DERBY CITY COUNCIL

Appendix 2 Carers Transformation PID	
Project Title	**Ref No:**
Carers Transformation – Overarching PID	Carers 01
Senior Responsible Officers:	Kirsty McMillan – Project Sponsor Any Jones – Departmental Lead Christine Collingwood – Project Manager Yvonne Davies - Project Manager
Project Steering Group	Amy Jones Christine Collingwood Louisa Butt Colyn Kemp Tina Brown Southern Derbyshire CCG
Project Team:	Christine Collingwood Yvonne Davies Heather Nelson Ray Mansell Laura Rose Tracy Garbett Julie Maunder Ray Mansell Heather Nelson Stephen Cotterill Adrian McNaney Ryan Esson Community Care Workers
Financial Implications (where applicable)	£ 635,000

Key Activities/Milestones:	Lead by	By when
Engagement with current providers	CC	18 April
Presentation at Carers Partnership Board	CC	30 April
Detailed project plan and costings presented to People Commissioning Board	CC	09 May
Scoping procurement activity with procurement team	CC	15 May
Dissemination of consultation findings	CC	End May
Create a Carer focused summary of proposals	CC	End May
Universal Offer Service		
Specification developed	Project Team	End May
Specification signed off	CC	04 June
Tender process starts	CC / SC	12 June
Tender process end, bids recieved	CC / SC	11 July
Evaluation and scoring	CC / SC	30 July
Preferred provider identified	CC / SC	01 August

Contract awarded	CC / SC	15 August
Service commences	CC / SC	01 September
Carers Assessments in-house delivery		
Project Team process map procedure for bringing in Carers Assessments in-house	Project Team	30th April 2018
Decision on where in the organisation Carers Assessments sit and final staffing structure	Project Steering Group	23rd May 2018
Job descriptions and grading of Carers Assessment/ CCWs/ Brokerage/Commissioning Officer staff	Project Team	6th June 2018
Re-design Carers forms on LAS to reflect Council requirements	Project Team	25th July 2018
Liquid logic systems set up and ongoing testing for capturing Carers Assessments	Ray Mansell	25th July 2018
Consider reporting mechanisms of data for Carers returns	Project Team	27th June 2018
Liquid logic system set up for capturing reporting for Carers assessments	Ryan Esson	25th July 2018
Commence recruitment/ back filling/ identification of TUPE of CCWs/Brokerage/Commissioning posts	Project Team	11th June 2018
Work up training programme for all social work staff-workforce development and LAS process	Project Team	25th July 2018
Roll out training to Workers	Workforce Development	Ongoing 2018
Review referral process from Council to voluntary organisations	Project Team	20th August 2018
Work on Carers assessment review process and design new short review paperwork	Project Team	November 2018
Workshops with Carers about Talking Points and new approach to Carers assessments and Emergency Plans	Project Team	Launch at June Carers Forum
Feedback from new Assessment process about review process with Carers	Project Team	June 2018
Transitional work with DCA	Project Team	1st September 2018
Carer Support Services Short Break and sitting services Framework		
Specification developed	Project Team	End June
Specification signed off	CC	04 July
Tender process starts	CC / SC	09 July
Tender process end	CC / SC	15 August
Evaluation and scoring	CC / SC	31 August
Preferred provider identified	CC / SC	01 0ctober
Contract awarded	CC / SC	19 October
Service commences	CC / SC	01 December
Key Risks:	**Mitigated by:**	

Services not in place	Effective project planning, clear accountabilities and strong project roles
Current providers unhappy with changes	Work proactively with providers, promote win / win scenarios involve them in the changes
Carers unaware of changes	Effective communication plan, visiting groups, website presence
Difficulty in getting stakeholders involved in the change process	Getting the right people involved in the working group. Using People Commissioning Board as a mandate for change

Overall approach to be taken: (How does this project reflect the values & principles of Putting People first in Derby?)

A major consultation of carers* took place in late 2017, key issues from the findings were:

- Most Carers are satisfied with Carers Services generally but a key issue is the assessment process which is considered slow and confusing. There was no clear message regarding bringing Carers Assessments in house with roughly equal numbers of respondents for and against; many respondents feel neutral.
- Access to information and respite are the key areas of support Carers require with half of the respondents stating they would use a website should one be available. The use of Talking Points to disseminate information and advice received a positive response as did having access to a City Centre site, with this being felt to be important for any Carers support organisation
- Short respite activities are welcomed but there is felt to be a gap in the provision of longer breaks.

Reflecting the findings of the consultation a new Carers Service will be developed with the following key elements:

- Carers Statutory Assessments are conducted by the Adult Social Care function within the Council, making the most of the holistic approach to assessments this will facilitate with the cared for person.
- Preventative support, information, advice, and practical training opportunities for Carers should be provided by a third party supplier via a procurement process.
- A short breaks and respite services framework should be put in place, procured by way of an Approved Provider list, where carers can access services using their Personal Budget.
- An information website for Carers should be developed with Derbyshire County Council
- The emergency plan arrangements should be overhauled so that they are considered fit for purpose by carers

Carers make a considerable contribution to the Social Care economy of Derby giving care and support to their loved ones that might otherwise have to be provided by

funded services.

*Definition of a carer: A carer is 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.

Outcomes to be achieved: (objectives and intended benefits)

Services will be in place in a holistic family centred way that will enable Carers to remain in their caring role for as long as they wish by:
- Improve the quality of their life
- Access information, advice and guidance easily and effectively
- Access high quality services close to their home
- Have a life of their own
- Skills and knowledge
- Stay mentally and physically well
- Have a voice about services for the cared-for person and for themselves

Products that will be developed/created: (deliverables)

The key deliverable will be the transformation of carers services, This will take 3 strands:
- A framework for short breaks and respite for carers which offers a variety of options for carers to access, which is quality assured and monitored
- Carers Assessments are brought in-house and are dealt with in a timely manner
- A contract for a single provider to have a carers hub and outreach service offering advice and guidance and training.

Timeline: (including intermediary milestones)
- All transformation to be completed and in place by 01 September 2018

Resources – current and required: (staff, expertise and cost)

The main resource required to achieve this transformation will be staffing. Staff input will be required to manage the procurement processes and to establish the infrastructure for Carers Assessments to be undertaken in-house.

Headline Communications Plan: Key audiences	Key messages	How to reach them
Current providers	looking to work in close partnership with new provider to develop carers services	Face to face meetings
Stakeholders	Funding maintained Universal services protected Clearer pathway for Carers More holistic approach to Carers Assessments	• Face to face meetings • Correspondence • Website
Carers	Carers told us that	• Face to face

| | they found the current provision confusing Carers Assessments slow to process they valued the services delivered wanted a city centre presence wanted practical help and advice particularly valued peer support This change will address these issues | meetings Press Release Correspondence Website |