



The Lancashire Multi-Agency Carers Strategy

Working together for carers

2013-2015

www.lancashire.gov.uk

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Foreword

Caring for a relative, friend or partner is a role that many people will take on at some point in their lives. We know that there is a growing population of people who have care and support needs, which is likely to have a significant impact on the numbers of family carers there will be in the future. We therefore need to ensure that we provide and develop good quality tailored support to meet the needs of carers across the county.

Carers already play an essential role in the development of health and social care services in Lancashire and we are fortunate to have a well-established range of carer forums, which provide input and feedback on developments. The Lancashire Carers Forum, Young Carers Forum, Lancashire Parent Carer Forum and the Lancashire Asian Carers Forum meet regularly to consider carer related issues and input into service developments and design. We are constantly encouraged and inspired by not only the commitment to the individuals these carers care for, but also the time and energy they give to being part of forums and service developments.

Since the publication of the last Lancashire Multi-Agency Carers Strategy 2009-2012, carers and the issues they face have received more prominence nationally. It is widely acknowledged that most carers are selfless and dedicated to their caring role but are often unrecognised, unsupported and undervalued. The role carers undertake can all too often lead to isolation, poverty, ill health and loneliness. It is essential therefore to ensure that organisations in Lancashire work together to ensure carers have the right level of information and support for them.

Only by working together will real and meaningful developments happen for the benefit of carers in Lancashire.



Stephen Gross

Director of Commissioning

Executive Summary

Carers play an essential and central role in the provision of care, and their contribution to promoting and maintaining the wellbeing of people in Lancashire is huge. At a time when the council and the NHS are facing major changes in the way both organisations operate, it's really important that we make sure that carers are not forgotten and that they get the recognition and support they deserve. The council and NHS have joined forces to ensure a shared commitment to continue to seek out and improve the lives of carers. This strategy

is a starting point; it lays out our broad commitments and gives an outline of what we intend to achieve over the next three years.

This strategy sets out Lancashire's response to the Government's 2010 refreshed strategy, 'Recognised, Valued and Supported - next steps for the carers strategy' and builds on the achievements of the Lancashire Multi-Agency Carers Strategy 2009-2012. There have been significant changes and developments over the past three years both in terms of carers support and also in respect of the wider financial climate. Despite the recent financial constraints, Lancashire County Council and the three Primary Care Trusts have continued to commit funding and support carers across the county.

This strategy draws together evidence and information about the needs, issues and priorities for carers reflecting the views and experiences of carers across Lancashire. It sets out key themes, which will influence service development and the quality of support that carers can expect to receive over the next three years

Acknowledgments

Many carers in Lancashire were instrumental in the development of this strategy, giving their time and views to ensure the strategy reflects carers needs and wishes in the county. In addition, a range of organisations have committed to the development of this strategy, supporting carers in Lancashire and contributing to delivering the commissioning intentions.



1. Introduction

In June 2008 the Government published a new national strategy for carers '**Carers at the heart of the 21st century, families and communities**'. In November 2010, the Government refreshed the strategy and published '**Recognised, Valued and Supported - next steps for the carers strategy**'. The refreshed strategy recognises that many people become carers at some point in their lives, acknowledging that the role can be both rewarding and frustrating.

'The Lancashire Multi-Agency Carers Strategy' was published in September 2009 and built on the 2008 national strategy. The strategy set out the priorities for Lancashire County Council and the three Primary Care Trusts for the support of adult carers, young carers and parent carers in Lancashire identifying a distinct set of commissioning intentions. Over the last three years, three multi-agency strategy implementation groups have been responsible for ensuring the commissioning intentions are met.

It is recognised that carers make an invaluable contribution to society but that the cost to the carer can often be high in terms of their own health and wellbeing. Within Lancashire, there are a wide variety of services specifically to support all carers but this support needs to be continually updated and developed in line with national agendas for the provision of health, social care and community based support

The approach taken to develop this strategy included an analysis of the relevant national policies that influence the range of supports available to carers, an analysis of research and best practice and performance data. In addition, a process of consultation took place with carers through local and Lancashire wide forums, questionnaires and specific consultation events. This provided the evidence for the development of this strategy for carers resulting in a set of commissioning intentions, which Lancashire County Council, the Primary Care Trusts and Lancashire Care Foundation Trust are committed to deliver over the next three years.

1.1 Purpose of the strategy

This strategy intends to review the key developments for all carers over the last three years achieved as a result of the implementation of the commissioning intentions identified within the 2009-2012 Lancashire Multi-Agency Carers Strategy.

The 2013-2015 strategy will build on the developments of the previous strategy to reflect the aspirations of all carers in all communities of Lancashire over the coming three years. It makes clear the plans for commissioning services using available resources identified for carer support.

1.2 The scope of the strategy

This strategy applies to all carers, including parent carers and young carers. The strategy itself is split into three parts to reflect the individual issues and developments for adult, parent and young carers. In Lancashire, we have adopted the following definitions of carers:

'A carer is someone who provides unpaid, often intensive, support to family or friends who could not manage without that support. This could be caring for a relative, partner, friend or neighbour who is ill, frail, disabled or has mental health or substance misuse problems.'

'A young carer is a person under 18 years of age, who is significantly affected by caring for a person with a long-term illness or disability - including mental health issues and substance misuse.'

'A parent carer provides help and support to a child under the age of 18 who has a disability or illness, for who you have parental responsibility'

It is important that the name **carer** is not used to address paid staff as this can lead to misunderstanding relating to the recognition, status and rights of carers. It has been suggested that the words 'care worker', 'support worker' or 'personal assistant' be used in any documentation to refer to paid staff.

2. ADULT CARERS

2.1 Challenges and achievements over the last three years

The last three years have certainly been financially challenging for the country as a whole with significant savings having to be achieved within local authority and health services budgets. The result of these budgetary constraints has inevitably impacted on carers and the people they care for. Additionally, the Government, as part of the NHS reforms has taken the decision to transfer responsibility for commissioning local health services from Primary Care Trusts to Clinical Commissioning Groups from 2013. Preparations for this radical change and reductions in spending on Primary Care have been underway for some time again impacting on carers. Lancashire County Council is working closely with the newly forming Clinical Commissioning Groups across Lancashire to ensure they are aware of the importance of supporting carers.

Despite the austere times, over the last three years, there has been a range of developments in response to the Lancashire Multi-Agency Carers Strategy, which have sought to improve the support for carers and the experience of caring in Lancashire. Lancashire County Council, recognising the importance of supporting carers significantly increased the funding to provide general carers support through the re-commissioning of carers services. East Lancashire Primary Care Trust in addition invested significantly in East Lancashire carers services via joint tendering arrangements the re-commissioning, which took place

in October 2011, provided an opportunity to ensure that all carers in Lancashire have access to a range of high quality, flexible support reflecting the commissioning intentions of the Lancashire Multi-Agency Carers Strategy. All carers services in Lancashire now offer:

- The same, standardised basic service across the county; removing the 'post code lottery'
- A range of drop in facilities ensuring services are available as locally as possible
- A 9.00am – 5.00pm telephone helpline; extending the support, signposting and information which is available to carers
- A range of courses, trips, support groups, forums and activities
- A free quarterly newsletter
- Time for Me grants; offering all carers the opportunity to apply for up to £350 per year to be spent on anything that will give them a break
- Volunteer Sitting-In Service to enable the carer to have a break
- Peace of Mind 4 Carers Service; offering carers and those they care for the opportunity to develop a contingency plan. The plan details the care arrangements for the cared for person in situations where the carer can no longer care. The service provides up to 72 hours of free replacement care
- Specialist BME and mental health workers
- Advocacy-type support to assist the carer in getting their voice heard
- Support for former carers for up to two years after their caring role ends
- Free carer awareness training delivered to any organisation that may come into contact with a carer
- Annual carer conference
- Signposting to Help Direct services, where appropriate
- Support to access the Lancashire wide carers forums to enable them to get their voices heard and input into the delivery of the strategy commissioning intentions

The implementation of the commissioning intentions within the Lancashire Multi-Agency Carers Strategy (via the three implementation groups) has led to a number of developments over the last three years. The following table details these developments:

Commissioning theme	Development	Area of development
Carers assessments	A sample survey was undertaken to determine issues for carers around carers assessments	County wide
	A pilot has been undertaken offering 200 carers the opportunity to have their carers assessment undertaken by their local carers service.	North Lancashire, Preston, Chorley & South Ribble

	A short video of a carer talking positively about their experience of having a carers assessment has been put on the Lancashire County Council website to encourage carers to request an assessment	County wide
	The carers assessment training for Social Workers and other professionals undertaking carers assessments has been reviewed and developed	County wide
Access to breaks	The 'Care Navigation' service has been set up in part to provide carers with a range of help to book their short break	County wide
	Information about how to make a complaint about domiciliary and residential services has been promoted. Carers service staff have received training around complaints to enable them to support carers to complain where relevant	County wide
	Pilot took place to develop leisure opportunities for carers by introducing a leisure pass offering reduced entry for the carer even when not accompanied by the person they care for	Preston
	The Shared Lives Service (formerly Adult Placement) has been developed to provide other types of breaks for carers, including support for older people and day time supports	County wide
	A Volunteer Sitting In Service has been commissioned and is provided by local carers services	County wide
Health and emotional wellbeing	Increase in work with GPs to raise identification, recognition and the quality of support available carers services	County wide
	The East Lancashire Primary Care Trust had jointly tendered a carers service with Lancashire County Council, investing a significant level of funding to enable the carers services in East Lancashire to provide carers with support around their health and wellbeing	East Lancashire
	North Lancashire Primary Care Trust invested a significant amount of non-recurrent funding in March 2012. This funding has been used to fund a range of projects focused around health and wellbeing	North Lancashire
	First Aid and Moving and Handling training now available for carers	County wide
	Kalki Baat Toolkit produced to increase awareness of Dementia for BME Communities	East Lancashire, Preston, Chorley and South Ribble
	Leisure project to introduce a carer's pass in leisure centres	Preston
	Increase in training health workers around carer awareness	County wide

Provision of information	All Lancashire County Council Customer Service Centre operatives have undertaken a carer awareness training course	County wide
	Carers Quality Mark introduced for organisations who undertake the carers awareness training	County wide
	An e-learning carer awareness course has been developed and is available free of charge to everyone in Lancashire	County wide
	A display stand travels around Lancashire libraries on a rotational basis promoting support for carers, including breaks	County wide
	Lancashire Carers Forum appointed Chair, Vice Chair and Representatives in order to take forward the work of the forum giving carers across Lancashire the opportunity to have their views and voices heard.	
	Carers have access to universal information regarding services and activities across Lancashire through the Help Direct service.	County wide
Income and Employment	A new 'Carers Employer of the Year' award has been introduced at the Lancashire Red Rose awards raising awareness of the need for employers to support carers	County wide
	Work has been undertaken with Primary Care Trusts and local District Councils to support them to develop support to their own staff who are also working carers	County wide
Greater control over support and care	Carers service workers have received Self Directed Support training to enable them to support carers around the process	County wide
	Work has been undertaken with various Universities across the county to introduce carer awareness training to social work degree programmes	County wide
	Carers were involved in all stages of the re-commissioning of carers services	County wide

Commissioning implications...

We need to consider offering all carers the opportunity to have their carers assessment undertaken by their local carers service.

We need to work to develop the opportunities for carers to access leisure services across the county.

We need to work with leisure services to introduce carer leisure passes across the county.

We need to make sure all GP's are aware of the need to support carers in Lancashire.

We need to work to maintain the partnership between Help Direct and carers services.

We need to ensure there are robust mechanisms in place for carers to get their voices heard and influence the delivery of the commissioning intentions.

2.2 The vision for carers in Lancashire

Our shared vision for carers in Lancashire is informed by what carers have told us is important to them and based on the four priority areas identified by the Government's Carers Strategy Refresh (2010), 'Recognised, Valued and Supported'.

We are committed to ensuring that carers in Lancashire:

1. Are identified and recognised
Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages.
2. Realise and release their potential
Enabling those with caring responsibilities to fulfil their educational and employment potential
3. Have a life outside of caring
Personalised support both for carers and those they support, enabling them to have a family and community life
4. Are supported to stay healthy
Supporting carers to remain mentally and physically well

3. National and local guidance

There have been a number of key developments over the last decade that has helped to change the nature of support available to carers at both a local and national level.

3.1 The Government's vision

'Carers at the heart of 21st century families and communities', the Government's carers strategy, published in June 2008, set out a vision for carers and a three year action plan, with the intent to deliver improvements for carers in the following areas:

- An information helpline for carers, and greater access to information that will support carers
- Short-term, home based support to carers in crisis or emergency situations
- Promoting training for carers to take greater control of their own lives through the 'Caring with Confidence' scheme
- Listening to carers and respecting them as expert care partners
- Employment and skills support
- Increased provision of breaks for carers
- Expanded NHS services with further support delivered through GP practices.
- Increased services that offer emotional support to carers
- Training for professionals in their contact with carers

The new Carers Strategy has a 10-year vision for carers, stating that by 2018:

- Carers will be respected as expert care partners and will have access to integrated and personalised services that they need to support them in their caring role
- Carers will be able to have a life of their own alongside their caring role
- Carers will be supported so that they are not forced into financial hardship by their caring role
- Carers will be supported to stay mentally and physically well and treated with dignity
- Children and young people will be protected from inappropriate caring, have the support they need to learn, develop, thrive and enjoy positive childhoods.

3.2 Recognised, Valued and Supported: next steps for the carers strategy

The refresh of the National Carers Strategy (2008) sets out a priority framework for supporting carers. The strategy commits to the on-going aims of improving information, breaks and opportunities for employment and is supported by additional funding available over the first four years of the refreshed strategy.

Over the summer of 2010, the Department of Health sought views on what the priorities over the next four-year period should be. Over 750 responses were received, representing the views of over 4,000 carers. The Department of Health also asked the Standing Commission on Carers, the Government's expert advisory group for its views on priorities.

Key messages from the responses were:

- Carers need better and timely access to information – on the illness or condition of the person they are caring for; on appropriate caring; on accessing benefits and other support; and on financial and employment issues;
- Carers can often feel excluded by clinicians – both health and social care professionals should respect, inform and involve carers more as expert partners in care
- Carers find accessing assessments overly bureaucratic and slow, and are often disappointed about the paucity of the services that follow
- Carers often feel forced to give up work to care
- Carers often neglect their own health and need advice to maintain their wellbeing
- Carers need breaks from caring in order to sustain their role as a carer
- Carers feel that the value of Carer's Allowance is inadequate, the rules around overlapping benefits are unfair and the earnings limit is a disincentive to work

Commissioning implications...

We need to ensure that carers have the information they need at the right time for them.

We need to ensure that health professionals receive carer awareness training to enable them to recognise a carer, value their opinion as an 'expert' and to be able to signpost carers to services which can help them.

We need to ensure that carers have the opportunity of having a good quality, timely carers assessment, which addresses their needs.

We need to ensure carers, should they choose to, are supported to maintain their employment.

We need to identify ways to support carers to maintain their health and wellbeing.

We need to ensure there is a range of options for carers to enable them to take a break.

We need to ensure carers are treated as expert partners in care.

3.3 Resources

Prior to March 2011, the Government allocated local authorities across the country a grant specifically to spend on support for carers called the Carers Grant. The Government changed the way it provided funding to local authorities from April 2011 ending the majority of grants. The Government instead chose to award one primary pot of funding to enable local authorities and citizens to decide at a local level the priorities for spending. Lancashire County Council has chosen to prioritise carers and has maintained the original level of funding under the former Carers Grant scheme.

Primary Care Trusts were allocated within their annual budget for 2011-2012 funding for carers. The Operating Framework, which guides the spending of the Primary Care Trust's budget, advised that funding should be pooled with authorities and spent on breaks for carers. East and North Lancashire have provided additional funding as a result of the guidance. East Lancashire Primary Care Trust has invested significant funding into carers services across East Lancashire as part of the joint re-commissioning of carers services, which took place in September 2011. North Lancashire Primary Care Trust has invested significant non-recurrent funding for carers services and various carer related projects through a partnership arrangement with Lancashire County Council. Central Lancashire Primary Care Trust, has continued to provide a grant to carers services in Central Lancashire as a top up to their core funding. Additionally, they have funded a range of end of life services to enable the carer to have a break.

4. What is it that adult carers in Lancashire want?

Carers in Lancashire, through local carers services, carer forums and the specific consultation process for this strategy, have been telling us what they feel is

working for carers, what is not working for carers and what their priorities are for the coming few years.

4.1 What are the challenges for carers?

Presented below are the key themes and messages in relation to the challenges and issues carers face. This information has been drawn from:

1. A carers survey undertaken in March 2012
2. Various local and Lancashire wide carer forums that have taken place during the previous 12 months
3. Two specific strategy consultation workshops undertaken in March and April 2012

The results have been grouped under key themes for ease of presentation:

Professionals and services
Professionals should communicate with each other effectively to ensure carers and those they care for have a seamless service.

Staff continuity
Carers said that there seems to be poor staff continuity as allocated workers seem to change frequently.

Service Quality
Services and support available to the carers and the person they care for should be of a good standard with appropriately trained staff.

'Still a lot of poor care providers out there that need naming. We as carers are expected to put up with people coming into our homes, we know nothing about them and are reliant on care providers to choose good quality trustworthy staff'.

Transition
The experience of transitioning between children's and adult services needs to improve.

Carer recognition
Professionals need training to be able to recognise and signpost carers effectively and recognise carers as 'experts'.

Choices
Carers and those they care for should have choices about the services they use; this is becoming increasingly difficult as services close due to funding cuts.

Lancashire Carer Forums
Carer forums need to be developed to ensure carers continue to have a voice.

'As a carer, it's really difficult to know who to contact for help when you need it!'

Information
Carers should have access to timely, consistent and accessible information.

Getting a break

Carers need to be able to get a break when they want or need one from their caring role, particularly when they are in crisis.

Carers assessments

Carers should have the opportunity to have a carers assessment and to know that they have had an assessment.

Hospital Discharge

It is important to involve and include carers when planning hospital discharge.

'There is a general lack of communication with carers around discharge arrangements.....'

4.2 What is working for carers?

Presented below are the key themes and messages about what carers feel is working in their lives drawn from:

1. A carers survey undertaken in March 2012
2. Various local and Lancashire wide carer forums that have taken place during the previous 12 months
3. Two specific strategy consultation workshops undertaken in March and April 2012

Peace of Mind 4 Carers

Carers feel that the Peace of Mind service reduces the stress and worry about what will happen to the person they care for in an emergency situation

'It's my insurance policy'

Sitting In service

Some carers said that they value the Volunteer Sitting In service offered through carers services.

Local carers services

Carers told us that they value the support and services provided by their local carers service.

'I know there is support at hand, someone there for me'

Local and Lancashire wide forums/networks

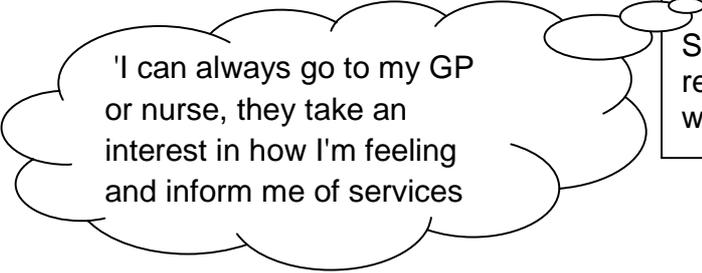
Carers said that they value the opportunity to get their voice heard via local and Lancashire wide carer forums and networks.

Specialist support

Some carers said that they value the specialist support they receive, such as specialist mental health services.

Time for Me

Carers feel that Time for Me grants give them the opportunity to take a break in the way that they choose



'I can always go to my GP or nurse, they take an interest in how I'm feeling and inform me of services

Good professional support

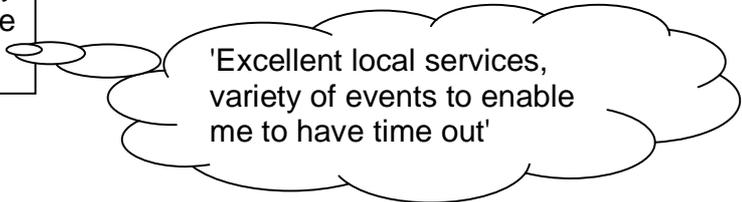
Some carers said that the support they have received from professionals, such as social workers and GP's has been good.

Having a break

Many carers value the opportunities they have to have a break through various services, such as the Sitting In Service, Leisure Link, day services, carers centre trips and Making Space breaks.

Feeling in control

Carers said that Direct Payments help them to stay in control and give them choices about the support the person they care for receives.



'Excellent local services, variety of events to enable me to have time out'

4.3 What carers would like to see developed

During the consultation process, we asked carers and those working with carers what they would like to see developed:

- Advertising campaign to promote carers services
- Events/training where carers and the people that they care for can speak to professionals about their experiences to increase their understanding of carers and carers issues
- Professionals should receive carer awareness training, which should highlight the need to use Plain English and no jargon when communicating with carers and the people they care for
- Introduce a 'pass it on campaign' to promote carers services
- Personal budgets for carers
- Ensure services are provided consistently across Lancashire, removing the post code lottery
- Increased openness and joint working between professionals
- Carers services based in hospitals
- A range of options to enable the carer to have a break
- Flexible health appointments for carers
- Carers should be consulted and involved in shaping and managing services
- Transition should be improved providing a seamless service
- Improved carer health and wellbeing

Commissioning implications...

We need to ensure all professionals work together effectively to reduce the need for the carer to have to repeat their story and to offer carers a joined up service.

We need to ensure that carers have access to the information they need at a time to suit them

We need to develop and improve transition pathways for carers and the people they care for

We need to ensure professionals who come into contact with carers receive carer awareness training to enable them to recognise a carer, know how to communicate with them effectively, value their opinion as an 'expert' and to be able to signpost carers to services which can help them. Carers should be an integral part of the carers awareness training programme sharing their experiences with those being trained.

We need to develop a marketing strategy to widely promote the services available in Lancashire for carers.

We need to consider ways of enabling carers to have a personal budget.

We need to ensure that carers are consulted and involved in shaping existing services and developing new services.

We need to ensure there is a range of options for carers to enable them to take a break recognising that what constitutes a break is different for each carer.

We need to ensure that services, such as domiciliary services provided to the carer and the person they care for provide a high standard of care/support and are provided consistently across the county.

We need to improve hospital discharge planning ensuring carers are fully involved in the process receiving any relevant support and information.

We need to explore options around basing carers services within hospitals.

We need to explore ways of increasing the flexibility of GP appointments for carers.

We need to ensure that carers have the opportunity of having a good quality carers assessment which addresses their needs through a range of universal and statutory support.

We need to find ways of increasing the continuity of allocated workers.

5. Carers - a national and regional profile

Carers UK and the University of Leeds produced a paper called 'Valuing Carers 2011' which calculated the value of carers support at a national and regional level. The key points concluded that:

- The economic value of the contribution made by carers in the UK is around £119 billion per year, equivalent to £2.3 billion per week

- There are an estimated 6,440,713 carers in the UK, a rise of 10% over the last 10 years
- There are around 130,000 carers in Lancashire, a rise of over 6,000 carers in the last 3 years. Though this amount will fluctuate as carers move in and out of caring situations, it is expected that this number will continue to increase over time, as higher numbers of people with complex social and health care needs are expected to be requiring support in the future

5.1 Carers in Lancashire per district based on the Census 2011

District	Population	Total number of unpaid carers	Carers providing unpaid care of 50 or more hours
Burnley	85,700	9,855	2,211
Chorley	107,700	12,318	1,989
Fylde	77,700	9,187	1,588
Hyndburn	82,100	8,923	2,024
Lancaster	146,200	14,615	2,945
Pendle	91,300	10,246	1,985
Preston	139,700	14,139	2,805
Ribble Valley	58,700	6,541	913
Rosendale	68,600	7,634	1,485
South Ribble	110,600	12,492	2,213
West Lancashire	112,700	13,426	2,857
Wyre	112,200	13,837	3,020
Total	1,193,200	133,213	26,035

5.2 Carers statistics

- Every day, 6,000 people take on a caring responsibility
- 58% of carers are women and 42% of carers are men
- Over three million people juggle caring with having a job, however, the significant demands of caring does mean that one in five carers are forced to give up work altogether
- Carers miss out on an estimated £750 million to £1.5 billion in earnings through giving up work to care (Valuing Carers, 2011)
- 1.25 million people provide over 50 hours of care per week
- People over 65 accounts for a third of all carers providing more than 50 hours care per week

- 65% of older carers (aged 60-94) have long term health problems or a disability themselves
- 68.8% of older carers say that being a carer has an adverse effect on their mental health
- One third of older carers say they have cancelled treatment or an operation for themselves because of caring responsibilities
- Around 1.5 million people in the UK care for someone with a mental health problem
- 14% of carers (around 840,000) care for someone with a learning disability.
- In the UK, around 250,000 people are affected by their relative's misuse of substances
- Over one million people care for more than one person
- An online survey of 800 carers conducted by Carers Trust in 2010 revealed that 53% of carers had borrowed money as a result of their caring, 60% of those carers had used all of their savings to cover the cost of caring and 35% had missed out on state benefits because they didn't realise they could claim them

5.3 Demographic changes

It is widely recognised that we live in an ageing society. In Lancashire, older people make up a larger portion of the population than the average nationally. In 2010, those aged 65 and over made up 18% of the population in Lancashire, compared to 16.5% nationally and these numbers are expected to increase significantly in coming years. In some districts of Lancashire, a quarter of the population is aged over 65. The growing number of older people will potentially result in greater demands on services and on carers.

The indications in Lancashire of these demographic changes are:

- A 2% increase in the number of carers supported by Lancashire County Council during the period 2008/9 to 2011/12
- There are currently an estimated 25,339 carers providing 50+ hours of care
- There are currently an estimated 25,987 people in Lancashire over the age of 65 providing care to a partner, family member or other person. By 2030 this number will have risen by an estimated 33% to 34,582
- The Pakistani community is the largest BME community in Lancashire with an estimated 3,285 people of Pakistani descent providing some level of care
- The Indian community is estimated to have a relatively high number of carers with circa 2,100 providing some form of care, a third of which provide 20 or more hours per week. The latter group of significant care providers are concentrated in the district of Preston where there are estimated to be more than 350 people providing more than 20 hours per week caring for another

6. Current Lancashire provision

There are a number of services and initiatives currently provided to carers across Lancashire funded by Lancashire County Council and Primary Care Trusts.

Health

First Aid and Moving and Handling courses are offered to carers

- Specialist mental health workers in carers services
- Carers leisure pass is available in some areas
- Health and wellbeing and health identification (East)

Working Carers

- Support provided to LCC working carers via the 'Working Carer Scheme'
- Some Primary Care Trusts and local district councils are supporting their working carers through specific schemes.
- New 'Carer Employer of the Year' award introduced at the Red Rose awards
- Jobcentre Plus have on-going carer awareness training

Carers breaks

- 'Time for Me' – the opportunity for carers to apply for a one off non means tested grant of up to £350 per year to enable them to have a break from their caring role
- 'Small Groups' funding – to allow small local carers groups to fund running costs and social outings
- Multi vouchers
- Lancashire Adult Learning – provision of courses including residential courses for carers
- Leisure Link – enabling carers to have a break by supporting the cared for person to access activities with staff support
- Mental health carer breaks
- Mental health breaks for the cared for person
- Breaks for people with a physical disability
- Shared Lives provides a break to carers through the provision of Shared Lives carers who provide support to the cared for person
- Trips and activities provided by carers centres
- Sitting In Service provides a volunteer to sit with the cared for person whilst the carer has a break
- The Volunteer Service provides a break for the carer by matching a volunteer to the cared for person
- Some carers receive Short Break Vouchers which can be exchanged for overnight or domiciliary care

6.1 Service quality

The services available to carers across the county are funded by Lancashire County Council and the Lancashire Primary Care Trusts and are delivered by a range of providers, mainly third sector organisations. Contracts are in place with all the services currently funded by Lancashire County Council carers specific funding. Some of these contracts have been subject



'Excellent local services, they hold a variety of events to enable me to have time out'

to tendering in line with procurement rules. All services funded via Lancashire County Council are subject to an annual contract review and monitoring process.

Carers services were re-commissioned in 2011 with new contracts in place from the 1st of October. The services were reviewed in January 2012, three months after the contract start date and again in September 2012. The evidence that was gathered as part of the review indicates that the services delivered are of high quality and provide valuable support to carers across Lancashire. Feedback received from carers through various consultations, which took place during spring 2012 was positive.



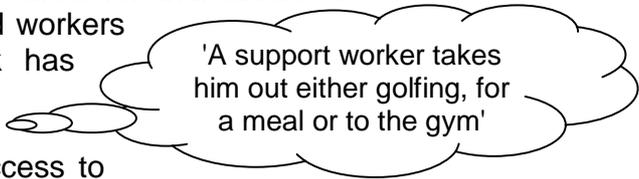
'The staff are easy to talk to'
'It was welcoming and non-judgemental'

There are two services across Lancashire offering a service to black, minority, ethnic carers providing essential culturally appropriate services. Both the **DAWN centre** and the **Pukar Disability Resource centre** are reviewed annually and feedback for both services has been positive and the standard of services provided is very high. The DAWN centre is currently working towards changing the way it receives funding from Lancashire County Council in line with developments around self directed support.

Lancashire Adult Learning provides a range of courses for carers from one hour tasters to two night residential courses. Lancashire County Council subsidises the cost of the courses, ensuring access at a minimal cost and that the outreach courses are free. Operational meetings are held regularly to ensure provision is in line with carers preferences and expectations. Lancashire Adult Learning have worked hard to develop the planning and delivery of the courses and through the review of the working protocol have strengthened the relationship between themselves and the carer services across Lancashire who support Lancashire Adult Learning in running the courses. The feedback from carers who have accessed the courses confirms that in general, the quality of the courses is excellent.

The Lancashire County Council **Volunteer service** receives carers funding to employ volunteer support officers responsible for recruiting and providing support to volunteers. Carers receive a break from their caring role through the volunteer providing support to the cared for person.

Leisure Link provides opportunities for cared for individuals to access an activity with the support of paid workers giving the carer a break. Leisure Link has traditionally only provided support those who are eligible for services from Lancashire County Council under Fair Access to Care Services (FACS) and have a learning disability. These stipulations have now been removed so the Leisure Link Service is now offering a service to everyone, irrespective of their eligibility under FACS and to anyone who wants to access the service.



'A support worker takes him out either golfing, for a meal or to the gym'

Mental Health support – The Richmond Fellowship is piloting a new service to support people with mental health issues to plan, book and access their own short break with a friend to enable their carer to have a break.

Help Direct - Help Direct is available to all adults across Lancashire providing information, advice, and practical support to help people stay independent and improve their wellbeing.

7. How well we are doing now

Lancashire County Council, the Primary Care Trusts and voluntary sector agencies provide a variety of support to carers within the county. Analysis of this activity provides a measure of how well we work with carers in Lancashire, and also those areas where performance needs to be improved. Comparison with the activity of service providers in different parts of the country also give examples of good practice that we can learn from.

7.1 Sources of information on carers

There are several ways in which information has been gathered to inform the development of this strategy and to gather evidence of good practice to inform commissioning intentions. These include:

- Information from the Joint Strategic Needs Assessment database and business intelligence data
- Performance information drawn from Lancashire County Council's electronic systems, such as ISSIS, which record the activity of its staff in relation to key areas like carers assessments
- Research and best practice information drawn from other authorities, national charities and Government sponsored agencies
- Consultation with carers, carer forums and carers services to inform the development of this strategy
- Consultation with professionals and other organisations providing support to carers in Lancashire

7.2 Carers assessments

The Carers (Equal Opportunities) Act 2004 emphasises the key importance of carers assessments in providing the carer with an opportunity to discuss their own needs, and have these taken into account when decisions are made about what services to provide. A pilot was undertaken over the summer of 2012, which offered 200 carers the opportunity of having their carers assessment undertaken by their local carers service. The pilot was a success and considerations are being given to how carers assessments can be offered to carers in the future.

Current performance – key points

- The number of carers assessments Adult and Community Services undertake is now showing a slight year on year decrease
- Some carers report that they are unaware that a carers assessment has been completed, or are unclear what this is for or what support might be provided through it

The table below indicates the number of carers who have had a carers assessment or review (age 18-64) between 1/4/11 and 31/3/12.

Area	Separate assessment	Joint assessment	Total
Lancaster	110	102	212
Fylde	38	48	86
Wyre	81	88	169
Preston	108	144	252
South Ribble	66	100	166
Chorley	75	90	165
West Lancashire	54	138	192
Hyndburn	155	110	265
Ribble Valley	74	36	110
Burnley	129	91	220
Pendle	129	73	202
Rosendale	81	50	131
Total	1100	1070	2170

The table below indicates the number of carers who have had a carers assessment or review (age 65+) between 1/4/11 and 31/3/12.

Area	Separate assessment	Joint assessment	Total
Lancaster	163	442	605
Fylde	79	304	383
Wyre	111	487	598
Preston	99	420	519
South Ribble	96	344	440

Chorley	73	304	377
West Lancashire	86	354	440
Hyndburn	54	277	331
Ribble Valley	47	166	213
Burnley	54	280	334
Pendle	56	247	303
Rossendale	45	180	225
Total	963	3805	4768

7.3 Access to breaks

Carers have consistently stated that access to breaks is most important in enabling them to carry on with their caring role and this is reflected in the National Strategy Refresh for Carers. Access to breaks are often provided by the provision of short break vouchers, which can be used to pay in part for a break in a residential setting or in the individuals own home.

Current performance – key points

- On average, 60% of short break vouchers issued during the past year have been used
- Some carers have stated that short break vouchers are often the only service offered as the outcome of a carers assessment
- Some carers say that they are unsure what they can spend the vouchers on.
- The 'Time for Me' fund, offered via the carers centres in Lancashire, is popular and well-used by carers. Additional resources will be made available over the next 12 months from Lancashire County Council to increase the number of carers who can access a grant
- Carers have stated they have difficulty in accessing breaks due to the lack of appropriate beds at a time and place convenient to them
- Carers have expressed concerns about the quality of short breaks available.
- A number of low level services have developed over the last few years that can help to support carers to have a break, such as befriending, sitting in services or the Shared Lives Service

7.4 Health and emotional wellbeing

Carers often neglect their own health and emotional wellbeing in favour of that of the person they care for, whilst at the same time having poorer health and greater stress because of their caring role. Support offered to carers in this area of their lives is therefore essential.

Current performance – key points

- Current evidence indicates that GP carers registers are widely under-used in Lancashire
- Carers centres are supporting nearly 10% of the carers in Lancashire, a rise of 4% over the last three years
- Some carers say that they find it difficult to get to their own health appointments; an estimated 8,000 carers cancel operations or treatments every year in Lancashire due to the demands of their caring role
- Some carers find it difficult to get to health appointments due to transport difficulties

7.5 Provision of information

The National Carers Strategy for carers underlines the importance of access to information, a duty that the Carers (Equal Opportunities) Act established as a responsibility for local authorities. This includes providing information on services for carers, irrespective of whether the carer receives an assessment.

Current performance – key points

- The customer service centre has been responsive to comments from carers and they continue to improve with the support and direction of carers and carers services
- Carers services in Lancashire offer information and signposting to carers, including those who are not in contact with formal services. They currently offer support to around 10% of Lancashire's population of carers
- A carer marketing campaign was undertaken in November 2012, which included radio advertisement; this did not result in significant numbers of new carers being referred to carers services
- The Care Navigation service now provides carers with information and support to access a break

7.6 Income and employment

Many carers in Lancashire have stated they would like to have employment addressed as part of their carers assessment, and for it not to be assumed this does not apply to them. Working carers have also confirmed they need support to be able to balance care and work. Carers not in formal employment are concerned at the level of financial support available to them and the changes to the benefits system.

Current performance – key points

- In February 2011, 41,310 people in Lancashire were recorded as in receipt of attendance allowance, a 0.6% decrease from recipient figures in the previous year. Figures are particularly high in Lancaster and Wyre
- Carers feel that legislation exists to support them in work, but that this is often left to the discretion of individual managers and does not always work in practice

- Lancashire County Council continues to support its own staff who are working carers, providing support to around 680 staff through telephone support, workshops and newsletters
- Some carers feel that there is little support to complete benefit forms which is preventing some individuals from claiming. This affects in particular older people and those who do not use English as their first language

7.7 Greater control over support and care

In 2006 the Government published 'Our Health, Our Care, Our Say' which set out a vision for the future of health and social care services and proposed fundamental changes in the way support is provided to service users and their carers. Its central themes of greater choice and control in the way services are provided are reflected in the way that local authorities now manage the support they provide to individuals.

Current performance – key points

- The number of people currently receiving Direct Payments in Lancashire stands at 1,993 for the 2011/12 financial year
- Physical, Sensory and Learning Disability services report high numbers of people with a Direct Payment
- In 2011/12 those aged 65+ made up 68% of individuals receiving Direct Payments in Lancashire

Commissioning implications...

We need to consider how we can develop the options for carers to have a carers assessment

We need to ensure that carers are offered a range of opportunities and options as a result of their carers assessment

We need to ensure that carers receive information about how to use their short break vouchers

We need to continue to develop and promote low level services that give carers the opportunity to have a break from their caring role

We need to encourage GP's to maintain a carers register and offer carers flexible health appointments

We need to support carers to enable them to look after their own health

We need to continue to promote carers services increasing the numbers of carers that receive support

We need to ensure that carers have appropriate support to complete benefit forms

We will support carers to remain in employment, should they choose to do so

We need to encourage Lancashire employers to support carers

8. YOUNG CARERS

8.1 Challenges and achievements over the last three years

Over the last three years, there has been a major change in the way that young carer services have been commissioned by the county council. The previous funding arrangements were revised to offer a contract for a county wide unified service for young carers. The county wide service is currently managed by Barnardo's (funded by Lancashire County Council). Some carers services receive funding from other sources and provide complimentary young carers services in addition to Barnardo's. This has led to more than one service being offered in some areas of the county. All agencies providing services to young carers have come together to agree a joint approach to the work. This ensures that there is economical use of resources in a financially constrained environment and a shared focus on meeting the needs of young carers and improving outcomes for them. Carers services in some parts of the county continue to raise additional funding for young carers work in the county enhancing the services on offer.

A clear challenge over the last three years has been securing agreement on the signing of a Memorandum of Understanding (MOU) between adult and children's services. A new version "Working Together to Support Young Carers and Their Families" has just been produced by the Association of Directors of Adult Social Services (ADASS) and the Association of Directors of Children's Services (ADCS). The position of young carers in Lancashire could potentially be improved by re-examining this document as it provides a good basis for cross directorate working across the county. An MOU would promote a clear whole family focus to young carers support.

The Primary Care Trust (PCT) in East Lancashire jointly commissioned the young carers services with LCC in 2011. Central Lancashire and North Lancashire PCT's have recently pledged funding to young carers work, which is a really positive development. The challenge going forward will be to develop similar relationships with the newly forming health organisations, particularly the Clinical Commissioning Group's.

8.2 The vision for young carers in Lancashire

Being a child growing up in today's society presents many exciting opportunities to enjoy life and participate in new experiences. However, we know that for young carers, access to these life opportunities can be limited. An OFSTED report 'Supporting young carers: Identifying, assessing and meeting the needs of young carers and their families' (June 2009) found that nationally across many local authorities, the impact of caring responsibilities for carers under the age of 18 are neither identified nor fully understood by social care professionals for a variety of reasons.

Being a young carer can have a detrimental effect on the social, educational and life chances of a young person. They may experience problems at school, emotional difficulties, physical and mental health problems, isolation, lack of time to enjoy leisure or be with their peers, feeling different, pressure to keep family situation a secret, problems with transition to adulthood, lack of self esteem and feeling that they are not being listened to or supported.

In 2010, Paul Burstow the then Minister of State said:

“Let us not forget about young carers. Officially, there are 175,000 of them, but I think that we all know that that figure is just the tip of the iceberg and that there are significantly more. Young carers are children who do not have a recognisable childhood because of their caring responsibilities. They do amazing things to support parents, brothers or sisters, but they need considerable support themselves. They need tailored and integrated support, with schools, social services and community groups working together to ensure that they have the same opportunities as other young people: a good education; good health; training opportunities; a social life; and, yes, the ability just to be children and have fun, which is what childhood should be about.”

Burnley, Pendle and Rossendale Council for Voluntary Service summarised some of the effects identified in their work with young carers:

- They can feel isolated
- Lack of education from a very young age
- Can find it hard to concentrate due to problems at home, frequently late or absent
- Behaviour problems because of stress at home
- Social and emotional development may be affected
- Can seem very mature, but also unable to handle social situations or interact with peers

Factors contributing to the under identification of young carers are:

- Lack of awareness by professionals in contact with a child and/or their family
- Poor information systems collating data about young carers
- Young carers and their families reluctance to be identified
- Children / young people not seeing themselves as a young carer

There is an increasing focus in Lancashire on work in schools to ensure school staff and other professionals working with them have the training and skills to recognise young carers. It is also important to recognise that some young carers may be in family situations that are not safe because of domestic abuse.

Equally important for both identifying young carers and maintaining their health and wellbeing is the role of the GP and Primary Care, as recognised by the General Medical Council.

In Lancashire we want to:

1. Ensure that there is awareness of young carers, their responsibilities and needs and that these are properly recognised by all organisations working with them.
2. Ensure all partners, both statutory and in the voluntary sector, work together to support this group of children and young people to achieve their aspirations, make informed decisions about their lives and fulfill their true potential.
3. Ensure that all children and young people who are carers are protected from harm and have the support they need to develop and thrive in their personal lives, to be healthy and happy, to enjoy and achieve at school and college, and to make a positive contribution to society subsequently in the wider world.

8.3 National and Local Guidance

'Carers at the heart of 21st century families and communities', the Government's Carers Strategy, published in June 2008, set out a vision for carers and a three year action plan, with the intent to deliver improvements for carers. The strategy promised greater support for young carers.

'Recognised, Valued and Supported, next steps for the carers strategy' was the Government's 2010 refresh of the 2008 carers strategy. The strategy stated that more should be done to identify and support young carers, in particular schools should be more carer aware and the Memorandum of Understanding (MOU) should be embedded.

The Children Act 2004 highlights the importance of providing services to children and young people by preventing the escalation of need. This is supported by legislation related directly to the rights of carers (including young carers) and targeted guidance for meeting the needs of young people (including carers):

- Children Act 1989
- The Carers (Recognition and Services) Act 1995
- Carers and Disabled Children's Act 2000
- The Framework for the Assessment of Children in Need and their Families 2001
- National Service Framework for Children, Young People and Maternity Services
- Children Act 2004 - Young Carers are an 'at risk' group and need support
- Carers (Equal Opportunities) Act 2004

The identification of young carers is a key priority. Young people should not be expected to carry the same caring responsibilities as an adult. Identification is the first step in enabling them to have the same life opportunities as other young

people. It is therefore vital that agencies work to support vulnerable adults and recognise young carers and take action to help them.

Equally, agencies that have a primary focus on children and young people need to build awareness amongst their staff. The Lancashire Improving Futures Program is a 'whole system change' program that is sponsored jointly by Lancashire Children and Young People's Trust Board and Lancashire Safeguarding Children Board. The program will deliver a changed approach to working with families and is underpinned by five key transformational principles:

- shared locations
- shared information
- shared ownership
- shared pathways
- shared commissioning/delivery

As part of this program, there is a proposal for the development of district hubs focusing on early intervention. These hubs offer a great opportunity to identify and support young carers and their families through "Team around the Family" (TAF) meetings. The development of the Working Together With Families approach in the county offers the opportunity of addressing the whole needs of a family across agencies and across the directorates of the county council. It brings together adult and children's services. The most positive change that can be made for a young carer is to provide the right level of support to the person needing care, which then enables the young carer to have their childhood.

Recently, a new version of the template for a Memorandum of Understanding (MOU) between adult and children's services "Working Together to Support Young Carers and Their Families" has been produced by the Association of Directors of Adult Social Services (ADASS) and the Association of Directors of Children's Services (ADCS). The position of young carers in Lancashire could be greatly improved by the development of a local MOU agreement.

This strategy will be closely informed and aligned with Lancashire Children's Trust Children and Young People's Plan (CYPP) and its themes of Staying Safe, Enjoying and Achieving, Positive Contribution and Economic Wellbeing. The CYPP sets out a new service delivery vision that commits us all to supporting resilience in families, delivery with them and not to them. It recognises that strong family networks are the foundation on which strong communities are built, and that families have a crucial role in securing the best start in life for children.

8.4 Young carers – a national and regional profile

A key feature of this strategy is to ensure that the views of young carers are at the heart of all service developments and decisions affecting them. Young carers in Lancashire are vulnerable and therefore, it is incumbent on all agencies to

ensure that their needs are acknowledged and addressed, in line with national guidelines and responsibilities.

We have talked to young carers and they said that “young carers are children and young people up to the age of 18 whose life is affected by looking after someone with a disability or long term illness. The person they care for may be a parent, a brother or sister or another family member and need not necessarily live in the same house as them. The care they give may be practical, physical and / or emotional.” For young carers the terms ,”disability and long term illness” do not just mean a physical disability or illness, but also cover mental illness, learning disability, autism, substance misuse, frailty or old age. Young carers may carry out significant or substantial caring tasks, taking on a level of responsibility that is inappropriate to their age or development. Children and young people may care for parents with periodic spells of illness, making the level of caring needed unpredictable and these episodes may be very sudden and intense.

According to the 2001 census data, around 175,000 children and young people in the UK, some as young as five or six, care for disabled members of their family. This figure is likely to be underestimated as it was dependent on the person completing the questionnaire recognising the caring role of the child or young person. The majority of young carers care for up to 19 hours per week, but some care for between 20 and 50 or more hours per week. Many children and young people are caring for more than one parent or sibling. As young carers are largely hidden, it is difficult to determine how many young people with caring responsibilities there are both nationally and within Lancashire. The hidden nature of many young carers also means they are at risk of having their own wellbeing adversely affected or find themselves in an unsafe or unprotected home situation.

On November 17th 2010, the BBC published a survey, which revealed that there are about 700,000 young people under 18 in the UK caring for family members, about four times as many as previously estimated from the 2001 census. The results showed that 8% of children of school age (one in 12) have caring responsibilities. These are the UK’s hidden army of young carers.

The following table details the numbers of carers supported by Barnardo's across Lancashire:

Area	Age 0-5	Age 6-10	Age 11-13	Age 14-15	Age 16-18	Unknown	Total
Burnley	0	15	16	11	7	0	49
Hyndburn	0	7	36	23	21	0	87
Ribble Valley	0	0	6	4	5	0	15
Rossendale	0	5	7	9	5	0	26
Pendle	0	7	17	4	4	0	32

South Ribble	0	5	10	9	7	0	31
Chorley	0	1	6	4	4	0	15
Preston	1	6	8	5	0	0	20
West Lancashire	1	15	26	13	9	0	64
Fylde	0	7	10	6	1	0	24
Wyre	0	14	10	10	3	0	37
Lancaster	1	18	17	5	2	2	45
Morecambe	1	17	14	5	1	0	38
Unknown	1	2	6	8	2	0	19
Total	5	119	189	116	71	2	502

The following table indicates the numbers of young carers supported by carers services in Lancashire:

	Age 6 - 10	Age 11 - 13	Age 14 - 15	Age 16 - 18
Hyndburn	7	18	15	18
Ribble Valley	0	6	4	1
Burnley	2	10	4	4
Pendle	3	11	9	2
Rossendale	1	10	1	2
Preston	5	34	17	49
Chorley and South Ribble	15	36	20	22

- Three million children (23% of all children) live in households where there is chronic physical or mental health problems, illness or disability
- 1.5% of all children, and 6% of all children living in families with illness/ disability are identified as young carers in the UK
- The average age of a young carer is 12
- 13,000 young carers care for more than 50 hours a week
- More than half of young carers live in one-parent families and almost a third care for someone with mental health problems
- The Home Office estimates 250,000 young people live with parental substance misuse (Hidden Harm, Advisory Council on Misuse of Drugs, June 2003, Home Office)
- 1.5 million children live in homes where one or both parents have an alcohol problem (Alcohol Concern 2010)

- The Carers Trust estimate that 27% of young carers aged 11- 15 miss school or experience educational difficulties
- The Carers Trust estimate that 68% of young carers are bullied and feel isolated in schools
- Of the young carers supported by Barnardo's and Carers Services, approximately 60% are female and 40% are male
- Around 89% of young carers supported in Lancashire are classed as 'White British'

8.5 Current provision in Lancashire

Barnardo's currently provide a young carers services across Lancashire. In addition, some carers services provide young carer support in parts of the county. The aim of the Barnardo's young carer service is to provide a child-focused targeted support which promotes and protects the physical and mental wellbeing of young carers, working in partnership with other agencies to provide a 'whole-family' approach.

The objectives of the service:

- Shift the focus from dealing with the consequences of difficulties in young carers' lives, to preventing things from going wrong in the first place
- Provide experiences and activities which enhance the mental health and social networks of young carers and provide a break from their caring role;
- Provide 1:1 support and ensure that every young carer has a child or young person led plan
- To measure outcomes achieved by young carers as a result of intervention from the service
- Provide information to young carers regarding the full range of services provided by statutory agencies

Barnardo's young carers service works with about 700 young people each year and works in partnership with other young carers services in the county.

Carers services in Lancashire provide additional services to young carers funded by a variety of sources including The Henry Smith Charity, Comic Relief and BBC Children in Need. These services cover Preston, Chorley, South Ribble and all of East Lancashire. The aims of the carers services are to:

- Enable young carers to have a break from their caring role through respite and other activities that allow them to enjoy and achieve
- Encourage increased self-confidence, reduced social isolation and improved wellbeing through group sessions
- Promote individual well-being and enable young carers to stay safe and healthy through a young carer led action plan
- Provide one-to-one support to young carers
- Offer young carers the opportunity to have a voice in the way the service works with them via a steering group and their own individual plans

- Provide information to young carers to support their access to universal services
- Offer support and information to the wider family to maximise the benefit to young carers
- Raise awareness of the issues and needs of young carers with other agencies, particularly schools, so that they are supported in all areas of their lives.

Carers services in Lancashire work with approximately 260 young carers each year in addition to those supported by Barnardo's through Lancashire County Council funding.

8.6 How well are we doing?

The following table indicates the output and outcome measure for the Barnardo's young carer commissioned service.

Requirement	Threshold	Outcome
% of families involved in monitoring and evaluation	80%	100%
% who feed back positively about the service	80%	100%
% of young carers given a voice and actively participating in the design of the service	15%	100%
% of appropriate referrals	-	93%
% of families assessed by Children's Social Care	-	10%
% of families assessed by adult services	-	11%
% of young carers with a young person led plan	100%	100%
% of young carers and their family needs assessed	100%	100%

Carers services in Lancashire providing support to young carers are funded by a range of different sources, each with their own outcome requirements. However, there are some broad outcomes common to each service:

- All young carers have an individual action plan, targeted to their needs and identified by the young carers themselves
- All young carers have a voice about the design and delivery of the service through local steering groups, individual action plans, and planning sessions held with the young carers at group sessions
- All young carers who are referred have their needs assessed
- Monitoring of inappropriate referrals takes place and when these occur, the service signposts to more relevant agencies
- All young carers are involved in the monitoring and evaluation of the service in line with specific project requirements

Commissioning implications...

We need to promote a positive culture of supporting young carers

We need to improve identification of young carers.

We need to use a whole family interagency approach to assessments and service delivery.

We need to support young carers and their families in order to reduce the number of young carers where caring is impacting negatively on their well being.

We need to raise awareness about young carers and their issues amongst organisations and professionals.

We need to encourage designated staff members for young carers in each schools.

We need to ensure that young carers in educational settings such as Pupil Referral Units, colleges or home tuition are identified and have access to support.

9.PARENT CARERS

9.1 Achievements over the last three years

Lancashire has begun to evolve a robust delivery of parental participation and consultation. It has been focused around seven local forums which feed into the County Forum known as the Lancashire Parent Carer Forum (LPCF). This process gained momentum throughout the Aiming High for Disabled Children programme and is now an integral part of the relationship between parents and the authority. The FIND Service free newsletter is now delivered in partnership with the Lancashire Parent Carer Forum and is one of the forums communication channels. The FIND Service is presently in contact with over 2000 parent carers.

Parents and the authority wish to continue and strengthen parental participation and for this to be delivered through the existing Lancashire Parent Carer Forum and local forums. The wish is that the forums will be more locally based and to increase from seven local forums to one in each of the 12 districts.

Support for the LPCF and local forums was previously commissioned through a Service Level Agreement with Carers Services. Following a review of services by the directorate, this arrangement was changed in April 2012 with the support to the forums now being delivered via Child and Family Support Liaison Officers.

Following the ending of the successful Aiming High for Disabled Children programme on 31st March 2011, Lancashire County Council allocated funding for each of the next two years to continue to provide a short break programme for children with disabilities. In allocating this money, the county council has been clear that the decisions around what activities the programme should commission should be led by parent carers through the Lancashire Parent Carers Forum. Parents and officers rose to this challenge by delivering non assessed short breaks throughout the whole of Lancashire. The LPCF agreed to call these non assessed breaks 'Lancashire Break Time'.

The criteria for accessing Lancashire Break Time was agreed as children and young people living in Lancashire ages 0 – 18 with a disability or additional needs who have difficulties accessing universal services. It was a tremendous challenge to ensure that the whole of Lancashire received provision that was of suitable quality, age appropriate and disability aware. Lancashire Break Time during 2011/2012 supported over 1,900 young people and their families to receive short breaks and activities throughout Lancashire. It is anticipated that this number will continue to increase in the future.

The Lancashire Parent Carer Forum has members from the local parent carer forums, Councillors, officers from the county council and other relevant professionals who attend as required.

There are several work streams from the county forum which make recommendation to the LPCF. The current work streams are:-

- SEND Information, Advice and Guidance
- Participation Grant
- Lancashire Break Time
- Concerns resolution
- Parent Partnership Service

The 'Together We Have' diagram was created by parents to show the work that has been delivered by local and county forums.

Together we have.....

- **Established** local forums to gather local views and resolve local issues
- **Developed** pathways for consultation, resolving issues, sharing information
- **Parent** representatives working with preferred providers and the Educational Psychologist Service
- **Created** links with decision makers
- **Commissioned** short breaks through Lancashire Break Time and training by parents for parents
- **Influenced** decisions about consultations, communication, local forum development, needs of parent carers, funding for short breaks activities
- **Raised** awareness about workforce development, transport, assessment, social care, overnight respite, transition, short breaks, getting information, children's centres
- **Formed** working groups for short breaks, parent participation, overnight respite, information advice & guidance to parents

9.2 The vision for parent carers in Lancashire

Lancashire is working towards ensuring that partnership working with parent carers continues to be strengthened. For the local and county forum to increase in membership and for all parents to feel they have a place where their voice can

be heard. For information to be found easily, to be up to date and available in a format that is accessible.

The LPCF work streams are presently working on:

- A single point of entry web presence to make finding information that is relevant easier.
- Lancashire Break Time
- Publicity, electronic, hard copy and face to face
- Resolution of concerns at local level
- Initial telephone contact with the authority
- To increase participation
- A handbook to assist parent carers to become involved
- Transitions for the young people and parent carers
- Training for parent carers to participate
- Responses to consultation local and national

9.3 What is it that parent carers in Lancashire want?

Consultation undertaken with carers revealed that parent carers say:

- Transition should be improved providing a seamless service
- They want access to appropriate short breaks
- They want relevant information to support them in their caring role

9.4 Parent carers – regional profile

- 2,400 parent carers are supported by carers services across Lancashire
- The FIND Service in partnership with LPCF has 2100 children registered

9.5 How well are we doing now?

Parent carers face particular challenges in their caring role, not least that they are often 'lifetime carers'.

- Parent carers report that transition between children and adult services is poorly supported, with a lack of co-ordination between these services
- Parent carers report the difficulties they have in getting a carers assessment
- Parent carers state that they don't always have the information they need

Commissioning implications...

We need to improve the transition pathway

We need to ensure parent carers have access to information to support them in their caring role

We need to continue to develop the Lancashire Parent Carer forum

10. Commissioning intentions

There has been a great deal of positive work undertaken over the past few years in relation to carers. These commissioning intentions build on work that has already taken place and will improve and develop existing services. The commissioning intentions are based on the evidence detailed within this strategy, captured throughout within the commissioning implications sections. The intentions are grouped under themes that capture the fundamental issues that carers face as a result of their caring responsibility.

10.1 Carers assessments

- We will explore options to increase the choices for carers around who undertakes their carers assessment.
- We will ensure that carers assessment training includes an element of training in relation to the issues faced by carers who care for more than one individual and the need to take an holistic approach to offering support.

10.2 Access to breaks

- We will ensure there is a range of short break options to enable carers to take a break from their caring role
- We will continue to drive up standards within organisations providing a break
- We will ensure that those undertaking carers assessments are aware of the range of opportunities
- We will evaluate the short break planning pilot and consider longer term funding
- We will promote the re-modelled Leisure Link service to carers across Lancashire
- We will ensure that carers have access to information about how they can use their short break vouchers

10.3 Health and emotional wellbeing

- We will provide carer awareness training to hospital staff highlighting the importance of involving and considering carers in the discharge planning process
- We will work with hospitals across Lancashire to support them to develop their discharge planning processes and policies
- We will promote health checks for older carers through carers services and through carers assessments
- We will ensure that carers services undertake outreach on a regular basis within hospitals
- We will work with GP's and Clinical Commissioning Groups to encourage increased numbers of GP practices to offer carers flexible health appointments
- We will pilot group counselling sessions within carers services and consider commissioning a county wide service

- We will work with hospitals to introduce a Carers Charter
- We will work with leisure centres across the county to introduce a carer leisure pass allowing carers to access leisure facilities at a reduced cost event when the cared for person is not with them
- We will ensure that carers receive information to access health and wellbeing activities to meet their specific health needs

10.4 Provision of information

- We will run a radio campaign to promote the services available to carers in Lancashire and evaluate the outcome
- We will develop a marketing strategy for the promotion of carers services
- We will develop a toolkit for professionals carrying out carers assessments to enable them to offer appropriate information and advice to carers as part of their assessment
- We will work closely with GP practices offering them free carer awareness training ensuring that they have information about carers services in Lancashire, which they can pass on to carers
- We will work with the Health and Wellbeing Board to ensure their commitment to carer support
- We will increase the number of carers registered with their local carers service to, as a minimum, 15,000 by September 2015

10.5 Income and employment

- We will ensure carers and former carers have access to information about benefits and support to complete benefit applications
- We will highlight the needs of working carers with businesses and employers, promoting the need to support carers to stay in employment, should they choose, in particular, promoting flexible working
- We will promote working carer support schemes within the District Councils of Lancashire encouraging support to their own staff who are working carers.
- We will work with a large supermarket to promote support to their employees who are also carers

10.6 Greater control over support and care

- We will provide support to the Disabled Asian Women's Network to develop their service changing the way they are funded in line with developments around self directed support
- We will consider options around enabling carers to have a personal budget
- We will explore options to enable, where possible, improvement in the continuity of workers allocated to the cared for individual.
- We will ensure that carers are involved and consulted in any developments in relation to services providing support to carers
- We will ensure that carers are involved in any developments within carers services across Lancashire

10.7 Carer recognition and effective support

- We will offer free carers awareness training to all organisations that may come into contact with a carer. The training will include the need to recognise the carer as the 'expert' and an overview of the support available in Lancashire to enable them to signpost carers effectively
- Where appropriate, we will involve carers in delivering carers awareness training by setting up a 'training pool' of carers and former carers interested in 'telling their story' as part of a carer awareness training session
- We will undertake a review to identify where organisations can work better together for the benefit of the carer and to reduce the need to repeat their story

10.8 Young carers

- We will work with organisations and professionals to raise awareness of young carers, promoting recognition and support, including schools and other educational establishments
- We will work with schools and other educational establishments to encourage the identification of a young carer lead.
- Adults and Children's Services will sign a memorandum of understanding

10.9 Parent carers

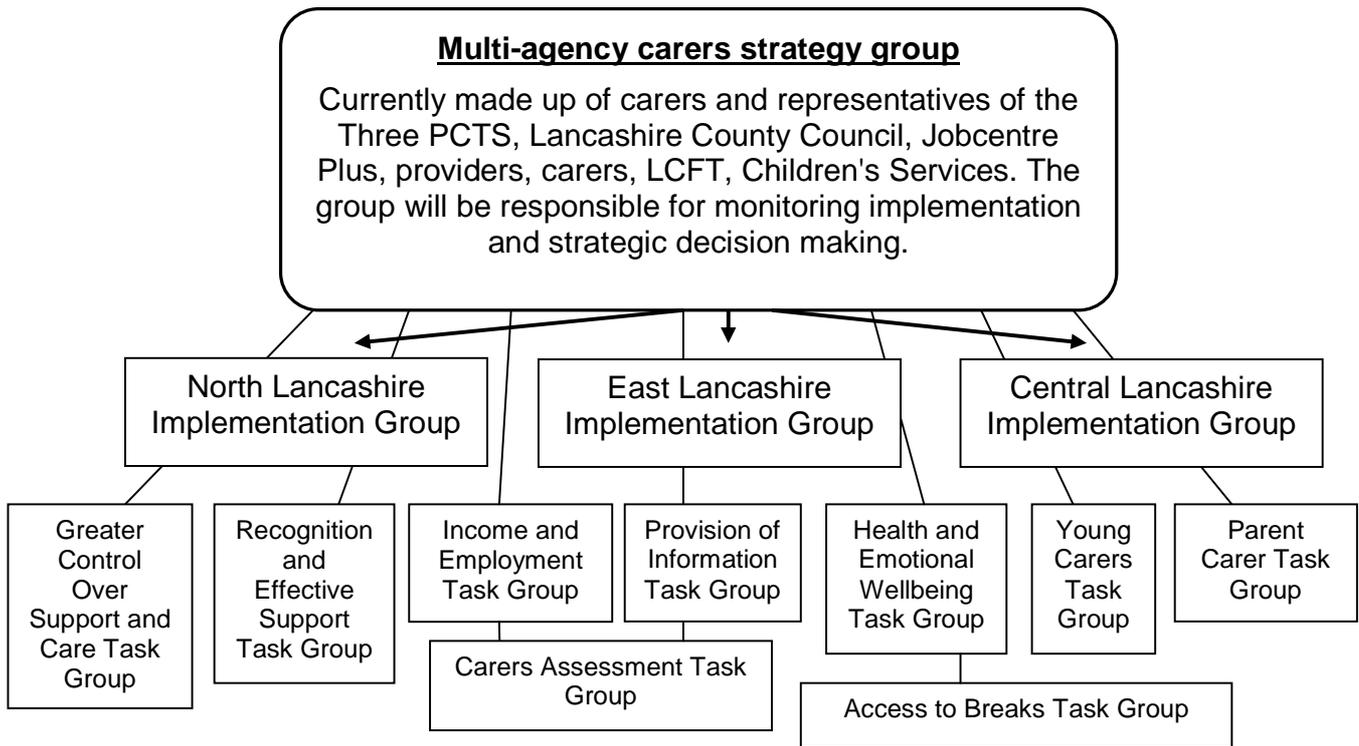
- We will improve transition through the transitions protocol for young people moving into adult services.
- We will ensure that we continue to develop the local parent carer forums, with the aim of delivering one within each of the districts of Lancashire.
- We will ensure that parent carers have access to information to support them with their caring role.

11. Next steps

To deliver on the commissioning intentions, we will work together in partnership to ensure the outcomes for carers are in line with what they have told us they need. The oversight and governance of delivery will sit with the Multi-Agency Strategy Group with a delivery structure in place that will undertake the work required to achieve the commitments we have made.

11.1 Delivery

To ensure that this strategy and its associated action plans are making a positive difference to carers, it is important that they are monitored and reviewed. Delivery of the commissioning intentions will be via a range of county wide task groups linked to each commissioning intention. Each task group will have its own Terms of Reference and will invite organisations and individuals appropriate to the task group theme. In addition, there will be a core North, Central and East Lancashire implementation groups that meet every six months to ensure commissioning intentions are being met.



Appendix 1

Support to carers – National

Carers Equal Opportunities Act (2004)

http://www.opsi.gov.uk/acts/acts2004/ukpga_20040015_en_1

Carers assessments must consider the leisure, education, training and work opportunities of all carers.

Our Health, Our Care, Our Say (2006)

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationPolicyAndGuidance/DH_4127453

Sets out the direction of health and social care, with a focus on greater choice and control over services and an intent to place patients, service users and their carers at the heart of all public services.

Putting People First (2007)

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationPolicyAndGuidance/DH_081118

Proposing a radical reform of public services, enabling people to live their own lives as they wish, with services of high quality to support them, promoting their individual needs for independence, wellbeing and dignity and directing agencies to work in partnership.

Work and Families Act (2007)

<http://www.carersuk.org/Newsandcampaigns/makeWORKwork/WorkandFamiliesActFAQ>

Extends flexible working to carers of adults, supporting more carers to return to and/or stay in employment.

Carers at the heart of 21st century families and communities (2008)

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationPolicyAndGuidance/DH_085345

Developing a 'new deal' for carers over the next 10 years, with a vision for 2018 and the way health and social care agencies should work together to better support them.

Recognised, Valued and Supported: next steps for the carers strategy (2010)

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationPolicyAndGuidance/DH_122077

The strategy identifies the actions that the Government will take over the next four years to support its priorities to ensure the best possible outcomes for carers and those they support.

Local support to carers

Ambition Lancashire

<http://www.lancashirepartnership.co.uk/content.asp?siteid=3813&pageid=13316&e=e>

A strategic vision for the county until 2025 – building on the priorities of the people of Lancashire, and aiming to 'narrow the gap' and support 'active and engaged communities and citizens'. Intends to influence services and spending, encourage partnership working and influence the Local Area Agreement across five themed areas including economy, health and wellbeing, education, training and skills, environment, and community safety. As a marginalised group in society, carers are amongst those who will benefit from this strategic approach to planning.

Local Area Agreement

<http://www.lancashirepartnership.co.uk/content.asp?siteid=3813&pageid=18181&e=e>

Designed to deliver the principals of 'Ambition Lancashire', measures that will deliver the outcomes of greatest importance to communities in Lancashire and 'encourage active and engaged communities and citizens'. Works to a number of performance indicators, including those specific to the support of carers (National Indicator 135) and the services they receive through assessment.

Joint Strategic Needs Assessment

http://www.lancashire.gov.uk/office_of_the_chief_executive/lancashireprofile/jsna/documents/AnalysisCarersNeeds.pdf

As directed by the Local Government and Public Health Act (2007) the directors of public health and social care services produce a report that informs service commissioning. In Lancashire this information is held on a website, and is based on an assessment of need for the whole population, including gaps and inequalities. For carers this means valuable data on current and future trends can be used to inform the way services are developed.

Local Involvement Networks (LINKs) (Health Watch from April 2013)

http://www3.lancashire.gov.uk/corporate/atoz/a_to_z/service.asp?u_id=2530&sysredir=y

Developed to create a local system where every citizen, from every community, has the opportunity to say what they want from their local care services and how they should be developed. For carers this provides an opportunity for them to directly influence the way services are delivered to them and the people they care for.

Appendix 2

Strategy consultation

This strategy was sent to the following organisations and individuals for review prior to its publication. Amendments were made on the basis of the review and as a result of the feedback.

- Carers
- Carers services
- Help Direct
- Range of 3rd sector organisations
- Clinical Commissioning Groups/Primary Care Trusts
- Lancashire Care NHS Trust
- Children and Young Peoples Services representatives
- Adult and Community Services representatives