

**OFFICER DELEGATION SCHEME
RECORD OF DECISION**



TO BE UPLOADED TO THE INTERNET BY DEMOCRATIC SERVICES

Date: 6 January 2023	Ref No: 2137
Responsible Officer: Caroline Malvern, Integrated Commissioning Officer	
Type of Decision (please refer to MO Guidance):	
Key <input type="checkbox"/>	Non-Key <input checked="" type="checkbox"/>
Freedom of Information Status: <i>(can the report go in the public domain)</i>	
Yes	
Title/Subject matter: Bury Carers' Hub – contract extension The contract commenced on 1 st June 2020 for 3-years with two optional 1-year extensions (3+1+1). This Operational Decision form is seeking permission to activate plus one year extension.	
Budget/Strategy/Policy/Compliance:	
(i) Is the decision within an Approved Budget?	Yes
(ii) Is the decision in conflict with the council's policies, strategies or relevant service plans?	No
(iii) Does the decision amend existing or raise new policy issues?	No
(iv) Is the decision significant and/or does it meet the £100,000 threshold for recording?	Yes
Equality Impact Assessment [Does this decision change policy, procedure or working practice or negatively impact on a group of people? If yes – complete EIA and summarise issues identified and recommendations – forward EIA to Corporate HR]	No

Summary:

The One Community Organisation (OCO) currently commission n-compass to provide community carer services for adult carers caring for someone 18+ through the Bury Carers' Hub, as it is branded in Bury.

The Bury Carers' Hub is the primary resource for adult carers in Bury to provide information, advice and a wide range of specialist support services designed to help adult carers caring for another adult to continue in their caring role for as long as they choose and reduce the impact the caring role can have on their own health and wellbeing.

Bury now has a model that delivers a service direct to carers as a 'One Stop Shop / Pop-Up' approach, in each of the 5-neighbourhoods of Bury, mirroring and aligning to the Integrated Neighbourhood Teams.

The contract commenced on 1st June 2020 for 3-years with two optional 1-year extensions (3+1+1). It is an integrated contract between Bury Council and NHS GM Integrated Care (previously Bury CCG).

The COVID-19 pandemic and the subsequent lockdowns has had an enormous impact on the service to develop the neighbourhood model. An extension will allow the service the autonomy to build on the work to date and will enable the OCO to navigate and comprehend future service delivery.

The first 3-years of the contract is due to end on 31st May 2023. The recommendation is to activate plus one year extension.

The contract was awarded to n-compass after an open tender process, the 12-month extension is within procurement regulations.

Corporate Procurement has advised that in accordance with the Officer scheme of delegation /financial regulations /contract procedure rules an Executive Director, following consultation with the relevant Cabinet Member & S151 Officer can approve the extension.

The extension cost for 1st June 2023 to 31st May 2024 is £196,047 (Bury Council £157,447 - GM ICS £38,600)

Wards affected: All wards

Consultations:

Scrutiny & Review Committee Interest:

Options considered:

Decision [*with reasons*]

Decision made by:	Signature:	Date:
Executive Director – Strategic Commissioning		19 January 2023
S151 Officer		19/2/23
Members Consulted [see note 1 below]		
Cabinet Member		19 January 2023
Lead Member	NA	
Opposition Spokesperson	NA	
Notes		
<p>1. Where, in accordance with the requirements of the Officer Delegation Scheme, a Chief Officer consults with the appropriate Cabinet Member they must sign the form so as to confirm that they have been consulted and that they agree with the proposed action. The signature of the Opposition Spokesperson should be obtained if required, to confirm that he/she has been consulted. Please refer to the MO Guidance.</p> <p>2. This form must not be used for urgent decisions.</p> <p>3. Where there is any doubt, Corporate Directors should err on the side of caution and seek advice from the Council’s Monitoring Officer.</p>		

Bury Carers’ Hub - Contract Extension

1. Background/ Introduction

- 1.1 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.’
- 1.2 As a society, we are increasingly dependent on the contribution of unpaid care. The care provided by unpaid carers is often not visible but is an essential part of enabling people to stay in their own homes for longer and allowing move on from hospital to community care.
- 1.3 The Care Act replaced most previous laws regarding carers and people being cared for including:
 - A focus on promoting wellbeing.
 - A duty on local councils to prevent, reduce and delay need for support, including the needs of carers.

- A right to a carer's assessment based on the appearance of need.
- A right for carers' eligible needs to be met.
- A duty on local councils to provide information and advice.

- 1.4 The Department of Health's mandate to NHS England includes ensuring that the NHS becomes dramatically better at involving carers as well as patients in care. The importance of carers is noted in the NHS Five Year Forward View, which notes that to support carers properly we need to have multi-agency and community integration.
- 1.5 The Adult Social Care Reform White Paper, *People at the Heart of Care*, was published in December 2021 setting out a 10-year vision for adult social care. The White Paper has carers threaded throughout, including in the aspiration, vision and strategic objectives.
- 1.6 N-compass, branded locally as the Bury Carers Hub was awarded the community carer services contract following a tender process. The contract commenced on 1st June 2020 for 3-years with two optional 1-year extensions (3 + 1+ 1).
- 1.7 Establishing a new service during lockdown presented challenges. From a commissioning perspective, n-compass can only be praised for responding quickly with a range of solutions, ensuring carers were not left without support.
- 1.8 Bury now has a model that delivers a service direct to carers as a 'One Stop Shop / Pop-Up' approach, in each of the 5-neighbourhoods of Bury, so that carers receive all the support they require via a single point of contact that is recognised and local to them, making it easier for carers to connect with others, offering and receiving a range of support and coming together to influence service delivery.
- 1.9 Social care and support in its broadest sense comes from a range of sources and of these informal help from family and friends is the largest.

This visual from Carers Week summaries the challenges faced by carers:



2. Funding of the Carers Model Contract

- 2.1 The engagement, consultation and workshops undertaken to develop the carers services contract, highlighted the need to review how we finance carer services in Bury if we wanted to deliver on the transformation identified.
- 2.2 The amount for carer services had not been reviewed or changed in several years and had not increased in relation to inflation.
- 2.3 To enable the delivery of the new model, senior management agreed to the recommendation to increase the overall value of the carer services contract to £200,00 per annum. The increase to the contract value was achieved by reshaping the resources from existing carer budgets.

3. Quality & Quantitative Outcomes

- 3.1 The model provides a safe environment within the 5-neighbourhoods of Bury for socialising with peers, deliver information, advice and signposting and volunteering opportunities.
- 3.2 There is access to emotional wellbeing support for carers 24/7, 365 days, through the carers help & chat line.
- 3.3 Carers have opportunities to increase their social circle, feel more in control and less isolated and alone.
- 3.4 The team support carers to consider and plan for their future needs and those of the person they care for.
- 3.5 Service briefings and overviews are offered to all organisations that could potentially work with, support, or identify carers. The briefings are now offered face to face or digitally. The sessions are bespoke to fit around busy teams and services.
- 3.6 The team know their clients well and have developed respectful and open professional relationships, this means they are able to intervene early to support carers needs from escalating.
- 3.7 Bury carers have access to the Carers Community Network, which is a community platform unique to n-compass, for supporting carers less interested in attending local group provision, but keen to engage with others online.
- 3.8 The service was vital during the pandemic. Whilst the way in which the team delivered services changed to keep our community of carers safe and well during the Covid-19 pandemic, they continued to operate a full service.
- 3.9 Worked alongside Bury Council, Public Health and NHS GM Integrated Care to run a successful Covid-19 vaccination roll-out for Bury carers.
- 3.10 As Covid-19 restrictions were lifted, it was evident many carers were still wary of the pandemic. The Bury Carers' Hub introduced interventions unique to each individual / situation aiming to ensure service delivery was done carefully and safely.

3.11 N-compass are currently delivering a hospital discharge project at Fairfield hospital in partnership with Northern Care Alliance with the aim to identify carers in secondary care.

3.12 Highlights from June – August 2022 monitoring:

- Identified & supported 90 new carers
- 87 volunteers supported the carers help & talk line
- Delivered 115 one to one support sessions
- 34 Coffee & Chats delivered to 502 carers
- 14 briefings/presentations to 96 professionals
- 2 new volunteers recruited
- 42 referrals made to other services on behalf of carers
- Delivered 77 digital support groups & activities

3.13 Highlights from September – November 2022 monitoring:

- Identified & supported 121 new carers
- 76 volunteers supported the carers help & talk line
- Delivered 162 one to one support sessions
- 35 Coffee & Chats delivered to 474 carers
- 37 briefings/presentations to 215 professionals
- 6 new volunteers recruited
- 39 referrals made to other services on behalf of carers
- Delivered 71 digital support groups & activities
- Distributed 747 newsletters

4. Benefits Delivered by the Provider

4.1 The provider has been successful in delivering several social benefits for Bury:

- Carers Community Network Platform with 1,600+ carer members from across the providers' carer services. Also, digital groups and activities delivered through the platform, including evening offer.
- Successful at securing national lottery monies to roll out a six-month virtual mental health support programme/ non-clinical counselling service for carers in Bury.
- Following a successful bid from the Greater Manchester Dementia Bounce Back Fund, Bury Carers' Hub have facilitated 3 dementia specific activities for carers and the cared for.
- Partnerships have been established with Marks & Spencer's, Asda and Morrisons who support the work of the Bury Carers' Hub by donations of flowers to gift to carers and providing free tea, coffee, sugar and biscuits for carer activities.
- During the pandemic, secured a grant to deliver afternoon tea to carers who were shielding, who were struggling, who had not had a break from caring, or who have not been able to access the digital offer.
- Collaborating with the council, another bid was successful to send out a gift box of activities and information as a 'keeping in touch' to carers experiencing loneliness because of the reduction of opportunities to take a break from their caring role.
- Sponsored by Bury Rotary Club - Christmas hampers / Christmas meal for carers.

- Investment in the volunteers who run the 24/7 carers help & chat line. Including a full time Volunteering Co-ordinator and admin support from n-compass's central function and at no cost to this contract.
- An in-house Student Placement Co-ordinator (at no cost to this contract) to support 2 x student social work placements for 70-days, representing additional staff cost free to the service.
- Investment in local businesses by procuring wherever possible via local supply chains and leasing office space in the centre of Bury.
- Marketing Co-ordinator – example of campaigns: Lytham Festival and Hit Radio, Greater Manchester, ran an advert which was played 96 times over a 4-week period.
- Continue to add value to the contract. Working with the NCA, the Bury Carers' Hub is responsible for developing and overseeing the hospital discharge-identification of carers project at Fairfield hospital. The aim of the project is to identify carers at the point of the patients' discharge focusing on 4 hospital areas at Fairfield General Hospital.

5. User feedback, Engagement, Consultation, Co-design or Co-production, Collaboration

A small example of feedback collated June – August 2022:

Thank you so much! We have had a great week. We attended two coffee mornings, at Radcliffe on Tuesday and Bury on Wednesday. We also went on the walk in Heaton Park. Everything was well organised, and you were all very welcoming. Thanks again

Thanks again for a fabulous day. The weather was perfect (yes, I know that wasn't under your control) we had a leisurely walk around Lyme Park, a chance to chat with other carers from around the area, saw the deer, and a lovely lunch. Thanks for all you do to make life just that bit better for all carers, it's really appreciated

What a lovely time B and I had at the afternoon tea at park farms, it has made such a difference to me knowing of the carers hub and all the hard work u all put into it and it is so nice to meet people in the same situation as me where u could have a laugh, when you may otherwise have a cry. Thank you all so much I think the carers hub is invaluable x

Hi J Thank you for the chat on Wednesday and also the information you have sent me. It has been really useful; I am beginning to use relaxation techniques plus doing meditation sessions from YouTube which are helpful. We have enjoyed the Carers Week events. The walk round Heaton Park yesterday was really enjoyable.

Hi Jayne, Thanks so much for your presentation this morning, I was really impressed by your offer of support. Having witnessed what my mum went through while caring for my dad in his last years I can clearly see the benefits of the Bury Carers hub.

6. Links to strategic direction

- Bury now has a model that delivers a service direct to carers as a 'One Stop Shop / Pop-Up' approach, in each of the 5-neighbourhoods of Bury, mirroring and aligning to the Integrated Neighbourhood Teams.

- A service shaped on what carers told us is important to them.
- Supporting carers who are fundamental to the success of our health and social care systems and communities.
- Evidence suggests that funding carer support services is also in general, a highly cost-effective preventative investment – that for every £1.00 invested in carers, there is a potential equivalent reduction in local authority cost of £5.90 and with significantly greater social returns - i.e., when a 'Social Return on Investment' methodology considers a range of associated factors such as future tax receipts from carers enabled to return to work (*Luke Clements, 2017*).

7. Commissioning/ Procurement Implications

The contract was awarded to n-compass after an open tender process, the 12-month extension is within procurement regulations.

Corporate Procurement has advised that in accordance with the Officer scheme of delegation /financial regulations /contract procedure rules an Executive Director, following consultation with the relevant Cabinet Member & S151 Officer can approve the extension.

8. Financial Implications

N-compass has submitted costs for the 12-month extension period of £196,047 which includes a 1% uplift from 2022 due to the current economic strain and the financial implications of the cost of living.

The uplift can be met by existing carer services budgets.

The provider has added value into the contract by delivering more work against the available budget.

GM ICS has confirmed commitment of £38,600 and reassurance it is in the budget setting recurrently for continued contribution.

The contract is an integrated commission across health and social care, £196,047 (Bury Council £157,447 - GM ICS £38,600)

9. Next Steps

- Secure Operational Decision sign-off for the 12-month extension.

10. Recommendation's

- Activate plus one year extension from 1 June 2023 to 31st May 2024.
- Cost of extension: £196,047 (Bury Council £157,447 GM ICS £38,600)

11. Reasons for the recommendation's

- Seamless continuation of current projects involving the Bury Carers' Hub across the whole system.

- No disruption to carers; allows stability after the stressful time during the pandemic when many had no choice but to take on more hours of care. Carers are now faced with additional pressures because of the cost-of-living crisis.
- Continuation of the positive relationships that have been built.
- Further time to build on and develop the service provision across the 5-neighbourhoods.
- Current performance – allows this to continue and strengthen.
- N-compass also provide carer services to several other localities which allow Bury to benefit from economies of scale of their work.

12. Appendices

Appendix 1: Monitoring Highlight Reports June – August 2022 & September-November 2022



N-Compass_BuryCarers-Infographic-2022



BuryCarers

Infographic Q2 22-2

Appendix 2: Bury Carers' Hub Newsletter



5th Bury Newsletter
AW22-Digital.pdf