

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO CABINET EQUALITIES COMMITTEE**

**16 JULY 2018**

**REPORT OF THE CHIEF EXECUTIVE – CHIEF EXECUTIVE’S DIRECTORATE**

**UPDATE REPORT ON CARERS SERVICES WITHIN BRIDGEND COUNTY BOROUGH.**

**1. Purpose of report**

This report updates the Cabinet Equalities Committee (CEC) on the developments in services for carers (including young carers) in the county borough.

**2. Connection to Corporate Improvement Plan / Other Corporate Priority**

The carers agenda links to the following corporate priorities:

- Priority 2: Helping people to be more self-reliant; taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
- Priority 3: Smarter use of resources ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

**3. Background**

The 2011 Census identified 17,919 carers (although we believe this to be a very conservative estimate) however only between 2000 and 3000 are known to services. That potentially means that there are at least 15,919 unidentified carers within the County Borough.

A visioning day held in 2017 was followed up by three community based engagement events in March 2018 which were all facilitated by Nick Andrews of Swansea University's Centre for innovative ageing.

**4. Current situation / proposal**

In September 2017 we held a visioning event for carers and stakeholders in Bridgend, the event was an opportunity for carers, representatives of the local authority and providers to come together to look at how services are now and where we would all like them to be. Bilingual invitations were widely circulated and the event ensured that representative groups were included to give voice to their respective interests. Some previously unidentified carers were able to engage for the first time. We worked together to establish a shared vision.

The main findings of the day were

- Carers would like easier access to a Carers Needs Assessment;

- Easier access to information, advice and assistance, better access to community links;
- Early intervention, preventative community based activities;
- Training, counselling and emotional support;
- New ways of working, for example more creative use of direct payments.

A stakeholder mapping exercise was undertaken with assistance from the Consultation & Engagement Team in BCBC which generated a representative sample of qualitative and quantitative data from statutory services and from independent and third sector providers.

Three subsequent focus group workshops were also held to help co-produce a service model for carers. Again these workshops were independently facilitated and targeted invitations ensured equality of representation from social work professionals, from care providers and third sector organisations, and from unpaid carers themselves.

The input from these engagement activities has helped define a new service pathway for unpaid carers that includes provision of information, advice and assistance at an early stage, alongside recognizing the need to review and refine the provision of support services to carers and the people they care for.

To deliver on the outcomes of the consultation and engagement process, planning has commenced to procure a 'Bridgend Carers Wellbeing Service' which will include as a requirement an increased level of Carers Assessments and access to information, advice and assistance. In addition significant work is being carried out to deliver a flexible short break framework for carers, which will be available in the community as well as in residential settings.

The Social Services and Wellbeing directorate is also looking collaboratively with Linc-Cymru and Wales School for Social Care Research, to put in place the basis of a supported holiday/social tourism service as part of the Short Break Framework. Coterminously work has also commenced to review daytime opportunities for older adults, ensuring that we have a flexible and responsive approach to short breaks and support for carers in the community.

## **5. Effect upon Policy Framework & Procedure Rules**

There are no proposed changes to the Policy Framework and Procedure Rules.

## **6. Equality Impact Assessment**

This is an information report. Significant consultation and engagement has been undertaken with wide-ranging stakeholder groups to inform the service development that will benefit all carers in Bridgend. An equality impact assessment will be undertaken prior to inviting tenders.

## **7. Financial Implications**

A budget of £122,548 has been allocated to Bridgend Carers Centre historically (made up of £89,709 from the local authority and £32,839 from ABMU Health

Board). The feedback from carers and other stakeholders was very clear, we need to review the services that we are currently funding via a service level agreement. This will be done in line with our corporate procurement procedure. We will also be reviewing and updating our short breaks and respite services, this may offer cost savings if more people can access earlier interventions with lower levels of need. A more detailed review of short breaks will also be undertaken.

## **8. Wellbeing of Future Generations (Wales) Act 2015**

The implementation of the duties and responsibilities of the Social Services and Wellbeing Act (Wales) 2014 for carers, in turns supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. That is by promoting a healthier Bridgend and Wales, by promoting an environment that maximises carers physical and mental well-being; and supporting a more equal Wales for people with caring responsibilities, supporting them to fulfil their potential no matter what their circumstances.

The Act provides the basis for driving a different kind of public service in Wales, with 5 ways of working to guide how the Authority should work to deliver for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report:

- Long Term – predicting the number of carers in our community is challenging as many are not visible and not known to statutory services. However it is clear from the population assessment that there will be significant increases in older adults living in our community and with that a likely commensurate rise in the number of carers. Carers and their support needs, need to be kept under review in order to ensure that people are able to access their rights and entitlements under the Social Services and Wellbeing Act when they are needed.
- Prevention –the local authority works with carers providing information advice and assistance, as well as supporting carers in their caring role; the local authority takes a preventative and pre-emptive approach with people and their carers to ensure that in the event of urgent situations their wishes and needs are respected and acted upon.
- Integration – The provision services to carers are provided on an integrated and collaborative basis with the University health board and third sector partners, and aims to support the maximisation of people's physical and mental well-being.
- Collaboration – in order to identify and remodel services to support carers an extensive consultation and engagement process was undertaken with all stakeholders including carers themselves, people who speak the carers and organisations involved in supporting people who care. There has been a collaborative approach to the commissioning of services for carers, which is undertaken in partnership with Abertawe Bro Morgannwg University Health Board
- Involvement – the local authority has a duty to assess carers and their needs; this informs how plans of support are developed for individuals as well as the types of services commissioned to support people in their caring roles. As part of the engagement of stakeholders in developing future services, considerable efforts were made to reach out to carers and stakeholders who were not known to the local authority or health board, to ensure that hard to

reach groups were given the opportunity to participate in this process. The involvement of carers in the development of services has ensured that carers have influenced how services will be shaped in future

**9. Recommendation**

That the Cabinet Equalities Committee receives and considers this report.

**Darren Mephram**

**Chief Executive – Chief Executive's Directorate.**

**Date: 16 July 2018**

**10. Contact officer(s)**

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