

**Wiltshire Council**

**Health Select Committee**

**17 July 2024**

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**Wiltshire Council and Wiltshire ICB All age Unpaid Carers Strategy update 2024-2028, and implementation/ mobilisation of the All-age Unpaid Carers contract.**

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## **Unpaid Carers strategy and contract update**

### **Purpose of report**

To provide an update on the All-age Unpaid Carers Strategy 2024-2028 presented to the committee in July 2023, and implementation/mobilisation of the All-age Unpaid Carers contract.

### **Background**

1. The number of people identified as providing unpaid care has reduced compared to the last Census (2011) in Wiltshire however, the number of people providing significant levels of unpaid care has increased. Showing a larger number of people providing unpaid care for more than 20 hours per week and more than 5 hours per week according to Census (2021).
2. On Census Day 2021, there were approximately 5 million unpaid carers in England and Wales (from 5 years old onwards) with 1 in 7 juggling work and caring responsibilities, and as many as 1 in 5 children are Unpaid Carer's.
3. Each year, Unpaid Carer's nationally are asked five questions about their experiences as an Unpaid Carer. Although Wiltshire reports better than average satisfaction with support they get, Unpaid Carer's are reporting 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

4. On January 1<sup>st</sup> 2024 the All-age Unpaid Carer's strategy was published after consultation on the draft during November 2023 and December 2023 with Unpaid Carer's.
5. In February 2024 the All-age Unpaid Carers contract was awarded for implementation on the 1<sup>st</sup> April 2024, for 3 years with an opportunity to extend for 2 years, with a successful TUPE.
6. From engagement with our young carers and parent carers it was identified that there are gaps in young carers being able to express their voice. A young carer voice worker post has been created to support this.

## Young Carers

As the contract and strategy are all-age, Wiltshire Council are committed to supporting our young carers with the same levels of support that our adult carers receive. Nationally young carers are considered from 5 years old to 18 years old and in Wiltshire Council 276 young people have been assessed as being a young carer between June 2023 – June 2024.

- Engagement also told us that young carers using advocacy is at a figure of 0% therefore a young carer advocacy worker post has been created to run alongside the advocacy contract that has been taken in house.
- Additionally, Wiltshire education attainment data shows young carers are falling behind the Wiltshire average. Therefore a young carer schools worker post has been created to support secondary schools with understanding how to support their young carers whilst carrying out their caring role.
- The above roles have all been contracted internally to the Wiltshire Council Child and Youth Voice Team.
- To ensure young carer assessments are completed in a timely way 2 more young carer assessments posts have been funded to sit under Wiltshire Council Integrated Front Door.

## Main considerations for the committee

7. The strategy sets out a list of priorities following a year of engagement with Wiltshire's Unpaid Carer's. There are 8 priorities ranging from identification, access to information and services and sharing experiences. Wiltshire Council's commissioner has created an implementation plan to support these priorities ensuring delivery of the strategy and ensuring that the Council supports its employees who are Unpaid Carers regardless of which local authority area they live, and Unpaid Carer's living in Wiltshire or caring for someone living in Wiltshire.

**The new contract commenced on April 1<sup>st</sup> 2024 and to date the following has been achieved:**

- Creation of the Wiltshire Unpaid Carer's Forum, consisting of 4 Wiltshire Unpaid Carers (with a vision to expand) to support Wiltshire Council and Wiltshire ICB with strategy initiatives and decisions using the Unpaid Carer's voice.
- A year's worth of free face to face training to Wiltshire Unpaid Carers delivered with Wiltshire Council's organisational development team including training carers on: Manual Handling, Stress Awareness, First Aid and Mental Capacity
- The publication of the Unpaid Carer's charter and Memorandum of Understanding signed by Directors and Cabinet members across social care. [https://www.wiltshire.gov.uk/media/13268/Carer-s-Charter-and-Memorandum/pdf/Carers\\_Charter\\_and\\_Memorandum.pdf?m=1714412658677](https://www.wiltshire.gov.uk/media/13268/Carer-s-Charter-and-Memorandum/pdf/Carers_Charter_and_Memorandum.pdf?m=1714412658677)
- Approval of recruitment for more Unpaid Carer's champions across Wiltshire.
- A healthy movers initiative aimed at parent carers with children with additional needs aged 2-5 years implemented at Salisbury library in partnership with Public Health and Youth Sports Trust.

**Engagement continuing with Unpaid Carer's such as:**

- Engaging with young carers and adult carers around the 1<sup>st</sup> year plan for the dementia strategy
- Engaging with young carers on how Wiltshire Council can support them with excelling in their education due to the latest education attainment data.
- Engaging with young carers on their experience of accessing CAMHS to feed into the retendering of the contract.
- Several Wiltshire Unpaid Carers Forum members will be on the evaluation panel for the Citizen's Advice contract retender.
- An Unpaid Carer will be a panel member for the Wiltshire Council Chief Executive interviews in July 2024.

**Future actions throughout the lifetime of the contract:**

- To recruit at least one Unpaid Carers Champion per area board.
- Apply for the Carer friendly organisation award.
- Structure more creative opportunities to Unpaid Carers- Recommendation from engagement in November 2023.
- Unpaid Carer training throughout Wiltshire Council customer facing teams using lived experience.

**Environmental impact of the proposal**

8. During the evaluation of the contract award the Climate team moderated and scored the applicants via the question: *“Have you assessed your carbon footprint or identified the biggest source of greenhouse gas emissions from your operations? What are you doing to reduce your greenhouse gas emissions? If you are not yet working to reduce your carbon emissions, what do you plan to do in the future? Are you able to collect your data (e.g. energy use and mileage) to establish a baseline for greenhouse gas emissions and set up plans to reduce them?”*
9. Their scores held a weighting of 3/5 and assured the Commissioner and Climate Team of the understanding each provider had of their environmental impact resulting in overall award of the contract for 1<sup>st</sup> April 2024.

### **Equality and diversity impact of the proposal**

10. Wiltshire Council is fortunate enough for Unpaid Carer’s to be funded under the Better Care Fund with a pooled budget, in which Unpaid Carers are listed as a protected characteristic.
11. However Unpaid Carers in different community groups are experiencing the following:
  - 3% of Unpaid Carers in the UK are a part of the LGBTQIA+ community, out of that 3%, 93% reported feeling lonely. Source: State of Caring Report 2021
  - For the State of Caring Report 2023, an AGE UK survey found that 1 in 3 older carers have “felt overwhelmed because of the care and support they provide”.
  - In Wiltshire JSNA data shows only 37% of primary school age young carers felt safe from crime and 54% of secondary school young carers reported they had been so worried they could not sleep at night.
  - 27% of carers who completed the state of caring survey in 2022 said they had a disability.
  - In nomadic communities residents are still experiencing poorer health outcomes.

Wiltshire Council and Wiltshire ICB are confident that with the new contract award the Unpaid Carers in Wiltshire will receive more support in these communities with actions such as but not limited to:

- Transport to Unpaid Carer activities.
- Environment for Unpaid Carers to communicate online.
- Dedicated carers cafés for Unpaid Carers in the LGBTQIA+ community
- Accreditation awards for health care provisions.

### **Risk assessment**

- All Key performance indicators (KPI’s) are monitored monthly by the Wiltshire Council commissioner, supported by Wiltshire Council legal team to purpose service failure scores and RAG ratings.
- Failure to meet KPI’s or a combination of KPI’s, generates a service failure score of three or more points. This is set out in Schedule 5 Payment and Performance in the Unpaid Carer’s contract.

## **Financial implications**

12. Unpaid Carer's are supported by a pooled budget under the Better Care Fund scheme, the current budget is £1,300,000.00.
13. A large portion of this is spent on the contract award however more internal initiatives have also been created through the contract such as:
  - More investment into the Wiltshire Council young carers assessments team under the Integrated Front Door.
  - New investment into the Wiltshire youth voice team.
  - Payment of expenses to Wiltshire Unpaid Carer Forum members, Payment of expenses to Unpaid Carer Champions and payment of expenses to Unpaid carers to support our lived experience training initiatives to public facing staff members.
14. The finances will be reported to the Adult social care finance officer before the start of each financial year.

## **Legal implications**

15. Under the Care Act 2014, Adults who are caring unpaid are entitled to a statutory carers assessment, Wiltshire Council has delegated this to the Adults Unpaid Carers contract provider.
16. Under the Children and Families Act 2014, Young carers are entitled to a needs assessment implemented by Wiltshire Councils Integrated Front Door.
17. All contracts were overseen by an officer in the Wiltshire Council's legal team.

## **Unpaid Carer's contract**

18. In April 2024 a new award for the All-age Unpaid Carer's contract was implemented by Wiltshire Council and Wiltshire ICB to support the All-age Unpaid Carer's strategy.
19. The contract was split into lots (1-3) after engagement with Unpaid Carers in Wiltshire.

### **Lot 1**

- Support to young carers and young adult carers aged for 5 years old to 15 years old, awarded to Community First CEO: Lynn Gibson.
- The expectations of this contract include supporting a whole family approach with a dedicated Parent Carer worker, creation of support plans for young carers after assessment, working in line with the officers employed under the Wiltshire Council's youth voice team and transitional support to young carers between the ages of 18-25.

KPI's for this contract include:

- Initial contact with a carer referral or approach, met within 5 working days.\*

- Support plan delivery, 80% of support plans completed within 5 working days.\*
- 2 Wiltshire wide awareness campaigns designed and delivered, one to coincide with national carers day.
- Roll out of Schools programme in primary schools.
- Identification of carers, increase year on year.
- Short breaks and respite activities, range of activities throughout the year.
- 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.
- Young carers satisfaction rates, satisfaction increase year on year.

\*Variation to these KPI's due to inherited back log from previous provider.

## Lot 2

- Support to adult carers aged 18 onwards, awarded to a consortium of providers including, AGE UK, Community First, Alzheimer's Support, Citizens Advice, Wiltshire Service Users Network and Wessex Community Action named Carers Together Wiltshire lead by AGE UK CEO Sarah Cardy.
- The expectations of this contract include completion of the statutory Unpaid Carer's assessment, Support planning following assessment, Community awareness and support to Unpaid Carer's in the community.

KPI's for this contract include:

- Initial contact with a carer referral or approach, 80% within 5 working days.\*
- Assessment of carer need, 80% completed with 28 days of contact with service.\*
- 2 Wiltshire wide awareness campaigns designed and delivered, one to coincide with national carers day.
- Identification of carers, increase year on year.
- Carer champions satisfaction rates increase.
- Carers peer groups / carers cafes to be accessible throughout Wiltshire on a monthly basis , with specialist groups for example substance misuse , either in collaboration with other VCS agencies or set up by the provider.
- Support plan reviews, must have a review within 12 months or sooner if required.\*
- Carers satisfaction rates, increase year on year.

\*Variation to these KPI's due to inherited back log from previous provider.

## Lot 3

- Support to Unpaid Carer's aged 10 years old onwards digitally in addition to physical services awarded to Forward Carers CEO Simon Fenton. [Home - Wiltshire Carers \(carerfriendlywiltshire.org.uk\)](http://Home-WiltshireCarers(carerfriendlywiltshire.org.uk))
- The expectations of this contract include: a digital environment for Unpaid Carer's to access in addition to physical support, support and signposting of

services in Wiltshire, Creation of the Carers ID Cards (replacing Carers Emergency Cards) and Creation of the online light touch assessment tool. KPI's for this contract include:

- Co production to develop platform services.
- Access to information and support, increase year on year.
- Increase of referral to other services.
- Conducting online light touch assessment and direction to support.
- Increase communication with carers via email.

All KPI's will be monitored by the commissioner via monthly performance outcomes group meetings.

## **Conclusion**

20. The All-age Unpaid Carer's strategy and All age Unpaid Carer's contract will work simultaneously together adopting good working relationships between the commissioner leading on Unpaid Carers, the ICB officer equivalent and the contract providers to ensure Unpaid Carer's satisfaction rates are increasing each year throughout the lifetime of the contract.
21. The implementation plan connected to the strategy will be continuously updated and monitored by quarterly stakeholder meetings lead by the commissioner leading on Unpaid Carers.
22. Coproduction and engagement of Unpaid Carer's of all ages will continue to run through the lifetime of the contract.

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Date of report:

## **Background papers**

### **Appendices**

#### [Carer Friendly Wiltshire](#)

[https://www.wiltshire.gov.uk/media/13268/Carer-s-Charter-and-Memorandum/pdf/Carers\\_Charter\\_and\\_Memorandum.pdf?m=1714412658677](https://www.wiltshire.gov.uk/media/13268/Carer-s-Charter-and-Memorandum/pdf/Carers_Charter_and_Memorandum.pdf?m=1714412658677)

[Home - Wiltshire Carers \(carefriendlywiltshire.org.uk\)](http://Home - Wiltshire Carers (carefriendlywiltshire.org.uk))

<https://www.ageuk.org.uk/wiltshire/our-services/carers-together-wiltshire/>

[Carers Together Wiltshire - Community First](#)

[State of Caring 2021 report | Carers UK](#)

[State of Caring Survey 2023 - The impact of caring on: health | Carers UK](#)

[2011 Census - Office for National Statistics \(ons.gov.uk\)](#)

[Census - Office for National Statistics \(ons.gov.uk\)](#)

[Recovery JSNA: Children and Young People Wiltshire Intelligence](#)

[CAJSNA 2024 - Children and Young People Wiltshire Intelligence](#)