



SHROPSHIRE HEALTH AND WELLBEING BOARD Report

Meeting Date	20 th April 2023			
Title of report	Shropshire Family Carers update – All age carer strategy and updates			
This report is for (You will have been advised which applies)	Discussion and agreement of recommendations		Approval of recommendations (With discussion by exception)	<input checked="" type="checkbox"/> Information only (No recommendations)
Reporting Officer & email	Margarete Davies Margarete.Davies@shropshire.gov.uk			
Which Joint Health & Wellbeing Strategy priorities does this report address? Please tick all that apply	Children & Young People	<input checked="" type="checkbox"/>	Joined up working	<input checked="" type="checkbox"/>
	Mental Health	<input checked="" type="checkbox"/>	Improving Population Health	
	Healthy Weight & Physical Activity		Working with and building strong and vibrant communities	<input checked="" type="checkbox"/>
	Workforce		Reduce inequalities (see below)	
What inequalities does this report address?				
<p>1.0 Executive Summary</p> <p>The main purpose of our All-Age Carer Strategy is to provide a clear framework to the commissioning and provision of services that will support unpaid and family carers of all ages to:</p> <ul style="list-style-type: none"> • Identify as a carer • Maintain their own health and wellbeing, • Plan for their future • Participate in family and community life. <p>The all-age carer strategy will support the achievement of outcomes in the Shropshire Plan, specifically relating to the priorities within healthy people.</p> <p>This report provides an overview of the All-Age Carer Strategy (AACS) Review 2022-2027 and will detail the priorities Carers have told us are most important to them to support them in their caring role.</p> <p>This is an all-age carer strategy ensuring all carers are recognised, whatever their age, caring role or where they live in Shropshire.</p> <p>The document will detail how we intend to work in partnership with our local strategic partners, carers and communities, ensuring everyone understands their role in making a difference to Shropshire carers' health and wellbeing, in making Shropshire a carer friendly place to live.</p> <p>Shropshire Council recognise the significant role that unpaid and family carers play in supporting the Health and Social Care system in Shropshire and are committed to working to:</p> <ul style="list-style-type: none"> • Develop services that support carers and ensure they receive appropriate levels of support that is easy to access from whichever part of the sector carers first have contact with. • Involve carers in service design when developing services intended to improve their health and wellbeing. • Empower carers to create their own goals and aspirations and have a life outside of caring. <p>Our AACS review will support this by:</p> <ol style="list-style-type: none"> Providing an action plan to supplement the strategy demonstrating how we will deliver the priorities and what measures are in place to monitor success. This is a live document and will be hosted on Shropshire Choices. 				

- c) The strategy and action plan will be monitored by the Shropshire Carers Partnership Board, to ensure it is coordinated and complements the wider agenda for supporting carers in Shropshire.
- d) The AACS and action plan will feed into local service plans and the Market Position Statement - currently being drafted.
- e) The action plan will utilise council initiatives to support carers, such as the robust support to Shropshire residents around the cost of living.
- The strategy has been presented and approved at Cabinet on 22 March 2023.

2.0 Recommendations

The Board is asked to note the content and support the All-Age carer strategy, recognising carers are integral to any planning of services.

3.0 Report

Shropshire Family Carers update – All age carer strategy and updates - 20 April 2023

3.1 Background

In the Census 2021 – 9.6% of the population in Shropshire, over 5 years old, identified as an unpaid carer, which is higher than the England average of 8.9%. This equates to 29,704 residents, aged 5 years and above, in Shropshire identifying as a carer.

3.2 Plans to meet the demand

- Digital Support for carers contract –to identify carers previously unknown to services.
- By working with local strategic partners, carers, and the community to ensure everyone understands their role in making a difference to Shropshire carers' health and wellbeing, in making Shropshire a carer friendly place to live.

3.3 Table of carers accessing information and support 2022

Carer appointments at Let's Talk Local hubs (a local venue where carers are booked an appointment for assessment) 2022		530
Carer assessments completed 2022		452
Carers on Carer Register - Dec 2022		981
Mobilise online support - data Dec 2021 – Dec 2022		
Discover stage– unique* visits to the Mobilise website	Engage stage – unique* clicks into information on the website e.g., blue badge eligibility checklist	Support stage – unique* no: of carers attending one to one or group sessions on Zoom so that they can see and talk directly with people e.g., virtual cuppas; one to one coaching sessions
13020	1719	679

* Unique means the digital device that has accessed the web page is counted only once no matter how many time that device accesses the web page. Therefore, if a carer were to access the Mobilise web page three times from their mobile phone that would be counted as one user of the service not three.

3.4 The all-age carer strategy will support the achievement of outcomes in the Shropshire Plan, specifically relating to the priorities within healthy people:

Tackling inequalities – by developing an all-age carer strategy to:

- ensure all carers are recognised, whatever their age, caring role or wherever they live in Shropshire

- acknowledge all carers should be treated equally however recognising that everyone's caring role is unique, and each carer may have differing needs.

Early interventions – by increasing awareness and identification of carers of all ages within the whole Health and Social Care sector, including self-identification, so that information, advice and support can be given at an earlier stage to:

- improve carers experience of caring – the right information at the right time, help to prevent crisis and allow carers to achieve their full potential and lead their best lives.
- support carers to fulfil their employment and educational potential.

Partnerships – by working with local strategic partners, carers, and the community to:

- ensure carers receive appropriate levels of support that is easy to access from whichever part of the sector carers first have contact with
- ensure everyone understands their role in making a difference to Shropshire carers' health and wellbeing, in making Shropshire a carer friendly place to live.

Self-responsibility – by supporting carers, through one-to-one discussions, assessments and workshops to:

- create personal goals and aspirations
- provide support to progress them and have the confidence to take responsibility, own their plan and help them to do things for themselves.

3.5 In June 2022, Carers UK reported the numbers of unpaid carers remains higher than before the Coronavirus pandemic with 1 in 5 UK adults now providing support to a relative, close friend or neighbour and almost everyone will know family members, friends and colleagues who are carers. Carers come from a range of backgrounds and age groups.

3.6 This is an all-age strategy which covers all carer groups, and while all carers should be treated equally, it recognises that everyone's caring role is unique, and each carer may have differing needs.

3.7 Following findings from the Carers Review in 2019 and engagement with partners and carers, which has assisted the Council to recognise what support is required to meet their statutory responsibility of providing information and support to carers, both as a preventative measure and when eligible needs have been identified through assessment, the aim for this Shropshire All-Age Carers Strategy is:

To identify, support and enable carers of all ages in Shropshire to remain healthy, fulfil their own potential and balance their caring responsibilities with a life outside of caring.

3.8 Carers have told us what is most important to them to support them in their caring role. Their views have been used to decide upon the outcomes that will be most important for us to achieve in the next five years.

3.9 This has led to seven key priority areas which are as follows:

Priority 1.	Early identification and support for carers of all ages.
Priority 2.	Building carer friendly communities in Shropshire where carers are recognised, listened to and respected.

Priority 3.	A life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs.
Priority 4.	Carers have good physical, mental, and emotional wellbeing
Priority 5.	Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available.
Priority 6.	Co-ordinated services within the whole Health and Social Care Sector
Priority 7.	Transitions during the carer role. Ensuring carers, of any age, are supported through the stages of their caring role

3.10 The implementation of this strategy will be supported and advised by the Shropshire Carers Partnership Board (SCPB), which includes representatives from statutory services, the voluntary and community sector, health and carers. Regular progress reports will be made to the Shropshire Health and Well-Being Board.

3.11 The table below sets out which all age carer strategy priorities are aligned to the 4 priorities of the Shropshire Plan 2022-25 and will support the achievement of outcomes in the 4 'Healthy' priority areas, contributing to our vision of 'Shropshire living the best life'.

Shropshire Plan 2022-2025 Priorities	Aligned to the following All-age carer strategy priorities
<p>Healthy People Strategic Objectives</p> <ul style="list-style-type: none"> • Tackle inequalities • Early intervention • Partnerships • Self-responsibility 	<p>Early identification and support for carers of all ages. Building carer friendly communities in Shropshire where carers are recognised, listened to and respected. A life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs. Carers have good physical, mental, and emotional wellbeing. Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available. Co-ordinated services within the whole Health and Social Care Sector. Transitions during the carer role. Ensuring carers, of any age, are supported through the stages of their caring role.</p>
<p>Healthy Economy Strategic Objectives</p>	<p>A life of their own outside of their caring role – supporting carers to balance their</p>

<ul style="list-style-type: none"> • Skills and employment • Safe, strong, and vibrant destination • Connectivity and infrastructure • Housing 	<p>caring responsibilities with their own aspirations and needs.</p> <p>Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available.</p> <p>Co-ordinated services within the whole Health and Social Care Sector</p> <p>Transitions during the carer role. Ensuring carers, of any age, are supported through the stages of their caring role.</p>
<p>Healthy Environment Strategic Objectives</p> <ul style="list-style-type: none"> • Climate change strategy and actions • Safe communities • Natural environment 	<p>Carers have good physical, mental, and emotional wellbeing.</p> <p>Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available.</p>
<p>Healthy Organisation Strategic Objectives</p> <ul style="list-style-type: none"> • Best workforce • Absorb, Adapt, Anticipate • Communicate well • Align our resources • Strong councillors 	<p>Early identification and support for carers of all ages.</p> <p>Building carer friendly communities in Shropshire where carers are recognised, listened to and respected.</p> <p>A life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs.</p> <p>Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available.</p> <p>Co-ordinated services within the whole Health and Social Care Sector.</p>

a. Extensive consultation of the AACS has taken place to develop the strategy; it has been sent to all carers on the carer register, to the voluntary and community services; to health partners; Mobilise, and Crossroads Together for children and young carers and Parent and Carers Council (PACC) and also publicised via the media.

In addition it has been presented to the Health and Adult Social Care Overview and Scrutiny Committee, Making it Real (MIR) board (experts by experience), Carers Board and ShIPP. The strategy has been well received and inputs have been reflected within the document which included strengthening support for carers in employment, strengthening links to Primary Care Networks (PCN) promoting carers services at PCN locality meetings with GPs endorsing the strategy and considering additional ways they can support carers including identifying carers earlier. Further engagement is planned with the request that a communications plan is developed as part of the action plan. Engagement will also include parish councils to not only promote services but also to look at opportunities to build networks across rural Shropshire. Further work with Children and Young people services to look at how young carers and those carers caring for people with complex needs can be better supported.

3.13 Additional Information

Support for Young Carers, from the age of 5 – 18 years, is outsourced by the Council and provided by Crossroads Together Young Carer service.

The service provides:

- **Respite:** Young carers have a break from their caring role, to have fun and be children again.
- **Support:** Meeting other young carers who really understand, a chance to make new friends, staff they can talk to that will listen.
- **Awareness:** Raising awareness about young carers in schools and in the community.

Groups run across the County, offering a wide range of activities across the year, as well as 1:1 support where it's needed.

Support for parent carers of young people with complex needs is provided by Shropshire Council Children and Young People Service. This includes information on services delivered through a variety of social media channels, newsletter and through the Special Educational Needs and Disabilities (SEND) Local Offer.

Work to align pathways will be a critical aspect of the action plan under the strategy.

Adult carer support in Shropshire has traditionally been outsourced to an external provider however the service was brought in-house from 01/2/2021.

Care Act Carer assessments are conducted by the Community Social Work teams and not by the Carer Support service.

The (Adult) Carer Support team is made up of 3.4 FTE carer support practitioners (CSP); a team coordinator, Information officer and Shropshire Carer Manager.

The service offers carers:

- 1:1 support – working with carers to explore the options available to them as a Carer, and support for carers to follow their choices
- Information and advice, and signposting to specialist services e.g. welfare benefits, advocacy
- Support line – operating Mon – Fri 9-00am till 5-00pm
- Check in and chats – minimum 6 monthly to maintain carer wellbeing and prevent crisis
- Assistance with planning ahead
- Peer support groups
- Events and activities
- Carer Register – to share information quickly, Emergency/ID card issued and emergency/contingency plan
- Carer Feedback – co-produced with a carer. An opportunity for carers to help shape services by giving their feedback on their experiences throughout all of Health and Social care, both what went well and what may need improving.

3.14 Conclusion

A clear All Age Carers Strategy is an important document which will inform the future plan to support Shropshire's carers health and wellbeing.

Risk assessment and opportunities appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

Without a strategic plan to develop and deliver support for carers there may be the following risks for services in Shropshire:

Risk

Shropshire Council may be unable to fulfil its legal obligations without a strategic plan of action.

Risk Mitigation

The All-Age Carer Strategy sets out the priorities to be achieved to improve the lives of carers and fulfil the Council's legal obligations to carers. The All-Age Carer Strategy action plan details measurable actions on how the Council will maintain progress on outcomes,

	<p>ensuring the Council is meeting the legal duty of supporting carers.</p> <p>Higher costs to the Council and strategic partners to meet potentially increased needs of the cared for person and carers if targeted support is not planned and developed.</p> <p>The Council has the following duties under the Care Act 2014 to carers:</p> <ul style="list-style-type: none"> • Prevent Needs for care and support for carers (s.2) • Identify carers in Shropshire with needs for support that are not being met. (s.2) • Promoting integration of care and support with health services to contribute to the prevention and improve quality of support for carers. (s.3) • Assessment of a carer's needs for support. (s.10) • Duty and power to meet a carer's eligible needs for support. (s.20) <p>To comply with these duties, it is important to co-produce the development of services with carers to ensure resources are targeted to meet the carers needs under the Care Act 2014.</p> <p>Increased stress for carers if targeted support is not provided risking carer breakdown.</p> <p>The adoption of the strategy as a whole sector strategy, rather than a Council strategy only, by SHIPP so that coordinated information and support is provided at whichever point of contact the carer has with the sector. No wrong front door approach.</p> <p>Risk of abuse, either for the carer or the person they are caring for, may increase when a carer is isolated and not receiving practical and emotional support.</p> <p>The Shropshire Carers Partnership Board monitor the implementation and delivery of the All-Age Carer Strategy and action plan to ensure it is coordinated, to reduce inequity and complements the wider agenda for supporting carers in Shropshire. The Board currently reports to the Health and Wellbeing Board</p> <p>Inequity in service provision for carers throughout Shropshire.</p>	
<p>Financial implications (Any financial implications of note)</p>		
<p>Climate Change Appraisal as applicable</p>		
<p>Where else has the paper been presented?</p>	<p>System Partnership Boards</p>	<p>Shropshire Integrated Place Partnership Board</p>
	<p>Voluntary Sector</p>	
	<p>Other</p>	
<p>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</p>		

Cabinet Member (Portfolio Holder) Portfolio holders can be found [here](#) or your organisational lead e.g., Exec lead or Non-Exec/Clinical Lead -

Cllr Cecilia Motley, Portfolio Holder for Adult Social Care, Public Health & Communities

Cllr Kirstie Hurst-Knight, Portfolio Holder for Children & Education

Appendices

(Please include as appropriate)



AACS 2022-2027
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SHROPSHIRE ALL
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