

Bury Health and Wellbeing Board

Title of the Report	Carers Charter for Greater Manchester
Date	26 September 2018
Contact Officer	Hayley Ashall, Head of Social Development & Engagement, Strategic Planning & Development Manager
HWB Lead in this area	Cllr Andrea Simpson, Lead for Health and Wellbeing Julie Gonda, Interim Executive Director Communities and Wellbeing

1. Executive Summary

Is this report for?	Information <input type="checkbox"/>	Discussion <input type="checkbox"/>	Decision <input type="checkbox"/>
Why is this report being brought to the Board?	Following the development of a carer's charter for Greater Manchester, the Board are asked to show their commitment to the charter by ratifying the charter for Bury. The Board are also to be made aware of the GM Exemplar Framework & Good Practice Models document.		
Please detail which, if any, of the Joint Health and Wellbeing Strategy priorities the report relates to. (See attached Strategy) www.theburydirectory.co.uk/healthandwellbeingboard	As anyone at any time in life can be a carer then the carers charter is related to the first four health and wellbeing strategy priorities. However it is mostly aligned to living well with a long term condition or as a carer priority.		
Please detail which, if any, of the Joint Strategic Needs Assessment priorities the report relates to. (See attached JSNA) http://jsna.theburydirectory.co.uk/kb5/bury/jsna/home.page	As above this links to the life course priorities.		
Key Actions for the Health and Wellbeing Board / proposed recommendations for action.	For the Board to acknowledge and ratify the Carers Charter for Greater Manchester and to acknowledge awareness of the GM Exemplar Framework & Good Practice document.		
What requirement is there for internal or external communication around this area?	For Board members to help play their role in communicating the messages about carers and the		

	carers charter for Greater Manchester in order to raise the awareness to our people, partners and workforce.
Assurance and tracking process – Has the report been considered at any other committee meeting of the Council/meeting of the CCG Board/other stakeholders....please provide details.	The charter has been signed off and endorsed by Greater Manchester Combined Authority. The GM Exemplar Framework & Good Practice document is currently being presented to the various GM groups.

2. Introduction / Background

Carers Trust defines a carer as 'anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.'

The number of unpaid carers is increasing steadily throughout the UK. There are approximately 280,000 carers in Greater Manchester, who make up a crucial part of the health and social care system, and represent a low-cost and high value resource, which many Charities believe, reduces demand on Local Authority and NHS services. However, as well as supporting people with a range of needs, carers themselves have multiple needs, not all of which are currently being consistently met within Greater Manchester. In Bury alone, we currently know of approximately 3000 adult carers but we acknowledge there may be many more who do not receive any support to undertake their caring role. The 2011 census tells us that the number of people who state they provide unpaid care in Bury is 19,954 (11% of our population).

Current Carers Support in Bury

Bury Council and Bury CCG jointly commission Bury Carers Centre and the contract is currently with the Gaddum Centre. The service operates in the centre of Bury, but is required to offer a range of support in a variety of locations throughout the borough at a time convenient to carers.

Bury carers have their own Carers Forum, which has gone from strength to strength and since 2009 has been increasing its membership numbers. The forum provides a vehicle for carers to meet and support each other, develop friendships, share experiences and information, invite guest speakers and arrange events and outings for carers.

Bury Council commissions the Fed to run 'Time for You' which is primarily a volunteer service enabling carers to have a break from their caring role (in addition, Officers run carer groups). The service is aimed specifically at carers within the Jewish Community.

The Community Mental Health Team offers assessment and support for carers looking after someone with mental health needs who are open to the Community Mental Health/ Early Intervention Team.

Bury Council support carers with personal budgets. 315 adult carers, caring for an adult, received a statutory carers assessment during 2017/18. Bury Council does not currently charge carers for carer support services or require carer contributions.

The Activity Lifestyle Discount card entitles carers to discounts on a wide range of sport activities at Bury Leisure Sport & Fitness Centre's, as well as savings on library services, theatre tickets and allotment plots.

Work is currently underway to redesign the Bury Council Working Carers Employee group by utilising the 'One Community' engagement tool. We have a Guide for Working Carers which was updated in November 2017 which includes tips for managers. The document is available on our intranet pages and, at the point it was updated, a global email was sent to staff to notify them of the support available.

Bury Council has made significant improvements to the carer information available on the Bury Directory to comply with the Care Act.

NHS Bury CCG operates a primary care quality scheme to identify carers and their needs.

Bury Carers Strategy Group

The Bury Carers Strategy Group meets quarterly and monitors progress against the Bury Adult Carers Strategy Action Plan (the group is made up from a range of agencies and carer representatives). One of the quarterly meetings takes place at the Carers Forum where carers have the opportunity to feedback their thoughts and ideas. The Bury Carers Strategy Group ensures that strong links are in place with the Bury Triangle of Care Group.

The Bury Adult Carers Strategy and Action Plan will need to be aligned with the new National Carers Action Plan, the Social Care Green Paper due to be published shortly and the GM Carers Charter (see appendix 1).

ADASS Strategic Lead for Carers

Julie Gonda, Interim Executive Director of Communities & Wellbeing is the new ADASS Strategic Lead for Carers and the Carers Champion for Bury Council & Six Town Housing.

Cllr Andrea Simpson, Lead Member for Health and Wellbeing is the GM Councillor Lead for Carers.

Memorandum of Understanding

Bury Council is working on a Memorandum of Understanding between adult's and children's services. The idea of this document is to outline an all age carer's provision and support young carers and families to receive personalised and joined up support, especially around the transition stage.

GM Carers Work

The Care Act 2014 was designed to improve support for carers, but the 'State of Caring 2016' report by Carers UK and the Carers Trust report 'Care Act: One Year on', both show that carers are still struggling to get the support they need to care well, maintain their own health, balance work and care and have a life of their own outside caring. (*GM MoU*)

GM want to change this and so as part of the GM Health and Social Care Partnership developed a programme of change, one action was to formulate a GM Carers Charter (see appendix 1) and to make it real across Greater Manchester. The priorities were identified through stocktake of support currently available, gaps or inconsistencies, and wanting best practice. It is also based on carer's feedback and feedback from carer's organisations. The priorities include:

- Identifying carers
- Improving health & wellbeing
- Carers as real and expert partners
- Getting the right help at the right time
- Young carers
- Carers in employment

The GM carers charter and commitment was signed by Greater Manchester Health and Social Care Partnership organisations including voluntary, community and social enterprise groups in January 2019, Andy Burnham, Mayor of Greater Manchester, : "The Greater Manchester Charter is a real commitment to the people who dedicate themselves to helping others and often have to fight every day to get the help they and their loved ones need. Carers play such a vital part in the health and wellbeing of those they care for so it is only right that we should help and support them as well.

"To help enable carers to get the support they need to live their lives, or to continue or get back into work, this charter is a major step and will help everyone involved. Greater Manchester is taking a lead and is putting better support at the heart of our integrated health and social care system."

GM Exemplar Framework & Good Practice Models

The GM Exemplar Framework for Carer Services sets out how, through building on good practice, locally and nationally and by listening to the needs of carers, we can build a coherent service offer for carers across GM. The aim of the framework is to enhance the standard of carer services and reduce variation in service delivery across localities whilst supporting localities to effectively assess what is need and tailor it to meet local conditions.

The Framework will be developed through the GM Support for Carer programme.

Carers Consultation

On the 19th September a 12 week borough wide carer's consultation started, this is open to all carers and those supporting cares in Bury. The consultation will enable us to understand from carers and those supporting carers, what services are currently available and what services and support carers feel there should be in Bury. Once we have an understanding of that we can look at our current services and identify any gaps. This will mean looking at commissioned and community services and developing these to meet the needs of carers in Bury.

The consultation comes at a good time as we can utilise the feedback from the consultation, alongside the commitments and aspirations of the GM carers Charter, the National Carers Action Plan and the Social Care Green Paper due to be published shortly; to ensure that services and support for carers in Bury are aligned to these principles. Once the outcomes of the consultation is known a further paper will be brought back to the Health and Wellbeing Board with recommendations of how services in Bury can align to the Charter and other requirements.

3. key issues for the Board to Consider

The GM carers charter sets out a commitment to carers, acknowledging carers should have the right to be respected, valued and supported, equally in their caring role, as experts for their cared for and as individuals in their own right.

The GM charter sets out what a carer can expect, this includes being identified as a carer as early as possible, to have choice and control about their caring role, to be able to stay well and healthy, to be socially connected supported to fulfil employment or educations and for young carers to ensure they are equipped with the skills and support to care. The Charter endorses that as experts by experience how the carers should be involved in monitoring and reviewing of services, co-production and design and describes how working in partnership several things can be achieved to support carers. It is doubtful that any person involved in providing, commissioning or supporting carer's services and support would disagree with the commitments detailed in the charter.

The aspirations set out in the GM carer's charter are ones which Bury should sign up to and endorse. Therefore the Board is asked to acknowledge the GM Charter and also agree to endorse this as a charter for Bury.

4. Recommendations for action

- a) The Board to endorse and agree to sign up to the GM Carers Charter
- b) The Board to help promote the carers consultation
- c) The Board to acknowledge awareness of the Exemplar Framework & Good Practice document

5. Financial and legal implications (if any)

If necessary please seek advice from the Council Monitoring Officer Jayne Hammond (J.M.Hammond@bury.gov.uk) or Section 151 Officer Steve Kenyon (S.Kenyon@bury.gov.uk).

There are no known legal or financial implications to the endorsement of the GM Carers Charter. Once the outcomes for the borough wide carers consultation are known then any financial and or legal implications will be reviewed.

6. Equality/Diversity Implications. Please attach the completed Equality and Analysis Form if required.

CONTACT DETAILS:

Contact Officer: Hayley Ashall

Telephone number: 0161 253 7927

E-mail address: h.ashall@bury.gov.uk

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