



Integration Joint Board

25th September 2019

This Report relates to
Item 11 on the Agenda

Review of Carers Support Services

(Paper presented by Linda Owen)

For Approval

Approved for Submission by	Vicky Freeman, Head of Planning and Performance
Author	Linda Owen, Strategic Planning and Commissioning Manager
List of Background Papers	Dumfries and Galloway Carers Strategy 2017 – 2021 Integration Joint Board Service Planning Framework 2017
Appendices	Not Applicable

Direction Required to Council, Health Board or Both	Direction to:	
	1. No Direction Required	
	2. Dumfries and Galloway Council	X
	3. NHS Dumfries and Galloway	
	4. Dumfries and Galloway Council and NHS Dumfries and Galloway	

SECTION 1: REPORT CONTENT

Title/Subject:	Review of Carers Support Services
Meeting:	Integration Joint Board
Date:	25 th September 2019
Submitted By:	Linda Owen
Action:	For Approval

1. Introduction

- 1.1 Carers Support services provide a valuable resource to Carers who live or care in Dumfries and Galloway. Carers Support Services have not been re-commissioned in over 5 years. During this time, the Carers (Scotland) Act 2016 has been implemented and a new Carers Strategy for Dumfries and Galloway developed.
- 1.2 To support the implementation of the Dumfries and Galloway Carers Strategy 2017 – 2021, Carers Support Services requires being re-commissioned. A direction is being sought from the Integration Joint Board (IJB) to enable Dumfries and Galloway Council to do this.

2. Recommendations

- 2.1 **The Integration Joint Board is asked to:**
 - **Note that re-commissioning Carer support services is required to be aligned with the outcomes and priorities within Dumfries and Galloway Carers Strategy 2017-2021**
 - **Approve the Direction to Dumfries and Galloway Council**

3. Background

- 3.1 Whilst there are contracts for all of the Carers support services currently commissioned, some of these services are funded on a year to year basis. This means that they are not able to plan for more than one year in advance. This presents challenges for providers in terms of sustainability of services, recruiting and retaining staff and providing support to Carers.
- 3.2 Due to the way that current Carer support services have been developed over time, there is no consistency in performance measures or outcomes across provider organisations. All of the current services however do contribute to the National Health and Wellbeing Indicator relating to Carers.

4. Main Body of the Report

- 4.1 A review of Carers support services has been undertaken, based on the principles contained within the Integration Joint Board (2017) Service Planning Framework. A Short Life Working Group (SLWG) applied the principles contained within this document to determine what should be included in future Carers support services.
- 4.2 The SLWG reviewed feedback from engagement previously undertaken with Carers to inform the Carers Strategy; the development of the Carers Eligibility Criteria and the responses to what support means to Carers. Members of the group also met with interested providers to ask them what they thought currently worked well, what could be improved and what could be done in the future.
- 4.3 The Carers Programme Board, in August 2019, agreed that new Carers support services should be commissioned to deliver the outcomes and priorities contained within the Dumfries and Galloway Carers Strategy 2017 – 2021.
- 4.4 A direction is required from the Integration Joint Board to enable this work to progress.
- 4.5 The cost of the services to be commissioned is estimated to be £625k per annum.

Current Budget (NHS Dumfries and Galloway and Dumfries and Galloway Council)	£525k
Carers (Scotland) Act 2016 Funding	£100k
Total	£625k

- 4.6 Whilst this is an increase in funding at a time when resources are limited, as outlined in the Dumfries and Galloway Carers Strategy, there is a growing number of Carers supporting more people with increasingly complex needs at home. Carers provide more care hours in a week than the Council and NHS combined.
- 4.7 Proposed timeline for re-commissioning Carers support services:

Month	Action
September 2019	Issuing of direction by the IJB to Dumfries and Galloway Council
October 2019	Contract Strategy and Service Specification Sign Off
November 2019	Tender Issued
December 2019	Tender Scored and Awarded
January to March 2020	Transitions if required between services
April 2020	Commencement of new 3 year contracts

5. Conclusions

- 5.1 The Carers Programme Board has overseen and endorsed extensive work to review and understand

- Existing Carers support services
- What Carers support is needed in the future to ensure that the outcomes achieved for Carers aligns with those areas of priority identified within the local strategy

5.2 There is a need for a direction from the Integration Joint Board to enable this work to progress

SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS

6. Resource Implications

6.1. Resources are as outlined above.

7. Impact on Integration Joint Board Outcomes, Priorities and Policy

7.1. This review impacts on the delivery of National Health and Wellbeing Outcome 6. This will also ensure the delivery of the duties under the Carers (Scotland) Act 2016

8. Legal & Risk Implications

8.1. There is a risk that organisations do not apply for any tender, however an earlier Prior Information Notice, issued by Procurement, has indicated that there are a number of organisations interested in this tender.

8.2. If this work does not progress, the current contractual arrangements will be out of date. This exposes the organisation to the risk of existing arrangements not delivering what is now required by the Carers (Scotland) Act 2016.

9. Consultation

9.1. As outlined in the paper.

10. Equality and Human Rights Impact Assessment

10.1. An Equalities Impact Assessment was undertaken for the Dumfries and Galloway Carers Strategy 2017-21. This impact assessed the outcomes of which these services are proposing to deliver.

11. Glossary

SLWG Short Life Working Group

Carers Support Services are defined as:

- Practical support (for example transport, equipment, adaptations, telecare and technology enabled care)
- Counselling or emotional support/peer support groups
- Training or learning
- A Carers payment including self-directed support made by a local authority or Integration Joint Board.

- Health

Dumfries and Galloway Integration Joint Board



DIRECTION

(ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)

1.	Title of Direction and Reference Number	Re-commissioning of Carers Support Services to support the implementation of the Dumfries and Galloway Carers Strategy 2017-2021
2.	Reference Number	
3.	Date Direction Issued by Integration Joint Board	25 th September 2019
4.	Date from which Direction takes effect	25 th September 2019
5.	Direction to	Dumfries and Galloway Council
6.	Does this direction supersede, amend or cancel a previous Direction? If yes, include the reference number(s)	No
7.	Functions covered by Direction	Social Work (Scotland) Act 1968 Social Care (Self Directed Support) (Scotland) Act 2013 Carers (Scotland) Act 2016
8.	Full text of Direction	To commission Carer support services that deliver outcomes consistent with the identified priorities in the Dumfries and Galloway Carers Strategy 2017 – 2021
9.	Budget allocated by Integration Joint Board to carry out Direction	£625k per annum
10.	Desired Outcomes	<ul style="list-style-type: none"> • Carers are able to access the services they need to continue in their caring role • Carers are able to access planned short breaks when they need

		<p>them</p> <ul style="list-style-type: none"> • Carers have maintained or improved their level of health and well-being • Carers receive the information and advice they need when they need it • Carers feel supported in their caring role • Carers are actively involved in the planning and delivery of the service they receive
11.	Performance Monitoring Arrangements	The key performance indicators to demonstrate implementation of this direction is successfully undertaking a procurement process that secures support services for Carers going forward.
12.	Date Direction will be Reviewed	March 2020