

AGENDA SUPPLEMENT (1)

Meeting: Children's Select Committee

Place: Council Chamber - County Hall, Bythesea Road, Trowbridge, BA14 8JN

Date: Thursday 18 July 2024

Time: 10.30 am

The Agenda for the above meeting was published on 10 July 2024. Additional documents are now available and are attached to this Agenda Supplement.

Please direct any enquiries on this Agenda to max.hirst@wiltshire.gov.uk of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225718215 or email max.hirst@wiltshire.gov.uk

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8 **Wiltshire Young Carers Annual Update (Pages 3 - 66)**

DATE OF PUBLICATION: 12 July 2024

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Annual Young Carers Q3 (January 2023) to Q4 (March 2024)

Statutory Duties towards Young Carers

The Children and Families Act 2014 places a duty on local authorities to take 'reasonable steps' to identify young carers in their area who have support needs. A young carer is someone under the age of 18 who helps to care for a family member, relative or friend. A young person aged 16-25 with caring responsibilities can be known as a young adult carer.

As a young carer you might support someone who has a disability, a long-term illness, or a problem with alcohol or drugs. Without this help, they would struggle or not be able to cope.

Young carers often do a lot of helpful things, such as:

- Cook and prepare meals
- Help with the shopping
- Clean around the house
- Manage medicines or money
- Give personal care
- Help their special person move and get out of the house
- Look after their siblings
- Give emotional support
- Keep an eye on things generally

If young carer families start to struggle financially, young carers also often take on work in addition to their caring responsibilities.

There are 1600 assessed Young Carers in Wiltshire. These children and young people are currently supported under the commissioned provider who provide all onward services to individuals aged 5-18 years old (services extend to 25 years).

The Child Safeguarding Practice Review Panel highlighted in its annual report 2022/23, that Young Carers are an emerging theme. Agencies are not always recognising this role for children and the impact this has upon them. These children can be providing crucial support for their parents or other adults, sometimes where they have substance misuse problems, mental health needs or where domestic abuse is present, all which impact on their own capacity to support their children.

Previous research, published by the Department for Education (Cheesbrough et al., 2017) and others (TNS BMRB, 2016), shows that children with caring responsibilities experience a range of both positive and negative outcomes and these are directly affected by the level of informal or formal support they receive. It highlights the challenge of identifying 'hidden' young carers and emphasises the need for all services working with vulnerable children and adults to take a whole family approach to assessing need.

The review and subsequent expansion of the Young Carers Assessment Service alongside Youth Action Wiltshire the new contracted support provider demonstrates the commitment of the local authority to these children and young people.

Wiltshire's Young Carers (YC) Assessment Service

In 2018 the young carers assessment team were Tupe'd across from the previous provider. The team consisted of three assessors working part time alongside a part time administrator and manager. In February 2019 the manager and administrator left Wiltshire Council and the day-to-day management of the service was moved into the East Support and Safeguarding Team.

The oversight of our work with young carers then replicated the routine, audit and performance management already in place for the rest of the service. This highlighted that we had no means of monitoring the number of young carers or the length of time the assessment took to complete. This led us to introduce the Young Carers At a Glance report which enables us to capture all of the data within one place. These audits also led to the practitioners receiving training around writing clear analysis of need, alongside taking a holistic approach to assessments; completing referrals to other agencies which may have been needed, such as adult social care.

We have worked closely with adult social care to promote the role of a young carer, ensuring all staff are aware of the process to refer for assessment. This has led to an increase in referrals from adult social care.

Wiltshire Young Carers Service have collaborated with Youth Action Wiltshire (commissioned provider) to update the current assessment with participation with the young carers themselves, the assessment will go live in July 2024.

From January 2023 to March 2024, 511 YC assessments were completed, of this 96% were assessed as a Young Carer, 42% were sibling carers for siblings with ASD and/or ADHD. 18% cared for a parent with Mental Health concerns, 8% cared for a parent with Fibromyalgia and the remaining 32% cared for a parent or sibling with physical disability or life altering illness such as cancer.

Ages ranges:

Age	Number assessed	%
5	3	1%
6	8	3%
7	17	6%
8	30	10%
9	34	12%
10	29	10%
11	23	8%
12	32	12%
13	34	12.2%
14	19	6%
15	16	5%
16	15	5%
17	15	5%

Until May 2024, the Young Carers Assessors establishment was 1.3FTE. Due to staff changes, the capacity reduced to 0.8FTE and led to staff within the wider Support and Safeguarding Service (Family Keyworkers and Social Workers) undertaking these assessments. An additional £120,000 has been provided which has seen the successful recruitment of 2 FTE who are now in post, with a total of 2.8FTE in the service.

The process has remained the same, with the relevant cohort assessed and referred to the commissioned service to provide the support as necessary. Where the child and family have a wider need than the young carer aspect, this is identified and can be opened as a Support or Child in Need Assessment.

From 01 May 2024 the Young Carers Service moved to the Integrated Front Door. This supports the early identification of young carers via our Early Help Hub and MASH and places the Young Carers Assessors in a well-established service with strong performance oversight.

Local Practice Standards state that the Young Carers assessment should take place within 40 working days (national standard is 90 days) and initial visits within 20 days. This is reported via the case management system and reports produced for POG provide analysis around this as well as monitoring data around new referrals and how many young carers are referred on to the provider. From June this year, new practice standards were launched outlining that initial visits are to be completed within 10 days and assessments within 25 days, to follow the same standard as Support Assessments. Thematic audits have been added to the Directorates overarching audit schedule and are reported on in Audit SMT and quarterly reporting to the Performance and Outcomes Group. The upcoming themes are: Q2 Quality of Plans with provider, Q3 Assessment Quality and timeliness.

Our new team members will work closely with the new commissioned service (details below). They will also work closely with the Social Work/Early Help teams to develop understanding of young carers and the impact of their role. Children and young people with Social Workers or Family Key Workers will be assessed by their allocated workers with the support of the YC Assessment Service, to enable them to tell their story once, whilst ensuring that good quality assessments are completed.

The team will assess and offer bitesize training within the directorate (Families and Children's Services) to ensure our commitment to identifying young carers continues.

The provider

As of 1st April 2024, Youth Action Wiltshire are the contracted provider to support young carers and young adult carers (5-25) under the carers contract, their parent organisation Community First is also part of a wider consortium supporting carers over the age of 18.

Youth Action Wiltshire will be supported by a consortium of providers for adults led by AGE UK and including Alzheimer's support, Wiltshire Service Users Network and Citizens Advice Wiltshire in addition to Forward Carers for the new carers digital offer. Forward Carers will be supporting carers aged 10 years old and above with signposting, support groups and training as well as the carers emergency card and a 24/7 service 7 days a week.

Commissioning services have also increased funding to the Youth Voice Team to create young carer roles for voice, advocacy and secondary schools and colleges. In the upcoming year, the Voice and Participation Service in Wiltshire is poised to implement three roles aimed at elevating outcomes for young carers. The Young Carers Voice Worker is anticipated to be a linchpin in empowering young carers active involvement in the development of youth-led services. This includes the establishment of the Young Carers Council, driving innovative changes, producing comprehensive reports based on invaluable feedback, and implementing action plans derived from the insights of young carers. Moreover, efforts will be directed towards promoting youth-friendly consultation materials, and disseminating positive stories through strategic social media campaigns, thereby establishing a robust platform for impactful youth-led services.

The new contracted provider will be expected to create young carers support plans following the assessment, increase the number of young carers accessing services and support communities to understand the importance of young carers and keeping them involved in healthcare systems.

Upon receiving the assessment, Youth Action Wiltshire will identify the right support alongside the child and young person. This could be mentoring, respite, webinars and activity days depending on the individual needs. All young carers assessed to have a need, will join the young carer network.

Working Together

Youth Action Wiltshire and the local authority have collaborated on the Young Carers Assessment tool in participation with young carers, this will inform the support plan created by the provider. The new assessment tool is being uploaded to Liquid Logic to support the new ways of working with our young carers and gain the best information from an assessment. This will go live in July 2024. Once the 2FTE team members are in place a workshop will be held in August to review the process of how the assessments are handed over to the awarded provider.

Testimonies

Young Carers Quotes

“Wiltshire Young Carers Service has helped make me the person I am today.”

“I couldn’t have done some of the things I’ve done without the support I have had, not just from the staff but also from the other young people. “

“Wiltshire Young Carers Service, has stopped me being lonely. I now have people I can talk to and lots of things to look forward to”

“I’m so much happier, I have friends who understand me, I’m doing better at school and enjoying life”

“Being with other young carers means you can talk about things, without worrying about being judged or bullied”

Parent/Carer Quotes

“We are really grateful for the support from WYCS. Our son has a very poorly older brother & YC helps him voice & articulate how hard things sometimes are. YC provides respite with other children who get it. Thank you”

“Thank you for everything you do, the incredible support & the most amazing opportunities you provide for my children”

“Young carers have provided amazing opportunities for all three of my children that unfortunately I cannot normally provide. I think it's helped their confidence around new people & has helped them meet others who are in a similar position & knowing they're not alone.”

Young Carers Story, From A Cared for Person

"Both my children D aged 14 & E aged 8 have really found meeting other children in a similar situation helpful, as it makes them see they aren't alone. D really enjoyed the residential trip, spending a couple nights away from home, with other kids & doing activities with their Young Carers Support Worker. This has also been a massive help with E who is really struggling to leave my side due to worrying about me being on my own, she usually won't go anywhere with anyone bar her dad or best friend. But on meeting her Young Carers Support Worker she immediately said how cool she is & enjoys going off with WYCS doing crafting & arty things. E has been struggling a lot more than we realised with my health & it's having a big emotional trauma impact on her especially while at school knowing I'm home alone as she fears I will die alone.

The school now have her in ELSA & counselling, hoping that will help. Wiltshire Young Carers Service have been a massive help to her making her realise other parents are poorly too & it's not just her mum that's poorly & she's made a couple of young carers friends she enjoys seeing on trips etc. You guys really are heroes & we thank you for all your help & support."

Report completed by:

***Clare Smith, Service Manager for Integrated Front Door, Children and Young Peoples Disability Team and Canon's House
Georgia Tanner, Assistant Commissioner, Resources***

July 2024

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Carer friendly Wiltshire

All Age Unpaid Carers Strategy

2024-2028

Carer Friendly Wiltshire

All Age Unpaid Carers Strategy 2024 - 2028

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Foreword

We are delighted to introduce our joint Wiltshire All Age Unpaid Carers Strategy.

We recognise caring is an important part of life and it is unpaid carers - daughters, sons, partners parents, or friends, who often hold families together and fill the gaps in support that statutory services are not always able to provide.

This strategy has been developed following the Covid-19 pandemic, which brought the important role and experience of unpaid carers of all ages to the forefront. We understand that some unpaid carers would have struggled to manage additional hours of care during this time, and many would have felt the impact of increased anxiety, isolation, loss, and loneliness.

We hope that this All Age Unpaid Carers Strategy will help us to build on the achievements of the last joint strategy and will present some real opportunities for us to reaffirm our recognition and appreciation of the vitally important role that unpaid Wiltshire carers make to the cared for person and our communities .

We are committed to making Wiltshire Carer Friendly and we will do our best to ensure that support for carers in Wiltshire continues to develop and improve.

This strategy sets out some important priorities:

- ♦ Early identification and recognition of unpaid carers.
- ♦ Improved information and advice.
- ♦ The need for systems and services that work for unpaid carers.
- ♦ Improved health and wellbeing of unpaid carers
- ♦ Young unpaid carers having the same recognition and priority as adult unpaid carers, as well as access to information and support services

We want to thank our voluntary sector partners for helping to facilitate our engagement with unpaid carers of all ages .

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Cllr. Jane Davies
Cabinet Member for Adult Social Care, SEND and Inclusion
Wiltshire Council

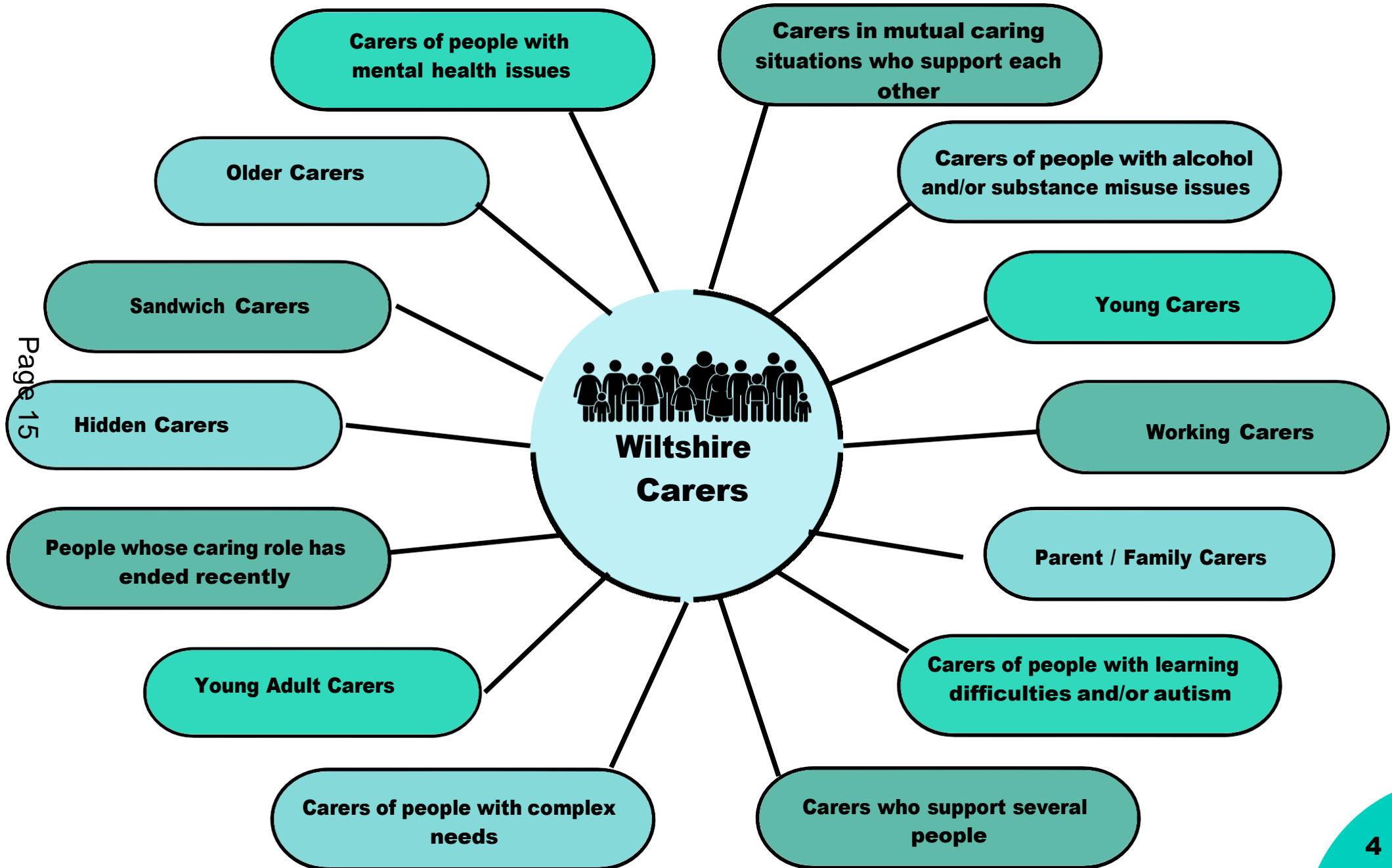


Cllr. Laura Mayes
Cabinet Member for Children's Services, Education, and Skills
Wiltshire Council



Cllr Richard Clewer
Leader of **Wiltshire Council** and Chair of
Bath and North East Somerset, Swindon and Wiltshire Integrated Care Partnership

This strategy is for all unpaid carers who live in or are caring for someone that lives in Wiltshire (excluding Swindon), including but not limited to:



Introduction

A person is a unpaid carer if they provide unpaid care to a family member, friend, or neighbour because of long-term physical , mental ill health , disability or care needs relating to old age.

Unpaid carers provide a range of support including personal care, emotional support, help with practical tasks such as shopping, and reminding or giving medication. Most unpaid care is provided by children and spouses. Research suggests that 1 in 5 children under the age of 18 provide some level of care.

As a society, we rely on unpaid carers, and improving support for unapid carers must be at the heart of how we meet the needs of both our ageing population and the demands on our health and social care systems. This is an issue that can affect any of us - the need to provide care for a friend, neighbour or loved one in our lifetime, often with very little time to plan. However, the impacts of being a carer are wide ranging: it affects carers' social and family lives; their mental and physical health; their education, work and income.

Wiltshire Council's vision is to encourage the development of strong communities ,where people can fulfil their potential, be actively involved and included in their communities, make informed decisions, have control over their lives, and be valued and included within society. In Wiltshire, we start from the strengths, talents and assets that each person has – this means looking beyond their diagnosis or needs, however important these may be.

This strategy describes how we will work together to make Wiltshire a supportive, carer-friendly place where the contribution of unpaid carers of all ages is valued and recognised, and where carers are able to live good lives alongside their caring responsibilities. The delivery plan that goes with it will set out how we will make that happen.

The term Carer Friendly Wiltshire was created and is a working concept by our former contract holder, Carer Support Wiltshire.

Quotes are from Wiltshire Unpaid Carers in 2022-2023

"I need to know where to get help in a crisis"

"I don't want to be treated differently to my peers"

"A break that is right for me is important - time to recharge my battery"

"I want to have choice and be able to find information that will support me in my caring role"

"My financial situation needs to be recognised - there is a financial impact to caring so I may need help"

"Quality services are important for both me and the person I care for"

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"I don't want to be seen as just an overprotective parent. I want to be listened to"

"I need to be prepared to adapt to changes"

"I want to be able to access support in my local community"

"Early recognition will help me to work longer"

"I matter too. I want to enjoy my own life and achieve my own goals"

"I want to access the right help as my life changes"

"I want to carry out my role safely"

"Peer support is really helpful"

"I want to have some support when my caring role ends"

"Caring can be rewarding but it can take its toll on your own health"

Our Vision and Aims

Our aim is to ensure that unpaid carers can maintain good physical and mental health and wellbeing, achieve a healthy balance between their caring responsibilities and a life outside of caring, whilst enabling the person they care for to enjoy a good quality of life.

The strategy has been shaped by the diverse range of unpaid carer voices in Wiltshire. They have told us that caring is often uniquely rewarding but sometimes incredibly frustrating. So many people do not realise they are unpaid carers; they do what they do because they love those they care for. They need our recognition, creativity, and tangible action so they feel confident, supported, and able to cope with the often tough demands they face daily.

Our vision

We want Wiltshire to be a carer friendly county, where communities recognise and support unpaid carers of all ages, so people do not feel alone in their caring role.

It is important that unpaid carers are able to continue to support the person they look after and care about, to a degree of their choosing; and that in doing this, unpaid carers are still able to look after their own health and wellbeing.

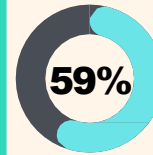
A) The impact of caring

The impact of caring is significant and varied. The financial value of unpaid care work in England and Wales is roughly equivalent to the annual NHS England budget. The quality of care provided by a family member will often be high-quality and personalised, to an extent which a paid worker arguably could not reach. However, caring can also negatively affect relationships, as well as the health, quality of life, education, skills, work status and income of the unpaid carer. Often the impact will be more negative for unpaid carers that provide personal care (such as helping to dress), care for 50 or more hours of care per week, and for those that live with the person for which they care.

The contribution that unpaid family members, partners, friends, neighbours and others make in caring for people with age-related frailty, disabilities, health conditions, substance misuse and other needs is enormous. New findings from Carers UK and the University of Sheffield show that unpaid carers in England and Wales contribute £445m to the economy every day – that's £162bn per year, roughly equivalent to NHS England's entire annual budget.

These impacts are felt disproportionately by some groups more than others, and this strategy will target the right support where it is needed most.

According to the 2021 Census, there are an estimated **5 million** unpaid carers in England and Wales. **(Carers UK, 2021)**



Nationally 59% of unpaid carers are women. Women are more likely to become carers and provide more hours of unpaid care than men. **(Carers UK, 2021)**

1 in **7**

1 in 7 unpaid carers in the UK are juggling work and care. **(Census 2021).**

1 in **5**

As many as 1 in 5 children and young people are young unpaid carers. **(Action for Children, 2023)**

B) Local profile

The proportion of the total population who provide unpaid care has dropped since the last Census^[1]; however, the number of people providing significant levels of unpaid care increased. Unpaid carers who provide more than 20 hours per week, and particularly more than 50 hours per week, are more likely to experience poor mental and physical health outcomes, lose out in the workplace, and feel unable to cope.

Page	2011 Census	2021 Census
% of population providing unpaid care for family, friends, neighbours etc	10.1%	8.7%
Number of carers providing more than 20 hours unpaid care per week	14,500	19,300
Number of carers providing more than 50 hours unpaid care per week	9,500	11,800

[1] This may be because the wording of this question in the Census changed between 2011 and 2021.

On Census Day 2021, there were approximately 5million unpaid carers in England and Wales – equivalent to 9.1% of the usual resident population aged 5 years and over. Nationally, a higher proportion of females than males are unpaid carers; a higher percentage of people living in the most deprived areas provide unpaid care, compared to people living in the least deprived areas. Almost half (41%) of unpaid carers are between 46-65.

1 in 7 unpaid carers in the UK are juggling work and care, and as many as 1 in 5 children are unpaid carers. The latest census data shows 166,000 young unpaid carers in England and Wales; however, there are estimated to be an additional 600,000 hidden young unpaid carers who may not be receiving any support.

We know that the number of unpaid young carers nationally is under-recorded, and this is likely to be reflected in Wiltshire. A survey of young people in 2020/21 provided stark evidence of the impact of caring on young people's lives:

- ◆ Young unpaid carers are significantly more likely to drink alcohol daily or weekly than their peers. 4% of young carers at primary school drink alcohol often / most days.
- ◆ Young unpaid carers are the group of vulnerable young people most likely to take prescription drugs recreationally.

National and local context

- Young unpaid carers at primary school are less likely to feel safe at home than their peers, and young unpaid carers are least likely to feel safe from crime.
- 36% of secondary school age young unpaid carers have either been a victim of domestic abuse or violence themselves or witnessed a family member being a victim.
- 33% of primary age young unpaid carers and 42% of secondary age young unpaid carers have spent money on gambling.

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 Less than two thirds of primary school age young unpaid carers and less than one third of secondary school age young unpaid carers feel confident about their future. Half of young unpaid carers have felt so worried, they cannot sleep at night.

- More than a third of young unpaid carers in Year 12 and above have self-harmed – the highest proportion in this age group.
- Amongst primary school pupils, young unpaid carers are the least likely to eat breakfast and are less likely to have 5 or more portions of fruit and vegetables per day.

Whilst we have made progress through the previous Wiltshire Carers Strategy, we still have further to go. Each year, unpaid carers nationally are asked five questions about their experiences of being a carer. Although carers in Wiltshire report better-than-

average satisfaction with the support they get, and often feel part of the decision-making process, they currently report poorer quality of life and social contact than the national and regional averages.

	Wiltshire	England	South West
% of carers who said they were extremely/very satisfied with Social Service support for carer or cared-for person	39.3	36.3	37.8
Proportion of carers who report that they have been included or consulted in discussion about the person they care for	65.7%	64.7%	66.5%
Proportion of carers who find it easy to find information about support.	58.9%	57.7%	61.5%
Carer-reported quality of life score	6.6	7.3	7.1
% of carers who reported they have as much social contact as they want	16	28	23.9

National policy and legislation

This strategy aligns with and supports implementation of national and local priorities

National policy / legislation / guidance



The Care Act 2014

The Children and Families Act (2014)

NHS Commitment to Carers (2014)

National Carers Action Plan (2018 - 2020)

The NHS Long Term Plan (2019)

The White Paper - Health and Social Care Integration (2022)

The White Paper - People at the Heart of Care: Adult Social Care Reform (2021)

NICE Guidelines

The Triangle of Care: A guide to best practice in Mental Health Care in England

Local policy / guidance



Wiltshire Council Business Plan 2022 - 2032

Wiltshire's Joint Health and Wellbeing Strategy

Wiltshire Joint Strategic Needs Assessment

Wiltshire Independent Living Strategy 2022

Wiltshire Autism Strategy 2022

Wiltshire Dementia Strategy 2023

Wiltshire Council and BSW Integrated Care Board (ICB) have worked with unpaid carers, practitioners, our local voluntary sector and other stakeholders to create a shared vision of what support for unpaid carers in Wiltshire should look like

In Spring 2022, Carer Support Wiltshire which is the former commissioned service for carers hosted a series of conversations with unpaid carers to explore experiences of providing unpaid care. This included a conference attended by around 30 unpaid carers, an online survey and 1:1 and group discussions with carers who attend CSW carer support groups. Separate sessions and workshops were also held with young unpaid carers.

The themes that emerged included:

- ◆ The importance of peer-to-peer support for unpaid carers to get the information and support they need.
- ◆ The need for professionals to be sensitive to and aware of the challenges unpaid carers face.
- ◆ The need for clearer communication between professionals and unpaid carers.
- ◆ Unpaid carers are often not aware of the full range of support that is available.

- ◆ Respite is still a critical part of helping unpaid carers manage their wellbeing, allowing them to take breaks from their caring role and access training.
- ◆ Training and support needs to be delivered flexibly so unpaid carers can access it at a time and a place that's convenient to their caring role.

Carer Support Wiltshire has written a report summarising these conversations, in which they review the experience of being an unpaid carer:

“Many unpaid carers go on a journey that is uniquely rewarding but sometimes incredibly frustrating. Their experiences may reflect that of others, but the diversity of unpaid carers and their loved ones means that one size does not fit all when it comes to finding solutions. So many people do not realise they are unpaid carers; they do what they do because they love those they care for. They need our recognition, creativity, and tangible action so they feel confident, supported, and able to cope with the often-tough demands they face daily.”

Feedback sessions and workshops were held with young carers in schools and young adult carer groups to explore:

- ◆ What makes you feel good about yourself?

Working together

- ◆ What has helped you in your caring role?
- ◆ What would help you to manage your role and achieve your goals in life?

Young unpaid carers reported that they need their caring role to be recognised and appreciated, and that they require support (1:1 and peer support) around developing skills, counselling and other mental health support for their emotional health and wellbeing, and access to breaks.

Working together will continue and will include partnership with a range of voluntary sector organisations using different models of engagement to make sure there is good insight into harder to reach communities.

Engagement with unpaid carers that have or are experiencing looking after someone with dementia was also conducted over the Summer of 2023 to inform our dementia strategy at Wiltshire Council. This consisted of group sessions held in Trowbridge, Salisbury and Corsham.

The main outcomes of this were:

- ◆ Understanding an unpaid carer and their role when the cared for moves out of the family home
- ◆ The impact of COVID on families and people with a diagnosis of dementia

- ◆ A guide for families when receiving a diagnosis
- ◆ Peer support

This will support and inform dementia commissioners on what works well for the unpaid carer and family members as well as the person being diagnosed ensuring a whole family approach and more joined up working in commissioning.

Lastly, Wiltshire Council commissioned over the late summer/autumn of 2023 an external provider to hear and relay Wiltshire carers voices since the change in contract in 2018.

This provider has encouraged unpaid carers of all ages and backgrounds to use the creative arts to talk about their experiences and lives as a carer, through the uses of:

- ◆ Poetry
- ◆ Song writing and music
- ◆ Movement, performance through play
- ◆ 360 film making and animation

Achievements from the last strategy

Outcome 1

- ◆ Carers cafes in every area (support group for other carers to get together)
- ◆ Bereavement groups
- ◆ Health checks at GPs surgeries (this is a expectation in the GP accreditation)
- ◆ Schools accreditation launching

Outcome 2

- ◆ Training provided to unpaid carers by Wiltshire Council (manual handling, safeguarding yourself and understanding autism)
- ◆ Hospital liaison service commissioned

Outcome 3

- ◆ Cost of living crisis support by public health
- ◆ Free cooking classes, slow cookers and vouchers given to select young unpaidcarers
- ◆ Wiltshire Council employment of young unpaid carers
- ◆ Citizens advice specialist services for unpaid carers

Outcome 4

- ◆ Monthly meeting with unpaid carers commissioners
- ◆ Events for carers week
- ◆ GP and schools accreditation

Outcome 5

- ◆ Regular engagement events
- ◆ Unapid carers sit on the Wiltshire carers forum as members
- ◆ Hospital liaison service

Priority outcomes

Our priorities are informed by the outcomes that unpaid carers have said are important to them. We have worked with unpaid carers, care professionals and partner organisations to design our approach to supporting and working with unpaid carers under the vision of a carer-friendly Wiltshire.

Our priorities are not ranked in importance and they will all be equally considered throughout the lifetime of the strategy.

Priority 8

Awareness raising in communities, within schools, and workplaces and services
Unpaid carers to be expert partners in the growth and monitoring of services

Priority 7

Unpaid carers are able to share their experiences, and have a wide range of social opportunities in order to reduce isolation

Priority 6

Unpaid carers are supported to transition from their caring role when the time comes

Priority 5

Unpaid carers have access to information and services which support their health and wellbeing

Priority 8



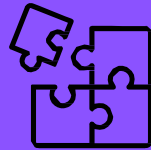
Priority 7



Priority 6



Priority 5



Priority 1



Priority 2



Priority 3



Priority 4



Priority 1

Unpaid carers are identified, recognised and offered support if they need it, at the earliest opportunity.

Priority 2

Unpaid carers with different needs are able to access the right support and information when they need it, in the way that works best for them.

Priority 3

Unpaid carers have fair access to support and information on financial matters and their rights

Priority 4

Young unpaid carers are able to thrive and develop educationally, personally and socially, and are protected from excessive or inappropriate caring roles.

Additional priorities

Safeguarding unpaid carers

We are committed to ensuring our unpaid carers are included in conversations or enabling safeguarding practices, Unpaid carers themselves can be in situations at times that are considered at risk. We are committed to support unpaid carers through training for carers including: manual handling, understanding legal power of attorney, and understanding autism . Through working with unpaid carers, we will better understand what support we need to develop. We are also exploring more ways to ensure each unpaid carer has a carers emergency card in different forms to promote the importance of having a contingency plan.

Unpaid carers can also be vulnerable with their own needs so we should ensure that we continue engagement with internal social care teams, hospital and local charities to support with social care support, staying safe online and combating social isolation.

Parent carers:

We have identified that being a parent carer can be one of the longest caring roles, with many parents not realising that having a child with additional needs could make them a parent carer. If your child relies on you for support with a learning disability, neurodivergent diagnosis or mental health condition this does leave you eligible for support as a parent carer. We work closely with our Wiltshire Parent Carer Council, Growing up and Moving on Team, Local Offer Team and the commissioned carers provider to ensure that parent carers are supported through their child's educational and life journey as well as creating social and wellbeing support to continue life as a parent.

Mental health in carers:

From a recent survey (2023) conducted by Carer Support Wiltshire 98% of unpaid carers feel stressed about their caring role, 90% feel mentally exhausted and 60% express the need for more emotional support.

Whilst there is good work happening with our commissioned providers it is important that Wiltshire Council and Wiltshire ICB ensure that support is also provided. We will be working with our Training and Development team to create mental wellbeing training, working with public health to develop respite offers that include healthy weight management and healthy mind and Warm and Safe Wiltshire to develop support to carers struggling in the cost of living crisis.

Caring steps together:

Caring Steps Together has been devised to support individuals who are admitted to hospital. One of the aims is to make it easier for those with care needs and their unpaid carers to access information related to discharge.

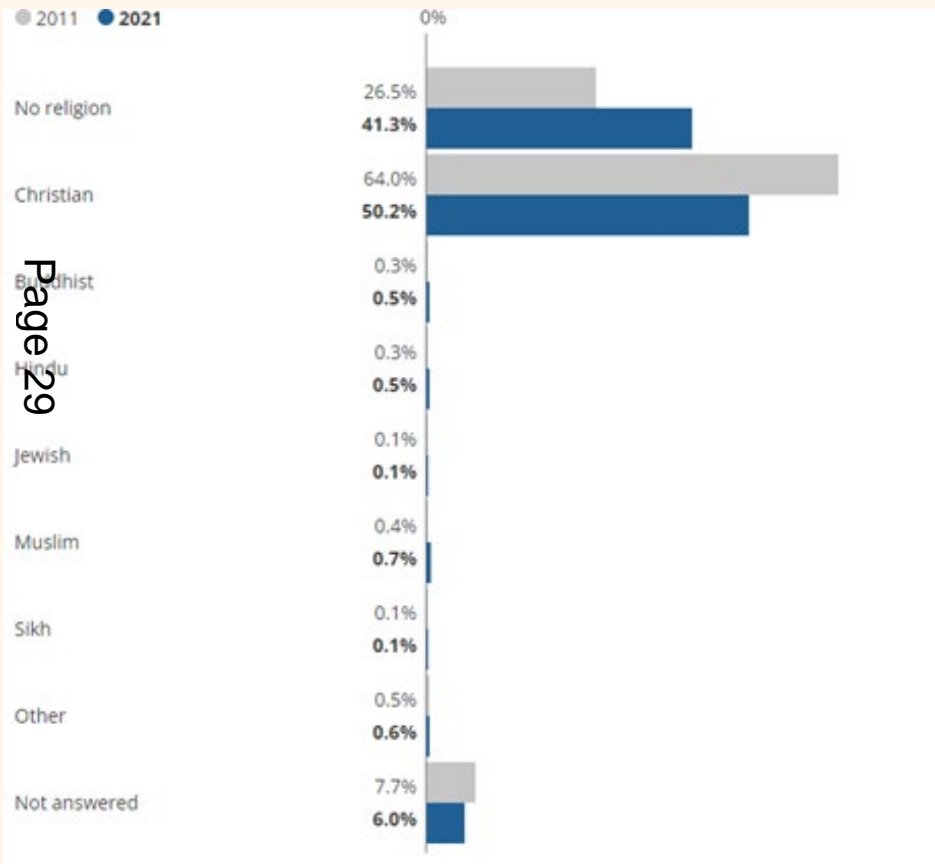
Caring Steps Together offers a range of leaflets and videos about planning for discharge, including what help is available to support the process of leaving hospital and adjusting to returning home.

Caring Steps Together recognises the importance of carers throughout this process and, where appropriate, encourages them to participate in developing the support plans.

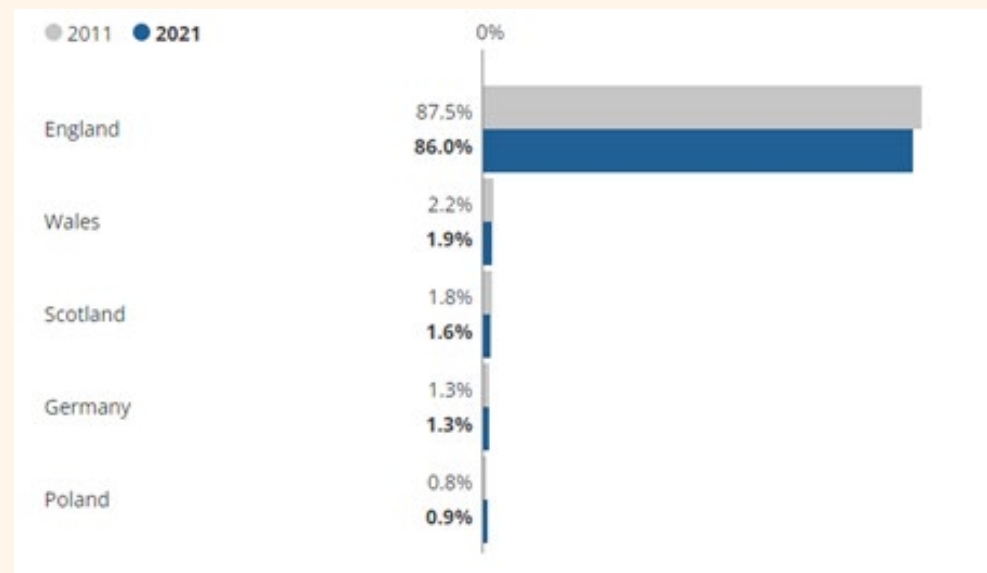
Diversity in Wiltshire

From the census data we are able to understand how Wiltshire is changing culturally, this will help us ensure that services are created to support unpaid carers from different cultures and languages to be supported whilst supporting other people.

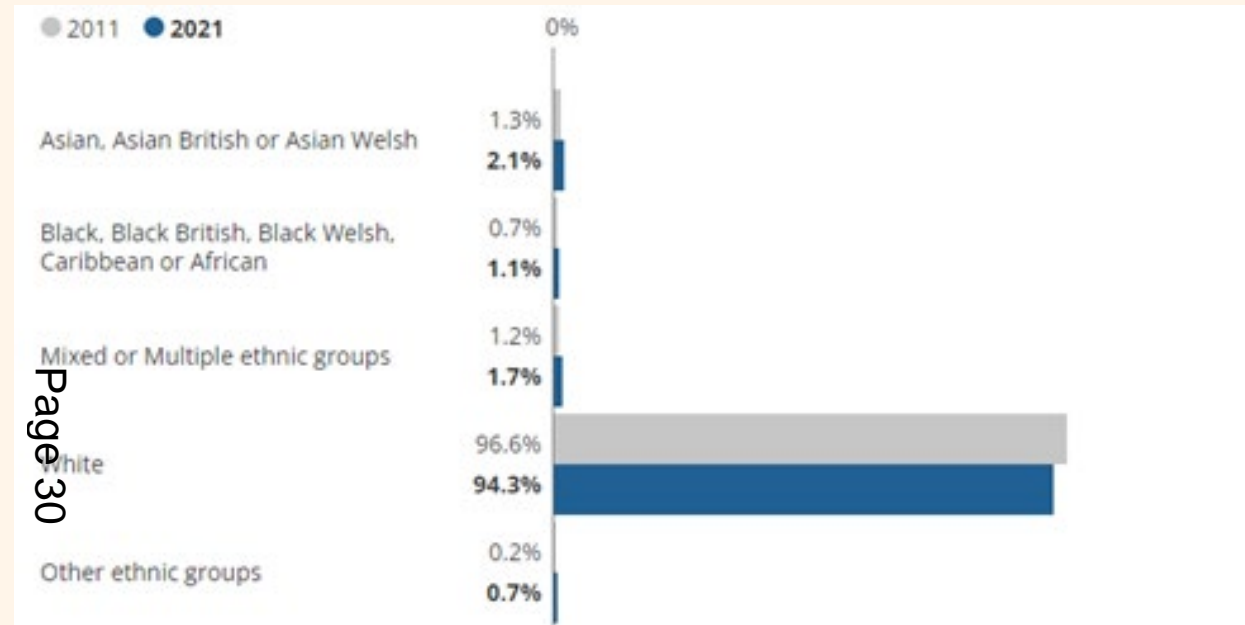
Percentage of residents in Wiltshire stating they have a religious affiliation:



Percentage of residents in Wiltshire country of birth:



Percentage of residents ethnic group



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12% of the population of Wiltshire are either currently serving in the armed forces or part of the veterans/ex-military community , so this is an important area to ensure support ties in with existing services for this community.

Principles underpinning the delivery plan

Community recognition and understanding of the issues faced by unpaid carers of all ages

The needs of cared for and unpaid carer should not be seen in isolation of each other

Readily available information and support to access services for children, young people and adults

Working together to commission a range of easily accessible services to support unpaid carers

Personalised care

Organisations working together

Reducing social isolation of carers

Delivery plan

Community engagement	Easy access to information and assessment	A range of personalised support	Support during crisis	Support when the caring stops
Review and extend the unpaid carers champion role	Online assessment tools as well as paper based information and support	Online resources for workplaces on supporting carers at work and into employment	7 day a week 8am-8pm urgent community response services	Counselling support and mentorship
Community meeting events	Range of assessors including social prescribers, hospital carer liaison, social workers and school-based champions	Developing flexible at home and residential options for respite care for self-directed support	Unpaid carers advanced care planning support	Bereavement support
Young unpaid carer community projects	WC dedicated web page and links to delivery partners. Financial assessment tools to maximise benefits, financial advice	Manual handling training , end of life care, as well as CV support and careers advice	Unpaid carers hospital based liaison	Housing and employment advice
Awareness raising projects in workplaces and communities	Broad communications campaigning and events throughout the year to raise awareness on key issues	Expert unpaid carers mentor role developed. Health checks for all carers Wiltshire Carers passport with wellbeing benefits	Safeguarding for young unpaid carers	Support for 18 months after caring role has ended

Measures

OUTCOMES REQUIRED	MEASURES
I want to access support , contribute to and be valued by my community (inc. work, education, family & social life)	100 % of identified unpaid carers receiving carer assessment & review Satisfaction survey of unpaid carer services & experience of being a carer Improvement year on year of 31% of young unpaid carers satisfaction to 85% Improvement year on year from 42% adult unpaid carers satisfaction to 85% School attendance/attainment for young unpaid carers Active identification of people with LD living at home with older parents, Increase number of carers registering for a carer contact card
I don't want to be financially disadvantaged because of my caring role	<ul style="list-style-type: none"> •Referrals to / uptake of financial advice •Impact of caring on working hours
I want good mental and physical health and wellbeing	Referrals to / uptake of mental health services (inc. counselling, psychotherapy) Caregiver Strain Index Number of unpaid carers registered as a carer with GP
I want to be identified as a unpaid carer, recognised as an expert partner and be informed, involved, included and listened to	Access to training Survey of unpaid carers feeling involved in decision-making around the cared-for person
I want to spend quality time on myself, away from my caring role	Number of people receiving respite increasing from current baseline Number of hours respite provided from current baseline Number of unpaid carers able to have personalised support increases year on year
I want to be able to adjust to transitions in life, including a life outside of caring when the time comes	Access to bereavement counselling support Access to employment and financial advice Access to support for 18 months after caring ends
I want early support to prevent crisis	Number of referrals to rapid response reduce from baseline Number of emergency admissions to hospital for cared for persons reduce from baseline Working with community hospitals and the three acute hospitals to develop an accessible support system for treating carers in hospital

"BSW"

Bath & North East Somerset, Swindon and Wiltshire

"Hidden Carers"

Hidden carers are those who may not recognise themselves as a carer and consequently are less likely to access support. Some studies suggest that identification as a carer and seeking support can vary across the spectrum of caring, with some carers being more at risk of being hidden. For example, those who do not care for people with very complex and/or intensive needs are more likely to be hidden. Parent carers of children and young people with SEND, may not always recognise themselves as a carer. There can also be a resistance to adopting the label of 'carer' because of close family relationships.

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"Sandwich Carers"

There is an increasing number of 'sandwich carers' (Carers UK estimate 2.4 million in the UK) - those looking after more than one person at the same time. For example, caring for young children and caring for older parents. This terminology can also be used much more broadly to describe a variety of multiple caring responsibilities for people in different generations.

"Working Carers"

An increasing number of people are having to work longer, often beyond retirement age. According to the 2021 Census, the largest proportion of carers are in employment either full or part-time. This means that carers are often juggling working with caring responsibilities and some with multiple caring responsibilities.

"Young Carers"

A young carer is someone aged 18 or under whose life is affected by caring for at least one family member, over and above just 'helping out'. Young carers might look after, parents, grandparents, siblings or close relatives.

"Parent/Family Carers"

Parent and family carers can provide support for their children, including grown up children if they cannot manage without their help. They can be ill, disabled or have mental health and substance misuse problems.

"Strategy"

Outlines the key priorities we'll focus on for carers services over the next five years and the vision of Wiltshire Council. It describes how we'll work together to improve the health and needs of carers and provide support when needed. The plan has been developed by listening to carers living in Wiltshire in our communities, our partners and stakeholders.

"Unpaid Carers"

Carers who are not employed by a business and not receiving a typical wage to care for the person they are caring for, this does not include incomes such as: benefits or employment for another job.

"Outcomes"

Focusing on achievements for the carers due to the changes in processes and services.

"Priorities"

Important factors based on importance to Wiltshire Council and Wiltshire carers.

ICB

Integrated Care Board



Carer's Charter and Memorandum

Carer's Charter and Memorandum 2024

Carer's Charter

A carer is anyone who cares, unpaid, for another person usually a family member or friend who due to physical or mental illness, disability, frailty, or addiction could not always manage without this support. This is not the same as someone who provides care professionally or through a voluntary organisation. This Charter applies to unpaid carers of all ages including Young Carers and Parent Carers.

At Wiltshire Council we are grateful to the unpaid carers who are employed by us, and those in the community, for the hard work and dedication they have to their unpaid caring role. We know that unpaid carers in the community keep the social care sector afloat, and unpaid carers employed by us ensure that Wiltshire Council remains successful every day.

To create a Charter and Memorandum allows Wiltshire Council to show our commitment to unpaid carers and ensure the respect for and value of unpaid carers is always upheld within our organisation.

This Charter has been co-produced with our unpaid Carers Champion, Helen Dowse, and unpaid carer & Independent representative of carers, Anne Ward Ongley, both extremely valued by Wiltshire Council, and with many years' experiences in their respective roles.

Our commitment to carers:

- Training to social care staff working with unpaid carers as part of their role.
- Training to unpaid carers to support with their role.
- Co-produced unpaid carers strategies
- Co-produced contract for unpaid carers services
- Creation of unpaid carers champion role

Training to social care staff:

Social care staff for both children and adults play a major role in identifying people who do not know they are unpaid carers, supporting unpaid carers to continue their caring role, and maintaining regular contact with unpaid carers regarding the person being cared for. Social care staff receive training; however, we do know that there is nothing like hearing from the people affected personally to allow a greater understanding of what the caring role means. Therefore, Wiltshire Council commit to reviewing the unpaid carer training in social care and ensure that lived experience runs throughout the training.

Training to unpaid carers:

Regardless of unpaid carers being employed by Wiltshire Council, unpaid carers are undertaking caring roles that can cause damage to themselves. To ensure that we support unpaid carers to be able to care for longer, and protect their physical and mental health, Wiltshire Council commit to training unpaid carers each year on basic first aid, manual handling, and stress awareness, without charge. The training will be made available across Wiltshire, face to face or online.

Co-produced unpaid carer's strategies:

A strategy helps plan the actions and goals for Wiltshire Council for several years ahead, and Wiltshire Council use strategies as a form of commitment to Wiltshire residents but also to set a precedent for other strategies and contracts affecting the group of people it is committed to. Strategies normally commit up to 5 years for the Council to support any actions created. Co-production and engagement are important to ensure that unpaid carers of all ages, and caring for people of all diagnosis's past, present or future, are aware when a strategy is being created and support feeding into the creation of the strategy.

Robust and co-produce contract for unpaid carer's services:

Wiltshire Council and Wiltshire Integrated Care Board (ICB) currently co-fund a Wiltshire unpaid carers contract that commits to support services in Wiltshire. This is to ensure that whilst great work is happening inside Wiltshire Council, there is also great work happening in the community with partners from the voluntary sector. Wiltshire Council is responsible for the commission of this contract and again must use the unpaid carers' voices and experience to ensure the best use of public funds in the support to unpaid carers.

Creation of unpaid carers champions role:

The unpaid carers champion role is a voluntary role for Wiltshire Council specifically supporting unpaid carers in the community. Wiltshire Council holds this role in high regard as carers champions enable Wiltshire Council officers and members to hear the unpaid carers' voices in the community. They also do a crucial job of supporting unpaid carers that choose to seek guidance from them. Wiltshire Council commit to shape a varied volunteer role to support unpaid carer initiatives in the community and to support our champions with sharing unpaid carers voices inside the Council.

Memorandum of Understanding

The value of unpaid carers in Wiltshire has been recognised with the signing of the unpaid carer Memorandum of Understanding (MoU) by representatives in the council, to commit to a suitable working environment for unpaid carers at Wiltshire Council as well as for unpaid carers living in Wiltshire.

The MoU was developed by Wiltshire Council unpaid carers commissioner, a Wiltshire Council unpaid carer's champion and an unpaid carer & Independent Wiltshire unpaid carers representative, to promote the importance of unpaid carers and the support they give to Wiltshire Council.

"People who have caring responsibilities are proud to be a carer and we are incredibly grateful for their support, it is therefore vital that we help them carry out their responsibilities and this is our commitment to do just that."

Richard Clewer, Leader of Wiltshire Council & Chair of the Health & Wellbeing Board

“It is important that our carers are able to access the support they need. I am pleased to support this charter for carers of all ages and hope it supports them to enjoy their lives and achieve their potential whilst caring for their loved ones.”

Terence Herbert, Chief Executive, Wiltshire Council

“Our unpaid carers pay a high price for looking after those they care for, day in day out. They make sacrifices and put other people's needs first. We want our unpaid carers to feel supported to be able to enjoy life and achieve their goals and ambitions while they are caring. We want to ensure those people have opportunities to have a break, have support for the person they are caring for and also have access to the many opportunities available to them and a network of peers and those who can help”.

Cllr Jane Davies, Cabinet Member for Adult Social Care & SEND & Inclusion

“In this charter we seek to build on achievements made to date and will look to improve outcomes for young carers and young adult carers further. It is important that the carers journey is a positive one, particularly for young carers and those carers who receive a statutory carers assessment.”

Cllr Laura Mayes, Lead Member for Children's Services

“Carers are the true epitome of the term unsung heroes, and even though most of their day-to-day work takes place behind closed doors, and without much fanfare, the impact of these every day heroes is something that cannot be overlooked.

“Not only do carers offer a lifeline to friends and loved ones living with debilitating physical, as well as mental, conditions, their invaluable work contributes millions of pounds worth of immeasurable value to the NHS each and every single day, and I know I speak for my whole organisation when I say we are very much in their debt for all that they do.”

Sue Harriman, Chief Executive. BANES, Swindon & Wiltshire ICB

“Our priorities and commitment to carers has been co-produced with them; they know what they need and what more we can do to support them. We will continue to work together as we develop our services in Wiltshire.”

Emma Legg, Director for Adult Social Care

“Carers, adults and children, show unwavering commitment to their loved ones, day in day out. I hope this charter shows them how we value their contribution and our commitment to support them continue to care for their loved ones whilst living a fulfilling life themselves”.

Lucy Townsend, Corporate Director for People & DCS

From the 2021 census data in Wiltshire 42,260 people were looking after someone without being paid when the census was carried out, 8.6% of the population over five years old in the area, with estimated care costs of £273 million.

By signing the MoU the representatives place on record their commitment and thanks to recognise and support unpaid carers according to the priorities set out in the 2024 strategy.

Priority 1- unpaid Carers are identified, recognised, and offered support if they need it, at the earliest opportunity.

Priority 2- Unpaid Carers with different needs can access the right support and information on financial matters, and their rights.

Priority 3- Unpaid Carers have fair access to support and information on financial matters, and their rights.

Priority 4- Young unpaid carers can thrive and develop educationally, personally, and socially, and are protected from excessive or inappropriate caring roles.

Priority 5- Unpaid Carers have access to information and services which support their health and wellbeing.

Priority 6- Unpaid Carers are supported to transition from their caring role when the time comes.


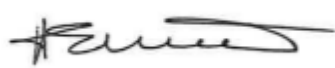
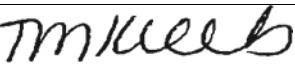

Priority 7- Unpaid carers can share their experiences and have a wide range of social opportunity to reduce isolation.







Priority 8- Awareness raising in communities, within schools and workplaces and services. Unpaid carers to be expert partners in the growth and monitoring of services.

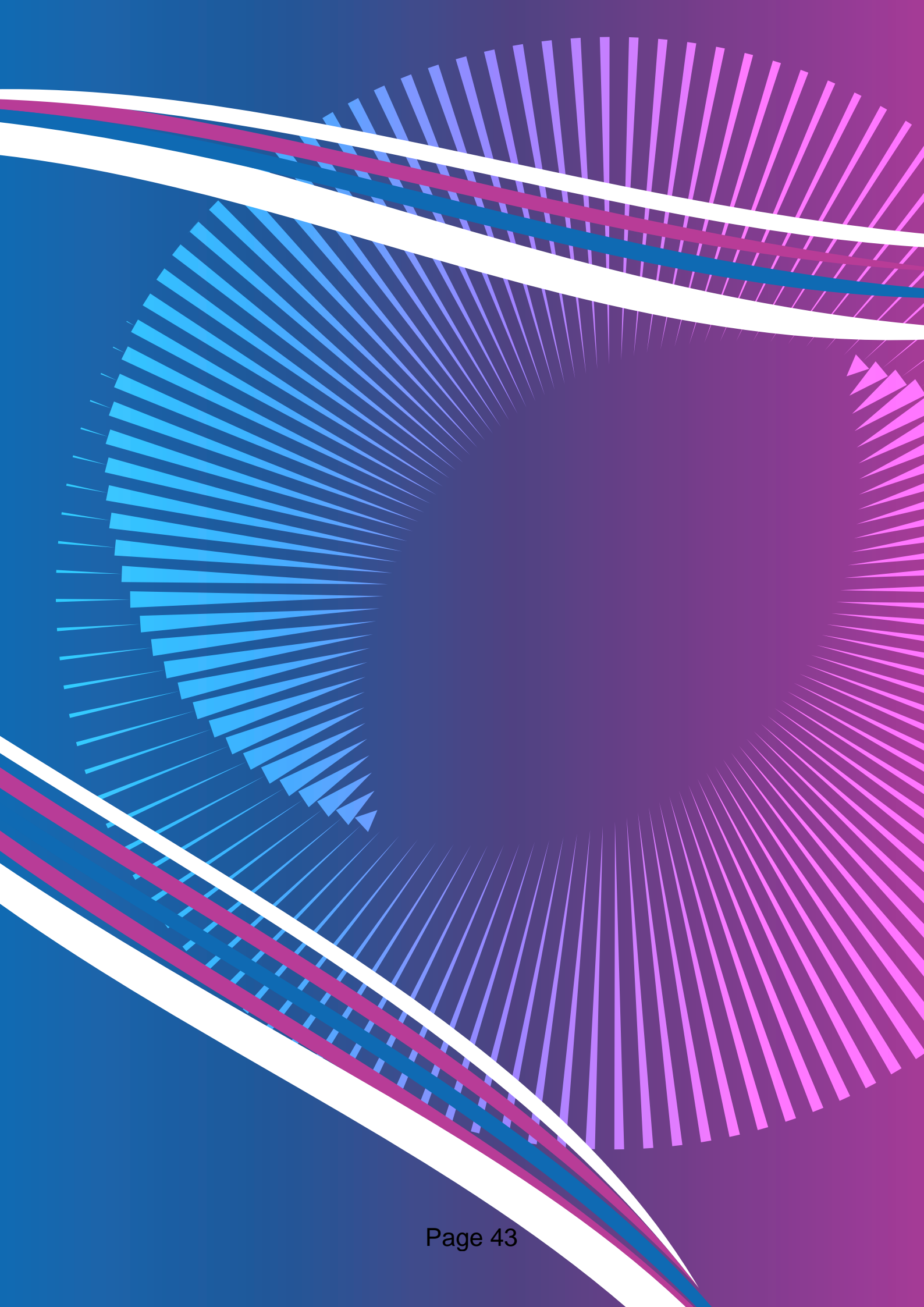
Additional priorities:

- Supporting young carers in education setting to achieve their full potential and raise the young carers attainment data in Wiltshire.
- Explore ways to support unpaid carers who are members of staff to continue employment at Wiltshire Council.

Representative of Wiltshire Council have signed the MoU:

Job Title	Signature	Print
Chief Executive of Wiltshire Council		Terence Herbert
Commissioning director of Wiltshire Council		Alison Elliott
HR Director of Wiltshire Council		Tamsin Kielb
Adults social care director of Wiltshire Council		Emma Legg

Childrens social care director of Wiltshire Council		Lucy Townsend
Chair of the Health and Wellbeing Board		Cllr Richard Clewer
Leader of Wiltshire Council		Cllr Richard Clewer
Deputy Leader and Cabinet Member for Children's Services, Education and Skills		Cllr Laura Mayes
Cabinet Member for Adult Social Care, SEND and Inclusion		Cllr Jane Davies
Chief Executive, Banes, Swindon & Wiltshire ICB		Sue Harriman



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Wiltshire Council



dated

2023

**Agreement for the Provision of Carer Support Services for
Young carers and young adult carers age 5yrs to 25yrs**

Lot 1 AC1852

SPECIFICATION

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INTRODUCTION

1 Preamble

- 1.1 This Specification describes Wiltshire Council's (the **Authority**) requirements for the [Carer Support Services for Young carers and young adult carers age 5yrs to 25yrs] (the **Contract**).
- 1.2 The Supplier shall deliver the Services in accordance with the requirements set out in this Schedule 2 (Specification).
- 1.3 In this Specification, the words and expressions used shall have the meanings set out in Schedule 1 (Definitions, of the Conditions of Contract).

2 Scope

2.1 The Contract shall include the following Services:

- 2.1.1 Wiltshire Council (WC) and BSW Integrated Care Board (ICB) wish to commission a service provider to support unpaid carers aged between 5-25* years old in Wiltshire. This commissioned service is part of an overall support framework for young carers which includes actions and guidance for schools, family hubs, communities, employers, the voluntary sector, and statutory partners.
- 2.1.2 The service will be provided for young carers up to the age of 18 and young adult carers up to the age of 25. These groups of young carers are recognised as having different needs and as such there is a requirement for separate age-appropriate support. The support for the young adult carers between the age of 16 and 25 is expected to be delivered in collaboration with the adult carers service, which is commissioned to deliver adult carer needs assessments (from 18 years plus). The vision is for the young adult carer provider and adult provider to complete a full, safe transition of the carer to adult carer services and support on their 26th birthday.
- 2.1.3 The service provider will be required to work with all referred unpaid carers aged between 5-25 years old who live or are registered with a GP in Wiltshire.
- 2.1.4 A young carer is a child or young person under 18 years old who spends time looking after or helping a family or household member that would find it difficult to cope without this help. The person may require support from a young carer for a range of reasons, including because that person has physical or mental health or emotional well being needs, disabled or uses alcohol or other substances. Most young carers look after a parent or a brother or sister. A young carer may be caring for more than one person, for example, a parent and a sibling.
- 2.1.5 A young adult carer is a carer 'in transition to adulthood' and aged between 16* and 25. This service provider is expected to support young adult carers in the transition stages of their life by working with the awarded adult carer provider(s) closely to ensure that although the support will be provided by the young carer and young adult carer provider the carers 18-25 will be entitled to support from the awarded adult carer provider also, the expectation is that this cohort of carers do not tell their story more than once and therefore the awarded provider of this

contract must develop a close working relationship with the awarded provider(s) in the adult carer lots.

- 2.1.6 *It is expected the provider understands that although a young person is considered an adult at 18, the support to transition must start at 16 to enable them to be fully prepared for adulthood and transition accordingly.
- 2.1.7 A important consideration to this specification is that in October 2023 52% of 63 young carers referred to our current carers provider were sibling carers, the provider will need to be aware that within this contract Wiltshire Council considers siblings that fit certain criteria as carers and should be treated as such throughout the entirety of this contract.
- 2.1.8 Young carers and young adult carers, and the people they support, are from all backgrounds, cultures, and religions, with a diverse range of needs. Young carers are more likely than their peers to have a special educational need or a disability, meaning they may have care and support needs of their own.
- 2.1.9 All service providers are expected to maintain a relationship with carers at least 18 months after their caring role has ended, appropriate to the carer and their wishes.

GENERAL

3 Outline

All the paragraphs in this General Service Specification section are applicable to all the Services and shall apply throughout the Contract Period.

4 Authority's strategic outcomes

4.1 The Authority requires the achievement of the following key strategic outcomes:

- 4.1.1 **Strategic Outcome 1:** to identify and support young unpaid carers and young adult carers equitably throughout Wiltshire, through increasing the number of carers supported year on year and to increase young carers satisfaction in the service provided; and
- 4.1.2 **Strategic Outcome 2:** [to work with Wiltshire Council and other key providers to improve the lives and reduce isolation of young carers and young adult carers.

5 Social value

Service Output 1 - The Supplier supports the Authority by delivering Services which contribute to improve the economic, social and environmental well-being in the Authority's area.

- 5.1 The Supplier shall produce and submit to the Authority within one (1) month in advance of the Service Commencement Date a Community Benefits Plan to deliver benefits and social value in the Authority's area.
- 5.2 The Supplier shall, throughout the contract term and at least annually, review, update and submit to the Authority the Community Benefit Plan.

5.3 In the delivery of the Services, the Supplier shall comply with the requirements of the Public Services (Social Value) Act 2012.

5.4 The Supplier will agree with the Contract Manager, proportionate actions they will take through the duration of the contract to identify and reduce their carbon emissions. This would include:

- Assessing their carbon footprint and identifying the biggest source of greenhouse gas emissions from their operations.
- Collecting data (e.g., energy use and mileage) in order to establish a baseline for greenhouse gas emissions and set up plans to reduce them.
- Report data and progress to the Contract Manager.

6 **Quality Systems**

Service Output 2 - Accredited Quality Systems are in place throughout the Contract.

6.1 The Supplier shall:

6.1.1 design, maintain and keep in force management systems that are certified by a UKAS certified assessment body (or a body of similar standing) as covering the scope of activities detailed in this Specification and covering the local premises used for the delivery of the Services, and to the minimum following standards:

(a) BS EN ISO 9001:2015; and

(b) BS EN ISO 14001:2015

6.1.2 obtain certification, as a minimum to the above standards, within the first 12 months of the Service Commencement Date; and

6.1.3 permit the Authority's Representative access to and inspection of all relevant records and information relating to the maintenance and accreditation of the quality systems, including verification by external inspectors and auditors.

7 **Performance management, monitoring and reporting**

Service Output 3 - The Supplier delivers and takes ownership of the Key Performance Indicators for all relevant Service activities. Appropriate mechanisms for measuring and reporting Key Performance Indicators are developed, agreed with the Authority's Representative and applied in the relevant performance management reports.

Service Output 4 - The monitoring of the Contract by the Supplier reflects the actual performance of the Services, identifies and improves poor performance and resolves issues in a timely manner, with regular liaison with the Authority.

7.1 The Authority requires the Supplier to monitor its own performance against the requirements of this Contract and to report to the Authority on its performance of the Services using the appropriate performance management reports set out in Table 1. The Supplier shall notify to the Authority's Representative any performance defaults and rectify such defaults as set out in Schedule 5, Payment and Performance.

- 7.2 The Supplier shall provide electronic means, using a Web based Management Information System (**MIS**), as detailed in section 9, which is accessible by the Authority to provide real-time data relating to the Service. The MIS shall be compatible with the Authority's current systems for producing the performance management reports.
- 7.3 The Authority has provided the suite of performance management reports that it considers appropriate for the management and reporting of the performance of the Services in Table 1. Bidders will be required to support the development of the content of this report as part of their tender submissions.
- 7.4 The suite of performance management reports that shall be required are set out in Table 1.

Table 1 – Performance management reports required under the contract

Report	Frequency	Reference
Monthly Performance Management Report	Monthly (no more than 5 Working Days after the last day of the month)	Section 7.5 of this Schedule
Quarterly Performance Management Report	The report summarises the previous monthly performance management reports	Section 7.6 of this Schedule
Annual Service Report	The report summarises the performance achieved by the Supplier during the Contract Year	Section 7.7 of this Schedule
Annual Service Improvement Plan	The plan provides a strategic overview of the service initiatives that are planned for the next Contract Year	Section 7.8 of this Schedule

7.5 **Monthly Performance Management Report**

- 7.5.1 The Supplier shall provide the Authority's Representative with a Monthly Performance Management Report. The report shall be produced no later than 5 Working Days after the last day of the month to which it relates, in a format approved by the Authority's Representative, and shall include data and information regarding:
- (a) Progress against mobilisation plan I year 1
 - (b) Progress against activity targets ;
 - (c) Performance against KPIs;

7.5.2 The Authority shall verify the Supplier's performance monitoring and inspection regime. The Authority's Representative will carry out random inspections of Services and will notify the Supplier of any performance failures in writing. Data collected by the Authority shall be utilised to audit the Supplier's Monthly Performance Management Reports.

(a) ;

7.6 **Quarterly Performance Management Report**

At the end of each quarter, the Supplier shall provide a summary of the previous Monthly Performance Management Reports for that quarter just ended. The report shall cover the same data and information topics as the Monthly Performance Management Report as detailed in paragraph 7.5 above.

7.7 **Annual Service Report**

The Supplier shall develop, to the approval of the Authority's Representative, and subsequently provide an Annual Service Report. The Annual Service Report shall summarise the performance achieved by the Supplier during the Contract Year and cover the same data and information topics as the Monthly Service Report detailed in paragraph **Error! Reference source not found.** above.

7.8 **Annual Service Improvement Plan**

7.8.1 The Supplier shall develop, to the approval of the Authority's Representative, and subsequently provide an Annual Service Improvement Plan. The Annual Service Improvement Plan shall provide a strategic overview of the service initiatives that are planned for the next Contract Year and include information regarding:

- (a) the Supplier's proposals for improvements to the Service; and
- (b) Others.

7.9 **Contract management review meetings**

7.9.1 The Authority's Representative and the Supplier's Representative shall unless otherwise agreed pursuant to paragraph 7.9.3 meet once every calendar month, the first such meeting to be held within one (1) Month of the Services Commencement Date.

7.9.2 The purpose of each meeting shall be to:

- (a) review and discuss any day to day issues arising out of the provision of the Services;
- (b) consider any improvements to the provision of the Services; and
- (c) review and discuss any other matters relating to the provision of the Services.

7.9.3 At any time the Authority's Representative and the Supplier's Representative may agree to reduce the frequency of the meetings, but not so that they should occur less frequently than every two (2) Months.

8 Business Continuity Planning and Emergency Management

Service Output 5 - The Business Continuity Plan and Emergency Management are designed, maintained, reviewed and, where necessary, implemented by the Supplier to reduce, mitigate and/or negate the impact of failure of the Services in whole or part. The Supplier provides means, including a phone line, through which it can be contacted and reached 24 hours a day.

8.1 The Business Continuity Plan and Emergency Management shall address risks, including but not limited to, the following:

8.1.1 disruption of Services for any reason including exceptionally inclement weather;

8.1.2 the loss of access to Supplier's staff (e.g. flu pandemic, industrial action);

8.1.3 the loss of access to any required premises;

8.1.4 failure and lack of resilience of the Management Information System and other technologies;

8.1.5 failure of Assets and Equipment; and

8.1.6 failure of the goods and services supply chain.

8.2 The Supplier shall have in place an Emergency Management Plan to support the Authority in the discharge of its obligations under the Civil Contingency Act (2004). The Emergency Management Plan shall provide an effective response in the event of a situation which could have a significant impact on human welfare and/or the environment. The first Emergency Management Plan shall be produced and agreed within three months of the Service Commencement Date. The Emergency Management Plan shall be in a format approved by the Authority's Representative.

8.3 The Supplier shall review and update the Emergency Plan regularly, for example following the occurrence of any event that requires the Emergency Plan to be put into effect and update it so as to ensure that it corresponds to developments and/or changes in risks and circumstances and in any case at least annually.

8.4 The Supplier shall submit the updated Emergency Plan to the Authority as part of the next Service Report following the review.

8.5 The Supplier shall:

- 8.5.1 ensure that, as far as practically possible, the delivery of each element of the Services continues during emergencies;
 - 8.5.2 reprioritise resources and Assets, if required, to support the response to Emergencies;
 - 8.5.3 co-operate fully with the requirements of the Authority's Emergency Plan.
- 8.6 The Supplier shall provide an on call, out of hours service to deal with any emergencies or requirements related to the Services

9 Management Information System

Service Output 6 - The Management Information System (MIS) records and reports all data and information relating to the delivery of the Services in real-time and takes full advantage of developments in new technology.

- 9.1 The Supplier shall provide and manage the MIS to:
- 9.1.1 deliver operational management information to monitor and report the real-time performance of the Services;
 - 9.1.2 measure and record data accurately and transparently for the day-to-day management of the Contract and to report against agreed Key Performance Indicators;
 - 9.1.3 provide Performance Management Reports for the performance monitoring of the Contract as required by the Authority's Representative;
 - 9.1.4 measure and record data accurately and transparently for cost information of the Contract and for the generation of accurate monthly invoices as approved by the Authority's Representative;
 - 9.1.5 provide licences to the Authority's Representative and all other authorised users of the Authority to access the Management Information System; and
 - 9.1.6 provide any further information to the Authority's Representative as reasonably requested, including information that is needed to complete statutory returns and other similar requirements.
- 9.2 The Supplier shall provide a MIS that:
- 9.2.1 includes 'live' interactive dashboards to monitor Service delivery and report on the performance of the Contract;

- 9.2.2 takes full advantage of innovation and new technologies, the development of new interfaces and software upgrades and regular enhancements during the Contract term;

[is able to adopt common Application Programming Interfaces (**APIs**) and data standards, enabling channel shift to online self-service and that online self-service for customers is available outside of normal office hours;
 - 9.2.3 complies fully with the Government Digital Standards e.g. through the use of XML schemas to integrate systems and is accessible through browser technology;
 - 9.2.4 is able to use web services to maintain existing integration with the Authority's website and support integration with a publicly accessible web-based reporting system;
 - 9.2.5 meets the legislative requirements and the Authority's good practice requirements in relation to data protection, security, integrity and audit, including compliance with data retention and storage, and Freedom of Information;
 - 9.2.6 has in place and implements arrangements in relation to data maintenance, data backup and disaster recovery; and
 - 9.2.7 includes functionality to enable the Authority to discharge any relevant enforcement functions.
- 9.3 The Supplier's MIS must integrate data with the Authority's current system, Liquid Logic and Citrix and any future systems.

10 **Service requests and complaints management**

Service Output 7 - The Supplier supports the Authority in dealing with, and where relevant managing, enquiries, service requests and complaints.

- 10.1 The Supplier shall:
 - 10.1.1 immediately investigate any complaint regarding the service and take corrective action as appropriate within reasonable and appropriate timescales; and
 - 10.1.2 respond to service requests and complaints [from the Authority's Representative] and provide regular updates in order to allow the Authority to meet the minimum standards in Table 2;

Table 2 – Minimum Standards for Service Request and Complaints

Type	AUTHORITY Acknowledgement (Working Days)	Supplier response time	AUTHORITY Response (Working Days)
Service Request	2	2	3
Stage 1 Complaint	2	5	10

Stage 2 Complaint (Authority's responsibility)	2	10	20
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11 **Assets**

Service Output 8 - The Assets used in the delivery of the Services are managed and maintained effectively by the Supplier.

11.1 The Supplier shall:

- 11.1.1 be required to finance, specify and procure all Assets employed in the performance of the Services for the Initial Contract Period;
- 11.1.2 be required to maintain all Assets employed in the performance of the Services for the Contract Period;
- 11.1.3 ensure Assets are of a design and condition which is suitable for the delivery and performance of the Services and maintained in accordance with the manufacturer's instructions and manual to ensure the proper performance by the Supplier of its obligations under the Contract;
- 11.1.4 provide Assets that are capable of discharging the Services in accordance with all relevant legislation;
- 11.1.5 maintain an accurate and up to date electronic Assets and Equipment Register, throughout the Contract Period;
- 11.1.6 submit the Assets and Equipment Register to the Authority one (1) month prior to the Service Commencement Date. The Supplier shall update and maintain the Assets Equipment Register throughout the Contract Period as required, with annual updates submitted to the Authority within one (1) month following the relevant anniversary of the Service Commencement Date;
- 11.1.7 at all times be fully responsible for:
 - (a) provision of appropriate Insurances to deliver the Services;
 - (b) the payment of all licensing fees, taxes and insurance premiums required in connection with or arising out of the possession or use of all Assets employed in the performance of the Services;

11.2 No Assets employed in the provision of the Services may be used for any other purpose than the delivery of the Services without prior written agreement from the Authority's Representative.

12 **Resources**

Service Output 8 – The Supplier provides trained and qualified human resources to provide the Services.

- 12.1 The Supplier shall:
- 12.1.1 appoint competent management and supervisory staff for the efficient and effective management of the Services;
 - 12.1.2 provide a named and suitably qualified contract manager. The contract manager shall work exclusively for this Contract;
 - 12.1.3 provide sufficient number of named and suitably qualified supervisors to ensure that the Supplier's Staff are adequately managed and properly perform the duties to meet the Authority's requirements;
 - 12.1.4 have in place adequate contingency resource plans to cover for absences;
 - 12.1.5 ensure that the Supplier's Staff, including those employed on a temporary or agency basis, receive appropriate and relevant induction training before commencing any operational activities;
 - 12.1.6 address under-representation of diverse groups in the workforce and target relevant opportunities to people experiencing barriers to employment such as long-term unemployment, disability, mental health issues, being ex-offenders or ex-service personnel, and communicating those opportunities to local communities and local employment agencies;
 - 12.1.7 provide ongoing staff training in accordance with Good Industry Practice, including the development of trade or professional skills, and maintain detailed personal development plans;
 - 12.1.8 ensure that staff show respect and responsibility for the people within the communities that they are operating in and that they act as ambassadors of the Authority; and
 - 12.1.9 maintain an accurate and up to date electronic resources schedule throughout the Contract which is available to the Authority on an ongoing basis.

13 **Mobilisation**

Service Output 9 - The transition and mobilisation of the Services from the date of Contract Award to the Service Commencement Date is seamless and continuity of the Services is maintained.

- 13.1 The Supplier shall implement, monitor and review the Mobilisation Plan. The Mobilisation Plan shall, as a minimum, set out the details and timescales of the transition and mobilisation of the Services, which shall also account for all potential service disruptions, failures and delays. The final Mobilisation Plan shall be submitted to the Authority [three (3)] months prior to the Service Commencement Date for approval (approval not to be unreasonably withheld or delayed).

14 **Authority Policies and legislation**

The following Table sets out the Authority policies and legislation relevant to the Services:

Table 3 – Authority Policies and legislation

The Care Act 2014	Equality Act 2010
Human Rights Act 1998	The Sex Discrimination Act 1975 (amendment) regulations 2008
The Disability Discrimination Act (amendment) regulations 2003	Mental capacity Act 2005
Data Protection Legislation	Health and Care Act 2022
Disclosure and Barring service	Safeguarding of Vulnerable Groups Act 2006
Mental Health Act 1983 and 2007	The NHS Act 2006
Local Authority (public health, health and wellbeing boards and health scrutiny) regulations 2013	The Health and Social care Act 2012
The Autism Act 2009	Childrens Act 1989 and 2004
The Care and Support (assessment) Regulations 2014	The Young Carers Regulations 2015
The Children and Families Act 2014	Wiltshire Council Provider Alerts Police and Guidance
Health and Safety at Work etc. Act 1974	Safeguarding Adults at Risk in Wiltshire Policy and Procedures (July 2019) https://wiltshiresvpp.org.uk
Adult Commissioning Contract Monitoring Guidance for providers	Statement of Policy on Adults Social Care and Support https://www.wiltshire.gov.uk/adult-care-policies
Statement of Policy on Adults Social Care and Support Published on its website https://www.wiltshire.gov.uk/adult-care-policies Charging Policy – Determining Contributions to Personal Budgets Published on its website https://www.wiltshire.gov.uk/adult-care-policies	Preventing, Reducing and Delaying Eligible Needs Policy Published on its website https://www.wiltshire.gov.uk/adult-care-policies
Personalisation and Self-Directed Support Policy Published on its website	Provider Alerts Policy and Guidance Published on its website https://www.wiltshire.gov.uk/adult-care-policies

https://www.wiltshire.gov.uk/adult-care-policies	
Who Pays? Determining which NHS commissioner is responsible for making payment to a provider Published on its website https://www.england.nhs.uk/publication/who-pays-determining-which-nhs-commissioner-is-responsible-for-commissioning-healthcare-services-and-making-payments-to-providers/	National framework for NHS continuing healthcare and NHS-funded nursing care Published on its website https://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care
Care Quality Commission (CQC) independent regulator of health and adult social care in England.	Care Quality Commission (Registration) Regulations 2009

15 **Service integration and interface management**

- 15.1 The Supplier shall provide effective integration of the Service with other services provided by or procured by the Authority.
- 15.2 It shall be the Supplier's duty to maintain a close liaison between the appropriate levels of management of the Supplier and Authority and Others, to ensure effective integration of the Service and interface arrangements at all times.
- 15.3 The Supplier shall, during the mobilisation phase (from the Commencement Date to the Service Commencement Date), meet the representatives of the Authority and/or their Suppliers/agents to present and agree effective Service interface arrangements.
- 15.4 The Supplier shall, where required, provide any required performance information to demonstrate effective service integration and interface management.

SERVICES

16 **Detail of Services**

- 16.1 The Supplier of young carers services will have a close working relationship with the Wiltshire Council young carers assessment team. The Wiltshire Council young carers assessment team will operate an open referral system and accept self-referrals and referrals from a range of professionals and partner organisations. These referrals may include young carers in crisis, the Supplier must ensure that the Wiltshire Council young carers assessments team receives all referrals, and all assessments must go through this team before support planning.
- 16.2 It is expected that the awarded Suppliers prime aim is awareness raising of the issues of young carers, thus increasing identification and referrals. The Supplier will devise the support plan with the carer after assessment by Wiltshire Council young carers assessment team and will be responsible for reviewing and updating once a year.
- 16.3 The service will be delivered flexibly to meet the needs of all young carers across the whole of Wiltshire.

- 16.4 The base for the service will be multi centre located for ease of access for young carers and their families but community based support, including home visits and community facilitated sessions will also be offered to meet young carers needs.
- 16.5 The Supplier will support young carers in schools, family hubs, and community settings suitable to the young carer by coproducing support and activities to reflect their individual needs and interests.
- 16.6 All agencies will work together within the framework, adhering to the following principles and actions.
- 16.7 The priority is always to improve and add value to the lives of young carers and young adult carers.
- 16.8 Mutual respect and partnership working is key.
- 16.9 Data and information will be shared within the Framework Suppliers to enable assessment of performance and ensure positive outcomes for young carers.
- 16.10 All framework partners will engage with a quarterly young carer commissioning meeting and will update their part of the joint dashboard prior to the meeting.
- 16.11 Roles, responsibilities, and time critical actions will be set out in a Standard Operating Procedure (SOP)
- 16.12 **Improving identification of young carers and young adult carers**
- 16.13 Raise awareness of young carers, their rights and how to access support across a range of partner organisations, including health, education, primary care, voluntary and statutory services, including Family Hubs through relationship building with key individuals' attendance at diverse team events on a monthly basis, for example Primary care network meetings and community led events, at least 2 per month.
- 16.14 Develop a suite of promotional/communication materials, using appropriate methods, that are audience appropriate co-produced with young carers.
- 16.15 Plan over the 3 years of this contract a roll out of Young Carers in Schools award which is a free initiative that makes it as easy as possible for schools to support young carers and awards good practice. Run jointly by The Children's Society and Carers Trust, the Young Carers in Schools (YCiS) programme works with schools across England to share good practice, provide relevant tools and training, and celebrate the great outcomes many schools achieve for young carers. This is a partnership with Wiltshire Council young carers school support worker.
- 16.16 Work in partnership with appropriate organisations in Wiltshire such as Wiltshire Parent Carer Council to support the improvement in identification of young carers
- 16.17 **Young carers are aware of their rights and what support is available to them.**
- 16.18 Deliver intelligent signposting where the needs of the individual are considered and offers them relevant, appropriate, and proportionate information on other sources of support which are relevant to their needs at that time and to other sources of information, advice and support which are relevant to their situation as it is likely to develop in future.

- 16.19 Provide information, advice, support and signposting to all young carers, regardless of if they take up the offer of an assessment.
- 16.20 Complete annual (or in times of significant change) reviews with young carers and update support plan
- 16.21 A clear and open referral process is developed to ensure all referrals are recorded, actioned, and monitored
- 16.22 **Young carers have access to a range of opportunities that supports their health, well-being and progression.**
- 16.23 A support plan will be developed following the young carer's needs assessment; this will demonstrate a clear pathway of support that enables the young carer to achieve the outcomes that they have identified and explore ways to develop their own natural sustainable support networks in the future. This will take place within 5 business days of referral or contact with the service.
- 16.24 Make available, direct one to one support for young carers in taking forward their agreed support plan.
- 16.25 Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcome, interests, aspirations and needs. This support to include, but not limited to:
- Training for carers, including life advice and life skills.
 - Financial benefits and entitlements
 - Direct payment support
 - Counselling and 1-2-1 mentoring services
 - Bereavement support and after care
 - Services to maintain a healthy and active lifestyle.
 - Travel training and remaining independent ready for adulthood, such as: budgeting, cooking and maintaining a household.
 - Services to support young carers maintain skills and experiences to support them getting into high education and/or paid work including but not limited to, CV writing, interview techniques and learning to drive.
 - Access to social opportunities
- 16.26 Advocacy support delivered by the Wiltshire Council team, and any other specialist support, is offered to the young carer where appropriate, and a referral is made following consent.
- 16.27 The Supplier will work with Social Care, Primary care and health services to develop support pathways for young carers -e.g., how to access support in a crisis supporting the cared for person, this is to include hospital, GP and pharmacy support for the young person and training staff members to identify young carers.
- 16.28 **Young carers have opportunities to do the things that they enjoy, giving them a break from their caring role.**
- 16.29 To deliver a range of age appropriate activities, trips and short breaks will be offered to young carers regularly throughout the year, being considerate of educational commitments,

- 16.30 Barriers for participating in respite for young carers to be considered and mitigated for each young carer, where possible.
- 16.31 A range of regular peer support/ social groups, will be held for young carers, on a fortnightly basis, in the form that best suits the children/ young people, i.e., drop-ins, clubs, after school activities.
- 16.32 Create and run events, peer support groups and activities including creative arts for young carers with easy equitable access across the County. Organise events to bring wellbeing value during holiday times and seasonal celebrations to include all cultural backgrounds and faiths.
- 16.33 Transport to and from respite and social opportunities will be provided, if there are no other reasonable ways for the young carer to attend.
- 16.34 Explore how social media and being online can support young carers with a break if that is what they choose to do, whilst ensuring they understand how to do this safely.
- 16.35 Support for the young carer to attend their own health and wellbeing appointments (such as GP, dentist and hospital appointments) or carry out tasks in the caring role in order to do so where appropriate ensuring that they are supported to find appropriate care for their cared for.
- 16.36 **Young carers have the right skills and confidence in undertaking their caring role.**
- 16.37 The Supplier will work with young carers and other agencies to develop a skills building programme aimed at increasing young carers resilience and confidence; topics that would be expected to be covered include healthy lifestyles (including staying safe online and in the community), relationships, mental health, wellbeing and relaxation, self-esteem and confidence.
- 16.38 The programme to be delivered in a fun and age appropriate way using interactive activities, talks and media.
- 16.39 Young carers and their families are made aware of the programme, and it is promoted to all as part of the service offer.
- 16.40 Once young carers have completed the programme, they are signposted to universal and community services for further support, including the monthly young carer drop-ins.
- 16.41 **Young carers feel valued and involved in the things that matter to them.**
- 16.42 Young carers will be involved in service development and their views/ feedback will be used to shape new activity and develop the service. Young Carer Voice will be lead by a Wiltshire Council service , but the Supplier will be expected to participate in priority projects .
- 16.43 Identify and encourage wider participation of young carers in local and national developments.
- 16.44 Young Carers and young people with caring experience are able to be identified as young carer champions, creating peer support networks. The Supplier will support this network with regular events and online resources.

16.45 Identify unmet or growing needs of young carers and share with the Commissioner.

16.46 Young carers from vulnerable groups feel protected and safe.

16.47 Although young carers are a vulnerable group of people, there are certain characteristics that also need to be considered such as:

- Adopted, fostered and looked after.
- Ethnic minorities
- Has a social worker presence in the family
- Has a special education need diagnosis
- Under the free school meals programme
- Parent/carer in the armed forces
- Part of the LGBTQIA+ community
- Has a family member in prison now or in the past
- Part of the travelling or nomadic communities

16.48 All service Suppliers will be expected to, along with their other roles and responsibilities:

16.49 Undertake engagement both on behalf of and in partnership with the officers from Wiltshire Council and Wiltshire ICB.

16.50 Must ensure that engagement is accessible and suitable for the audience they wish to consult with.

16.51 Include equality, diversity and inclusion and positive action to engage effectively.

1 Key Performance Indicators (KPIs)

Lot 1 Young Carers and Young Adult Carers KPI's	Measure	Variation in first 12 months	Data return	Category	Service Failure Score *
Initial contact with a carer referral or approach	95% of initial referrals received from the Council Assessment team is acknowledged within 2 working days	80% within the first 5 working days but in the first 3 months we recognise there will be a backlog and this may not be achieved	Monthly return	Black	3
Support plan delivery	95% of support plans to be	80% of support plans	Monthly return	Black	3

	completed and agreed with young carer within 28 working days of referral from Wiltshire Council * evidence of family availability and cancelation of booked appointments due to changing family circumstances if not achieved	completed within 28 working days of contact with the service			
2 Wiltshire wide awareness campaigns designed and delivered, one to coincide with national carers day	Delivery of campaigns through social media and the Authorities communications dept		Annual return	Red	2
Roll out of Schools programme in primary schools	Agreed mobilisation plan with commissioner to see increase in Wiltshire primary school sign up each year with a base line of March 2025		Quarterly return	Red	2
Identification of carers	Increase year on year of the contract of carers assessed and accessing support (using March 2025 baseline activity)		Quarterly report	Black	3
Short breaks and respite activities	Range of short breaks of different types available throughout the year		Monthly return	Black	3

	<p>Young carers satisfaction of the activities they attend and indicate it has helped them develop skills, confidence and make friends</p> <p>Number of activities delivered and attendance rate reported</p> <p>75% of those attending show satisfaction</p>				
Age appropriate Young Carers peer groups/ activities to be accessible throughout Wiltshire on a monthly basis , varying range of venues, schools, leisure centres for example with specialist groups for example substance misuse , either in collaboration with other VCS agencies or set up by the provider. To include seasonal and religious celebration	<p>A minimum of 218 groups or activities set up and active per annum available to carers across the 18 areas in Wiltshire</p> <p>Number of young carers accessing activities, places filled</p> <p>Satisfaction rates reported as above</p> <p>Geographical reports</p>		Monthly return	Red	2
Young carers satisfaction rates	<p>Annual carers survey run by the authority will show overall satisfaction rates for those accessing the service provision</p> <p>May include:</p>		Annual return	Black	3

	<ul style="list-style-type: none"> • My wellbeing is improved following support • My support network has increased 			
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* Service Failure Score to be halved for the first three months of the Contract.

Service Failure means the Supplier's failure to meet a KPI, or a combination of KPIs, which generates a Service Failure Score of three or more points.