

Consultation Plan for the future of Carers Services

1. What and Why

Name of Consultation: The transformation of services for Carers

Key Messages

- Carers satisfaction with Council services has declined
 - Only 28.4% of carers who received support or services were extremely, very or quite satisfied with the support or services they received. Derby is ranked 10th lowest nationally.
 - Overall satisfaction has reduced from 46.7% in 2014/15 to 28.4% in 2016/17.
 - The Quality of Life score for Derby is 7.4. This is slightly lower than our comparator authorities average and the national average.
 - Derby has a higher proportion of cared for persons aged between 45 and 64 compared with our comparator authorities average and the national average.
- Current contract with providers coming to an end
- Carers Assessments are not being agreed in a timely manner
- Carers expressed a need to be go out into their community and for statutory bodies to look at Carers holistically
- Desire to help people build upon their own and community assets and strengths building upon the 'Talking Points'
- Conversations have already taken place with Carers Groups to consider proposals,
 - Carers would like timely conversations about their assessment and reviews that engage them fully
 - Carers would like face to face contact, as and when they need help
 - Better linkages between Carer and Cared for services, to reduce duplication and frustrations for Carers
 - Carers do not want to keep having to repeat information to different organisations
 - Carers would prefer an assessment with one organisations that has the authority to make the decision
- From these discussions we need to look differently at how Carers' services are provided.
 - Enabling Talking Points to provide a whole family approach for considering information, advice and signposting to meet Carers needs
 - Ensuring that the cared for and Carer can access assessments together in one place
 - Better links to other services for specialist conditions
 - A new website that provides all the information in one place
 - A structured review process
- We have formulated a preferred option for Carers' services. This is:
 - To bring Carers Services including Assessments, Emergency plans, information and advice in house.

- To extend the short breaks / courses contract until April 2019 to allow work to concentrate on the transformation work on self-funding
 - Develop personal budget for short breaks and courses for Carers with the help of Delivering Differently team.
 - Consider re-procurement of short breaks / courses beyond April 2019
- However, whilst this is our preferred option we will invite consultees to identify any alternative proposals for consideration at People Commissioning Board in January 2018.

Why consult?

We need to ensure that the proposals are what Carers want and will deliver a better more customer focussed service

Key Stakeholders

- Carers Groups
- Statutory Bodies working with Carers
- Operational Teams
- Current Providers
- Community Action Derby / VCF Sector

Impact on decision making:

Modifications to the proposed specification/service redesign for transforming Carers Services could occur as a consequence of the consultation findings.

Prior Consultation

This has already been undertaken with Carers to gather feedback on the current services and to identify from Carers key areas of improvement with the current service. Key decision makers have also been kept informed via the People Commissioning Board.

December 2016 – Carers Survey

Jan - People Commissioning Board

March- Visiting Carers Group and gather initial feedback on services

June- Operational Task and Finish Group meeting

July– Open Carers Forum

Meeting with carers groups

Operational Team Meetings and co-production of model with Heads of Service

People Commissioning Board

September- Peoples Commissioning Board

2. Who

We will be consulting with.....

- Service users, Carers Groups, the cared for and general public, especially those “seldom heard” groups who constitute a significant proportion of service users, including BME groups, older people and those with learning differences.
- Service providers affected by the transformation
- Partners and other local stakeholders, such as the police, health and community and voluntary sector umbrella organisations.
- Internal staff working with Carers.

3. How – tools to be used:

We propose to carry out the consultation via the following methods:

a) Summary of the proposed changes;

A user friendly summary of the proposed transformation will be presented in plain English and available online or by email, via:

- Mail out (to Carers on database).
- Information on the website (with possible banner on home page).
- Email circulated to partners and stakeholders.

b) Online and paper based surveys;

This will take the form of surveys developed for the general public (non users), service users, stakeholders and service providers. Specifically:

General Survey

- For the general public on the proposals looking at:
 - Awareness of and perceived importance of the Carers service
- For current and recent (within the last 12 months) Carers service users looking at;
 - the difference the service has made to them,
 - how they would improve the service,
- For all respondents:
 - Feedback on proposed 'preferred option'
 - Alternative ideas on how we could support Carers,

Provider Survey

- For current two current providers, looking at:
 - The overall value organisations feel their service provides to Derby,
 - Any added value provided by their service,
 - Importance of their service to its users and its potential impact on the lives of vulnerable people,
 - Potential impact of cessation of their service to the organisers and its users
 - Their contingency plans for funding changes, opportunities for service improvements which they have identified
 - Feedback on the proposed service transformation

Stakeholder Survey

- For stakeholders and partners which will look at:
 - Perceived impact of changes on local residents and their organisations,
 - Opinions on proposed transformation,
 - Any potential gaps in the service.

c) Meetings with Carers Groups

Consultation workshops with Carers Groups to gain their feedback, suggestions & concerns

d) Carers Forum Meeting

There will be a Carers Forum Meeting on 6th December the proposals will be presented to Carers attending the Forum meeting. We will run a consultation workshop with them to gain their feedback, suggestions & concerns

e) Equality Impact Assessments (EiA) Workshops

Separate EiA workshops will be held to look at the impact of the proposals for each one of the key projects. Providers and service users will be represented at the workshops.

f) Meetings with Current providers

To inform providers of plans, and gauge feedback on the consultation so far, the proposals for the future delivery of the service and the preferred option and to elicit any alternative models they may wish to propose to improve Carers services

4. Resources

In terms of financial implications it is not anticipated that significant funding is required.

The EiA workshops will be held at council premises to reduce costs and some small expenditure on refreshments may be required.

The most significant resource required to undertake the consultation will be the staff time required to undertake the consultation. Staff resources will be required for:

- The design and publishing of the online and paper survey.
- Writing of the plain English summary of the proposals
- Ensuring information and the online surveys are available on the Council website
- Data input of any paper surveys
- The running/facilitation of the EiA workshops and any customer events
- Analysis and report writing.

5. Outcomes

A comprehensive written report will be produced containing the findings from the consultation. The report will inform the People's Commissioning Board paper seeking approval to commence formal transformation of Carers support services.

6. Timescales

The following table highlights the key milestones for this consultation.

Activity	Outline Timescale
Development of Key messages, questions/ topics for online survey, one to one discussions and focus groups	25 September
Development of contact lists, media plan and 1:1 meetings with providers to prepare for formal consultation	By end September 2017
Development of running of workshop/training for those undertaking interviews and focus groups	By end September 2017
Development of plain English summary and web presence.	By end September 2017
Update report to People Commissioning Board	08 November 2017
Formal Consultation period <ul style="list-style-type: none"> - Web presence launched - Survey live - Workshops and customer meetings - EiA's - Ongoing data input of surveys 	09 October Until 12 January 2018
Data input/headline analysis	12-20 January 2018
Headline findings	End January 2018
Comprehensive report produced with full analysis of verbatim comments.	Early February 2018
Decision on future of Carers services	February 2018

Appendix – Carers Groups

Carers Groups

It is proposed to contact the following carers groups:

Sinfin Carers Group
Alvaston Carers Group
Umbrella Parent/Carer Support Group
Umbrella 'BAME' Parent/Carer Support Group
SEWA – memory loss/dementia & carers
Hardy Group – memory loss/dementia & carers
Derby DEEP Group
Chaddesden Carers Group
Mickleover Carers Group
Spondon Carers Group
Abbey Carers Group
Hadhari African Caribbean Carers Forum
South Derbyshire MH Forum
Guise and Grace Group

Parent Carers

The Derby City Parent Carer Forum will be engaged (if possible currently being restructured)
Forever Parents