consider all legal issues around 'procurement and will develop contracts for the services commissioned'.

32. In line with Middlesbrough Council processes the Director of Adult Social Care and Health Integration will have responsibility to award the contract following the procurement exercise, in consultation with the Executive Member for Adult Social Care and Health Integration.

Financial

33. Funding for carers provision is allocated from the Better Care Fund, In total £550k per annum has been made available to fund service provision. Contracts will be awarded for 3 years with an option to extend for a further 2 years.

Policy Framework

34. This decision will support delivery of the Mayor's Vision, assist in budget planning and achievement of the Medium Term Financial Plan and help deliver the Council's Strategic Priorities of supporting health and social care, working with partners to carers in our communities in accordance with our statutory requirements.

Equality and Diversity

35. A level 1 Impact Assessment has been completed for the recommended decision, which has identified no adverse impacts on any protected groups.

Risk

36. There are no direct risks associated with this report

Actions to be taken to implement the decision(s)

37. The services within the model will be advertised via the NEPO portal on 18th August 2021 by Redcar & Cleveland Council who are leading on the procurement. All contracts will be in place for 1st April 2022 and will be monitored regularly and rigorously through the lifetime of the contracts.

Appendices

Appendix A – South Tees Carers Strategy and Action Plan

Background papers

No background papers were used in the preparation of this report

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