

Cambridgeshire Children, Families and Adults Services



All Age Carers Strategy 2016-2020



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1. Executive Summary

Most of us will be a Carer at some point in our lives. Carers are a valuable asset to our society but providing care can have an impact on Carers in terms of their own health, education, ability to remain employed and their relationships and social life. Recent legislation provides an opportunity to enhance our support to Carers as, for the first time, it places them on an equal footing with those they care for and recognises the importance of their own 'well-being'.

Research tells us that the number of family and unpaid Carers who provide care and regular support to another individual will increase substantially over the next ten to fifteen years because people are living longer.

Physical and health conditions associated with the ageing process means that family and unpaid Carers will need a range of support to enable them to feel valued and manage their caring responsibilities alongside enjoying their own lives.

At the same time, Cambridgeshire County Council is experiencing an unprecedented financial challenge in the next five years due to reductions in funding from central government. As these challenges and reductions in funding also include Carers this means that the way we provide support to Carers also needs to change and become more preventative.

Cambridgeshire County Council will collaborate and co-operate with its partners to co-ordinate services around Carers and their families. Its approach to supporting all Carers will be to prevent an escalation of their needs, and those of the person they care for, with the emphasis on reducing numbers of individuals coming into long term expensive statutory services. In supporting Carers the focus will be on assessing and supporting the Carer by considering the 'whole family' and identifying wider support from existing family and community networks.

The strategy outlines this preventative approach to supporting Carers of all ages over the next four years and has been developed in partnership with Carers to identify the gaps in support and good outcomes that the Council seeks to achieve for Carers over the next five years.

Our strategic intentions for 2016-2020 are set out below, including the action that will be taken to address gaps that have been identified. These can be found in more detail in section 8.

Where the term 'Carers' is used, this relates to all Carers, including Young Carers and Parent Carers. However, each group of Carers will have specific and unique needs in relation to each outcome area. Action to address these unique needs can be found in the tables below and will be addressed in more detail though the action

plan that will follow this strategy.

Strategic intention 1: Carers receive appropriate and easily accessible information, advice and signposting to assist their caring role

Action we will take to address the gaps -

Adult Carers:

- Better promotion of information which is available to support Carers through Carers Trust Cambridgeshire, including raising awareness of its phone number as a 'one-stop shop' for information and advice
- Build into the review processes of the cared for person, promotion of what Carers Trust Cambridgeshire can provide

All Carers:

- Review and develop Carer/ Young Carer pages on the Council's 'Local Offer' pages that set out the services for children with SEND
- Carer support services to be aware of the Council's new Early Help Service for adults and older people and to be signposting Carers
- Link up with other organisations providing services through the Better Care Fund Information & Advice workstream to ensure consistent, clear information is available across the whole system

Strategic intention 2: Carers are identified early to prevent an escalation of their needs and/or those of the person they care for

Action we will take to address the gaps:

All Carers:

- Adult Social Care staff to be proactively identifying Carers , including Young Carers, and referring them for an assessment
- District Council Housing departments to recognise Carers and Young Carers as vulnerable groups , identify them and signpost them to support
- Ensure all contracts support good practice principles so Carers receive information, signposting and advice
- Carer support services to signpost to the Early Help Service where information and advice needs for cared for adults and older people is identified
- The Council's new Early Help Service to be identifying Carers of adults and older people and signposting them to Carer support services

Young Carers:

- Schools to be supported to be 'Young Carer aware' and to address the particular needs of Young Carers
- Build the confidence of Young Carers in the agencies that support them, and so that they self-identify

Parent Carers:

- Fostering and Adoption Services promoting support pathways for people becoming Parent Carers

Strategic intention 3: Carers build on their strengths and the support they have from those around them, including the community

Action we will take to address the gaps:

Adult Carers:

- Increase on-line support for Adult Carers to share information and advice e.g. closed facebook page
- Better promote 'What If' plans to Adult Carers
- Where the cared for is in specialist mental health services, ensure 'What If' plans are known by support services
- Better promote the bursary scheme
- Increase the role of the community in the 'What If' plan process. Consider the role of volunteers such as those attached to libraries
- Facilitate a 'buddying' scheme to put Carers in touch with each other for peer support

Adult Carers and Parent Carers:

- Better utilise the expertise of former Carers in supporting Carers

Young Carers:

- Identify friends and family that could support Young Carers to achieve the goals set out in their assessment

Strategic intention 4: Carers balance work, training and education with their caring role

Action we will take to address the gaps:

All Carers:

- Carers events for people who work or study

Adult Carers and Parent Carers:

- Better promotion of rights to request flexible working

Strategic intention 5: Assessments of Carers' needs look at wider family circumstances and hidden impacts on Young Carers

Action we will take to address the gaps:

All Carers:

- Assessments to look at the whole family and the strengths that family has, both internally and from those around them and use a 'Think Family' approach

Adult Carers:

- Better promote the availability of Carers assessments through Carers Trust Cambridgeshire, including the benefits of having an assessment
- Combine Adult Carer assessments with assessment of the cared for person, where appropriate, so their needs are seen as a whole

Parent Carers:

- Develop a model for the provision of Carers assessments for Parent Carers where their child is not receiving social care services

Young Carers:

- Adult Services staff to identify Young Carers in households where they are working with adults
- Centre 33 and Carers Trust Cambridgeshire to work alongside Together For Families to ensure Young Carer's family's needs are assessed by looking at all aspects of the Young Carer's life
- A clear interface and referral process between Council staff assessing Young Carers and Centre 33

Strategic intention 6: Carers' experience of working with professionals is improved

Action we will take to address the gaps:

All Carers:

- 'No wrong door' approach. Carers should not have to repeat their information
- Improve joint working between Cambridgeshire County Council, the CCG, Uniting Care, CPFT, Peterborough City Council, Addenbrookes and Hinchingsbrooke e.g. through a Forum for strategic leads and an agreed working structure

Strategic intention 7: Care at home breaks down less often as appropriate support is available

Action we will take to address the gaps:

All Carers:

- better promote Carers breaks which may be available through the voluntary sector e.g. Carers GP Prescription Service

Strategic intention 8: Young Carers are supported when moving into adulthood

Action we will take to address the gaps:

- Young Carers assessments to particularly focus on their needs between 16 and 18 to ensure key transition points are successfully negotiated

Strategic intention 9: Carers have access to advocacy when they need it

Action we will take to address the gaps:

Parent Carers:

- An advocacy service for Parent Carers, this will be part of the Council's new advocacy contract

Young Carers:

- Advocacy for Young Carers to address 'inappropriate caring', where needed

Strategic intention 10: Carers have a voice in how services are designed and developed

Action we will take to address the gaps:

Young Carers:

- Young Carer participation on the Carers Partnership Board to be reviewed within the new contract with Centre 33

All Carers:

- Carers on interview panels for relevant County Council posts
- Increase opportunities for Carers to participate in 'co-productions' when developing services

2. Introduction

Carers play a vital role in providing unpaid support for children and adults who are frail, ill, disabled, or who have mental health or substance misuse problems. This can at times affect Carers' own health and wellbeing. The government has recognised the importance of supporting Carers of all ages through the Care Act 2014 and the Children and Families Act 2014 which, for the first time, placed the needs of Carers on a par with those they care for.

This strategy sets out Cambridgeshire County Council's vision and approach to supporting Carers over the next five years, in line with the above legislation. It relates to all Cambridgeshire children, adults and young people who are caring for others on an unpaid basis. It does not include professional or paid carers.

This strategy has been developed in partnership with Carers through their involvement in the group that has overseen its production and through a range of participation activities that have informed its content. It has been designed to complement Cambridgeshire's NHS Carers Strategy and the 'Triangle of Care' model of working in partnership with Carers.

Section 8 of this strategy sets out our plans for moving the strategy forward. This will be developed into a clearly defined action plan with timescales attached to it.

Our vision for Carers in Cambridgeshire:

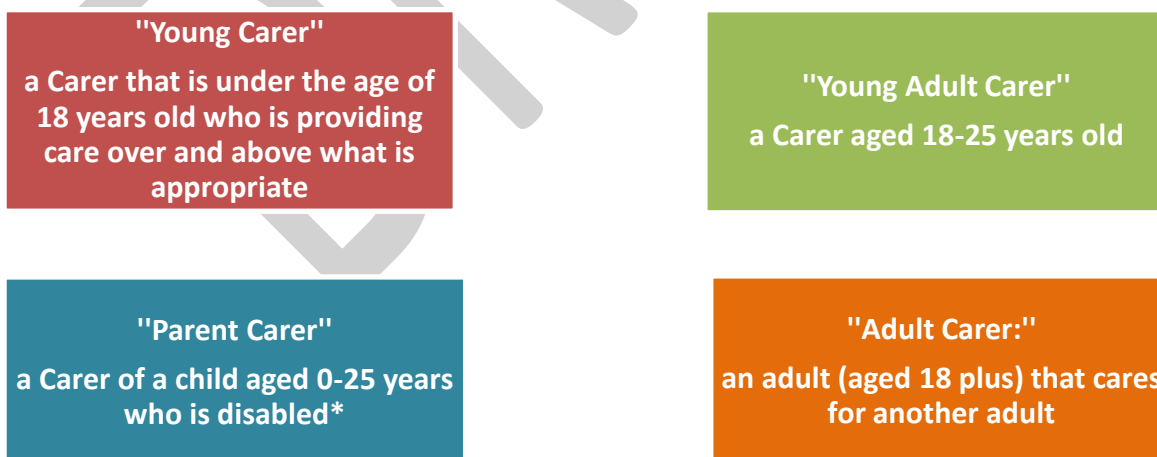
Carers in Cambridgeshire know where to go for information and support. They have peace of mind about what will happen in an emergency and they are supported to balance their own lives with their caring role

This will be achieved by working in collaboration with Carers and partner agencies in line with our principles of:

- Support Carers to retain their own wellbeing
- Identify Carers' needs early and prevent these needs escalating
- Recognise and build upon the strengths of Carers and those around them, including the wider community
- Ensure Young Carers have the same opportunities as their peers and are protected from inappropriate caring
- Take into account the needs of the whole family (the 'Think Family' approach)
- Ensure Carers have a voice in how services are designed and developed

3. Carers in Cambridgeshire

Most of us will be a Carer at some point in our lives although many people do not recognise themselves as such. Carers are not a homogenous group; their circumstances are wide ranging in terms of the type of care they provide and the amount of their time they spend caring. We can, however, categorise Carers into a number of broad groups, all of which are included in the scope of this strategy. A definition of each group of Carers follows:



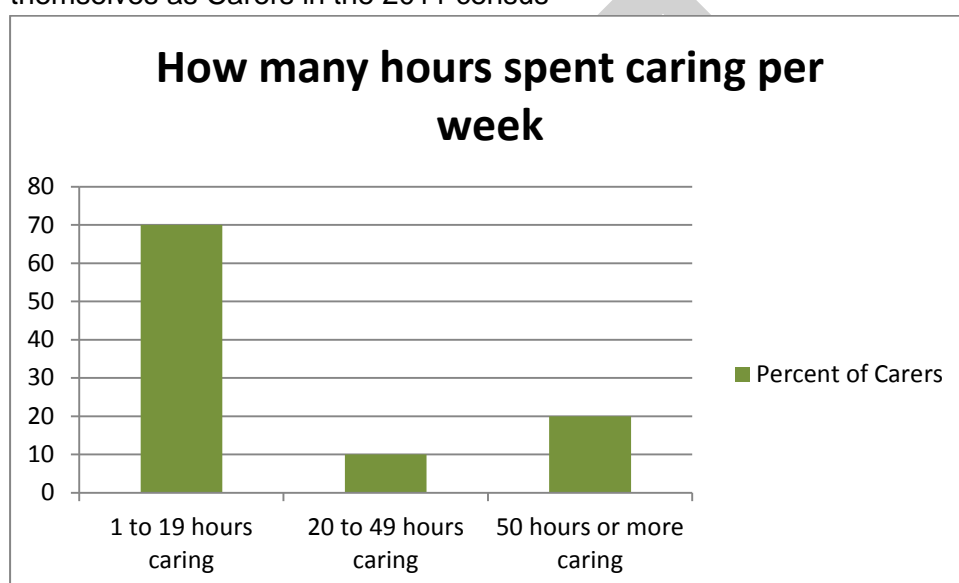
*A more detailed definition of a Parent Carer can be found as Appendix 1

60,176 people in Cambridgeshire identified themselves as Carers in the 2011 census. This is a transient population according to a University of York report (2014)

where it was found that the number of adults taking on caring roles per year were similar to the number ceasing to care. Throughout their lives, people may also have a multiplicity of caring roles, including 'sandwich carers' who may have dependent children at the same time as caring for older relatives.

When asked how many hours of care they provided per week, the majority of people identifying themselves as Carers in the 2011 census (70%) were caring for between 1 and 19 hours. 20% (12,035) of these people reported that they were caring for 50 hours or more per week.

Figure 1: Number of hours of care provided per week by people who identified themselves as Carers in the 2011 census



Source: 2011 census

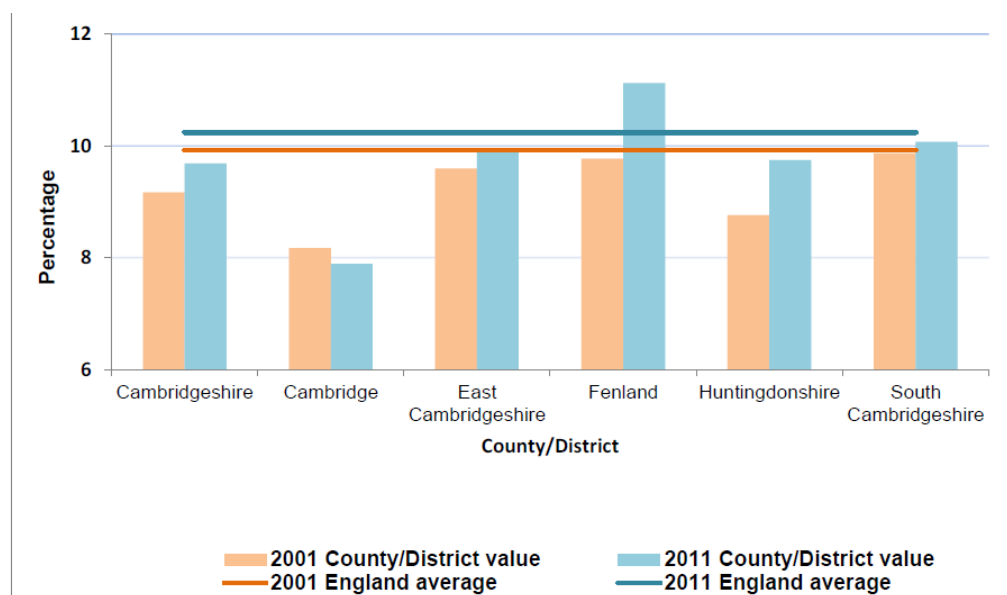
In 2011, 14.6% of people aged over 65 years old were providing some form of unpaid care, compared to 10% of people of all ages. Carers aged over 65 years old are also more likely than younger people to be providing care for more than 50 hours per week.

According to the 2011 census, 4,208 young people under 25 years in Cambridgeshire provide unpaid care and most agree this is fewer than there are in reality. 385 of these young people provide 50 hours of care or more per week and out of this total 92 are aged under 16 years. Research shows that there are growing numbers of Young Carers and that children are tending to provide care at younger ages.

The number of people reporting caring responsibilities is increasing with 9,500 more in 2011 compared to the 2001 census. This is an increase of 19% which is higher than the rise in the general population. The percentage of the population providing

unpaid care is highest in Fenland (11.1%); this being the only district in Cambridgeshire with a higher percentage than the national average.

Figure 2: Percentage of the population providing unpaid care by District, 2001 and 2011

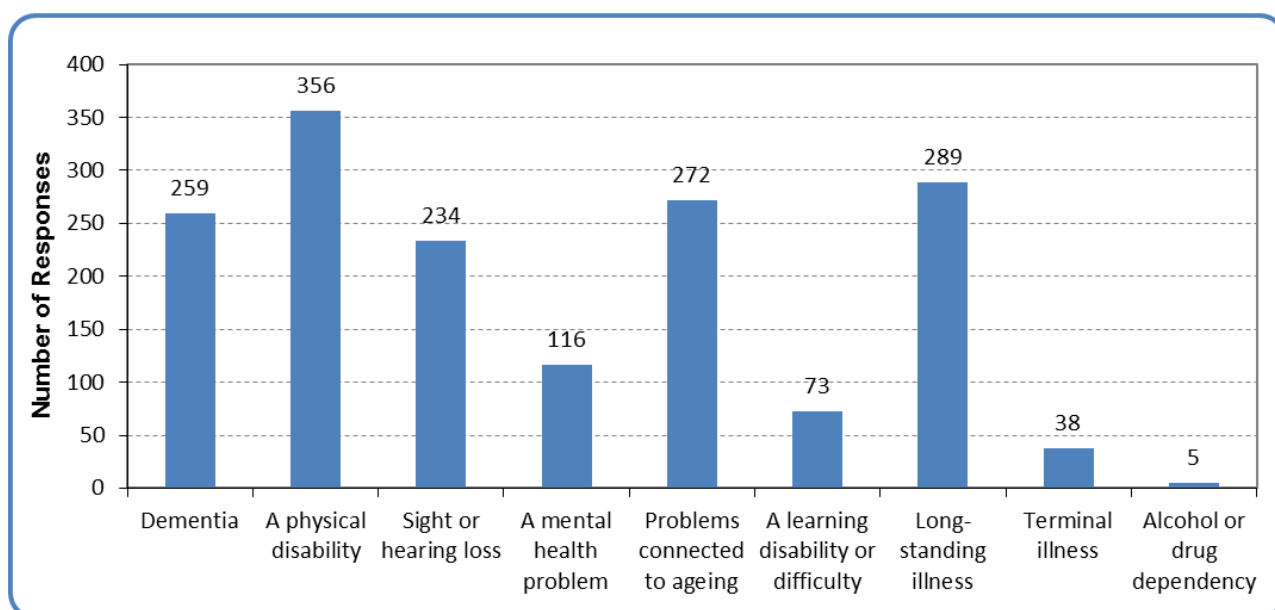


Source: 2011 Census, Office for National Statistics

The distribution of Carers by District does not reflect the profile of users of Council services. For example, the population of older people in receipt of on-going Council support in 2014/15 was slightly higher in Cambridge City than in Fenland (6% compared to 5%). More research is needed to understand why this is the case.

The 'Caring for Others' Survey is a Department of health biennial survey which is sent to Carers who are known to Social Care teams. Responses in Cambridgeshire to the 2014/15 survey indicate that Adult Carers were most likely to be providing care as a result of medical conditions associated with age. Many adults being cared for will have multiple conditions but the main condition reported is presented below. .

Figure 3: Medical condition of cared for adults in Cambridgeshire



Source: Cambridgeshire County Council 'Caring for Others Survey 2014/15' (682 Adult Carer respondents)

The experience of organisations working with Young Carers suggests that Young Carers are most likely to be caring for one or both of their parents (63%), most commonly their mother, and the vast majority care for someone with multiple or complex needs. 28% care for someone with a mental health need, 23% for someone with a physical disability and 18% for someone with a physical illness.

4. How we support Carers in Cambridgeshire

This strategy does not re-write previous strategies but builds upon much of the good work that has been achieved: our vision for the future builds on the work of our Carers Strategy 2008-2011; The Carers Interim Strategy 2014-2015; and the support mechanisms and pathways that already exist.

The Council currently works in partnership with a wide range of partner organisations from health to voluntary sector services to provide countywide support to Carers. As part of this provision, Cambridgeshire County Council Adult Social Care invest over £850,000 per year with Carers Trust Cambridgeshire which supports a contract to deliver a comprehensive information, advice and support service to Adult Carers on behalf of the Council, countywide. It includes a 'peace of mind' provision called the 'What If' plan where Adult Carers can register their family and friends or someone to contact if an emergency situation arose and they were unable to care. This ensures that the cared for person will have continuity of support. Carers have told us that this is their primary concern should an emergency arise.

Cambridgeshire County Council supports Young Carers via a comprehensive contract in the voluntary and community sector, currently held by Centre 33. The contract provides for respite groups; one-to-one support and advocacy; and activities, trips and holidays for 200 Young Carers across the county. A further 60 Young Carers are supported with charitable funding. The Young Carers contract has recently been transformed in order to meet the new requirements of the Children and Families Act, and to ensure that additional Young Carers can be identified, reached and supported. From April 2015, Young Carers became entitled to have a local authority assessment of their needs. The Council has invested in two internal posts to carry out this role which will interface with Centre 33.

The Council works in partnership with a wide range of organisations from health, education and the voluntary sector, to provide information and support to all parents and Parent Carers. The Parent Partnership Service provides Cambridgeshire's SEND Information, Advice and Support Service (SENDIASS) and gives confidential, impartial information, advice and support to parents and carers who have a child (0-25 years old) with special educational needs or disability (SEND). There is a contract with Pinpoint, the local Parent Carers forum which provides a support, information and involvement network for Parent Carers and details of local groups across Cambridgeshire. Information is also available from Cambridgeshire.net, a community information database, and families can join the Council's Special Needs Community information Point (SCIP) which provides regular updates on events and services for families. In addition, all Parent Carers of 0-5 year old children can access support such as additional needs groups in children's centres. Where a child is eligible for social care services, their Carer will currently get an assessment as part of the child's assessment.

5. Why we need a strategy for 2016-2020

Carers' health

Carers UK found that 84% of Carers surveyed said that caring has a negative impact on their health. In the Cambridgeshire 'Caring for Others Survey' 2014/15, 37% of Carers self-reported that they felt that they were either neglecting themselves or not looking after themselves well enough in relation to factors such as getting enough sleep and eating appropriately. In addition, feedback suggests that Carers may neglect their own health, for example, by missing routine health appointments and check-ups. They may also give up work because of their caring responsibilities which can result in significant financial hardship and loss of 'meaningful activity', both of which can affect a Carer's positive mental health.

Young Carers as a specific group may experience significant long-term effects on their physical and mental health and well-being as a result of their caring role. Data

from the 2014 Health Related Behaviour Survey¹ in Cambridgeshire tells us that Young Carers were less likely to have had eight hours sleep in the night before the survey, were more likely to have smoked a cigarette in the last seven days, and were more likely to have experienced bullying.

Carer's educational attainment, training and employment

Young Carers are more likely to have lower attendance and attainment at GCSE level, equivalent to nine grades lower than their peers (The Children's Society, 2013). They are also more likely to go on to be 'not in education, employment or training' (NEET) when they become young adults (Carers JSNA, 2014). Those that do go on to higher education or work may have difficulties in juggling these aspects of their lives with their caring role as a Young Adult Carer.

51% of Adult Carers responding to Care UK's survey in 2015 had given up work to care, with a further 21% reporting they had reduced their working hours. 60% of working Carers reported being worried about their ability to remain in work over the next year.

Taking on a caring role can result in a steep drop in income, particularly if one has to give up work. In Cambridgeshire, 40% of Carers are economically inactive which is just below the national average (42%). 31% of Carers are in full-time employment (Carers JSNA, 2014)²

Those that are economically inactive are more likely to be providing 50 hours or more of care per week than those that are economically active (34% compared to 11%).

Carers UK (2013) found that 44% of Carers surveyed have been in debt as a result of caring.

Carers' social lives and relationships

Carers report that caring restricts their social activity resulting in social isolation and smaller social networks. Caring may also affect relationships with other family members. Parent Carers may find it challenging that their children may not follow a life course they may have been expecting. According to Sibs³ (2015) there can also be a negative effect on siblings growing up in a family where a large amount of parent resources and attention are directed, indefinitely, towards another child. Trying to balance the needs of all children can be an additional source of stress for Parent Carers.

¹ The Health Related Behaviour Survey is a survey of school pupils in years 8 and 10 that is conducted in Cambridgeshire every two years.

² For more information on relating to this data, see the Carers Joint Strategic Needs Assessment, 2014 <http://www.cambridgeshireinsight.org.uk/jsna/carers>

³ Sibs is a charity that represents the needs of siblings of disabled children and adults

In the 2014 Carers UK 'State of Caring Survey', 83% of Carers reported that they had felt lonely or isolated as a result of their caring responsibilities. The primary reasons given for this were because they couldn't get out of the house, didn't have time to participate in social activities or couldn't afford to. In the Cambridgeshire 'Caring for Others Survey 2014/15', 13.4% of Carers said that didn't feel they did anything they valued or enjoyed with their time.

Young Carers can also experience isolation, particularly where they have no access to a private vehicle or adequate public transport. Many of these children and young people will miss out on school and after school activities due to a lack of transport or income to fund it.

Carers are a valuable asset

Carers are a valuable asset, both to our local community and nationally, providing hours of unpaid care to help the person they care for remain independent. Without Carers, more people may require residential or nursing care, resulting in increased costs to health and social services.

Carers UK and Leeds University (2011) estimated that, nationally, Carers make an economic contribution of £119 billion per year. They also estimated the value of Carers' contribution by local authority; looking at the number of Carers and estimating the cost of replacement care for the hours they provide. For Cambridgeshire, the value of Carers contribution in 2011 was estimated at £955 million.

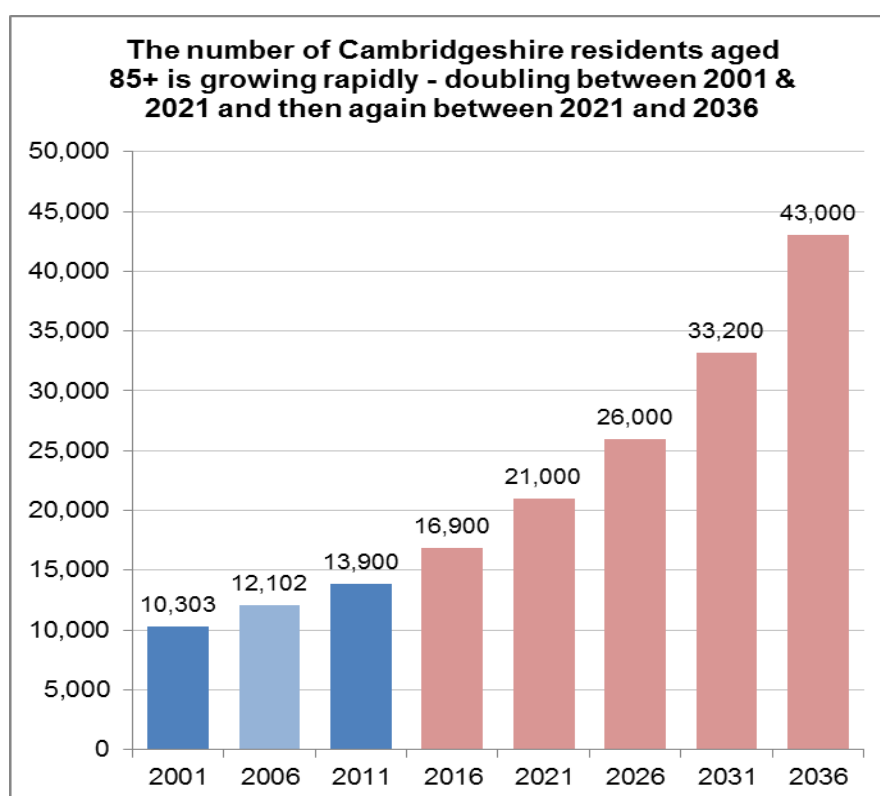
We also know that if Young Carers are not supported they can go on to achieve significantly poorer outcomes than their peers with lower qualifications, increased poverty and poorer health. This cost can be avoided by timely, preventative support to Young Carers.

The number of children and adults needing care is predicted to grow

In Cambridgeshire the number of people aged over 85 years is predicted to grow by 21% in the five years between 2015 and 2020 and this trend is set to continue. With older age comes a greater risk of poor health that may require care. For example, it is estimated that 1 in 6 people over 80 years old will be affected by dementia.⁴

⁴ Alzheimer's Society (2013) Am I at risk of developing dementia?

Figure 4: Growth in the number of Cambridgeshire residents aged 85 years and over



More people are surviving serious health problems such as strokes and cancer and people born with disabilities are surviving and living longer. There is a higher rate of children in Cambridgeshire with a 'statement' of special educational need or 'Education, Health and Care Plan' (EHCP) compared to the national rate and this has grown in recent years. Based on population growth, there will be over 3,000 pupils with high level SEND by 2021 (a 5% increase from 2015).

The population of children in Cambridgeshire is due to rise by 10.3% by 2021 and areas of Cambridgeshire are increasingly diverse with new migrant communities as well as established Black, Minority Ethnic communities; communities in which Young Carers are more prevalent.

Our changing population means that the number of people caring for others in the future will grow rapidly.

Financial challenges on a scale never seen before and the need to change our approach

This strategy is being implemented at a time when the level of funding available to meet needs is significantly reducing for local authorities. Having less money available is clearly a major challenge when we know that the number of Carers that require support continues to increase. This strategy therefore aims to address the challenge of helping more Carers with less resource to go around.

Our population is increasing and with that comes more people who are vulnerable and need help and support. At the same time, we expect our grants from central government to reduce over the next four years to 2020. To be able to manage financially in the future, we would have to be spending £3 where we currently spend £5.

Many departments in the Council have been experiencing significant cuts over the past few years and this is expected to continue. Historically, Cambridgeshire County Council has shown support for Carers and the funding allocated to support them has not been reduced. However, all services in the Council are being affected and required to make cuts in the next four years and this includes funding to support Carers. In addition, Carers are a growing group for the reasons outlined above and therefore there is a growing demand for the funding that is available to support them. The only solution is that we must change the way support to Carers is provided.

6. What legislation supports this strategy?

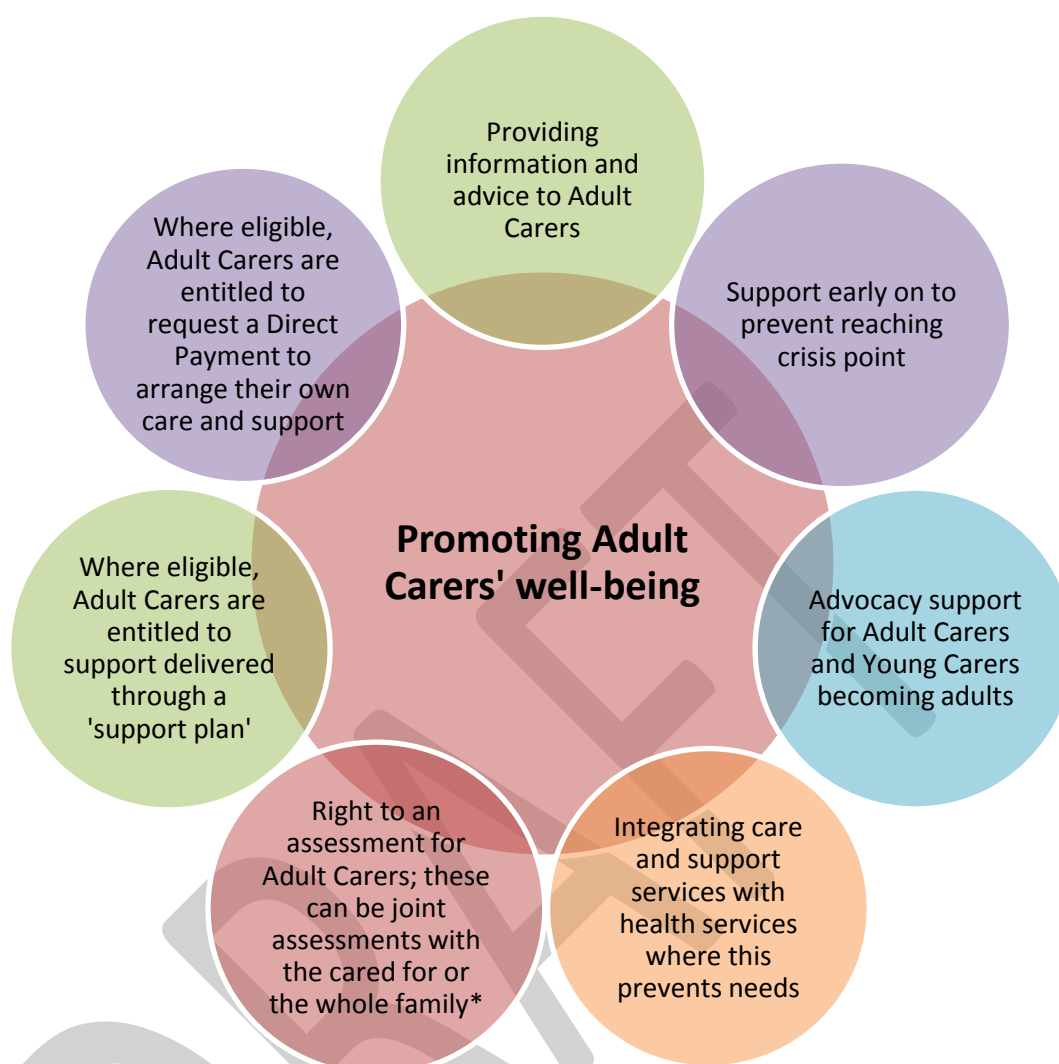
Recent legislation supports our approach and provides a positive opportunity to enhance our support to Carers as much as possible.

The Care Act 2014 means important changes for Adult Carers from 1st April 2015. It puts Adult Carers on an equal footing to those that they care for and is driven by the principle of promoting well-being for both the Carer and the cared for person. The Act sets out in law what local authorities and their strategic partners must do in relation to Adult Carers and means that they must take steps to prevent, reduce or delay the need for care and support for Carers. NHS planning guidance⁵ sets out how the NHS will implement its duties under the Care Act (2014) and Children and Families Act (2014); for CCGs to work alongside authorities to draw up plans to identify and support Carers, particularly those who are Young Carers and those over 85 years old.

The diagram below shows the key elements of the Care Act 2014 that relate to Carers, with the wellbeing of the Carer at its centre:

⁵ The Five Year Forward View into Action – NHS England Planning Guidance 2015-16

Figure 5: Summary of the key elements of the Care Act 2014 that relate to Carers



*Parents Carers are entitled to an assessment where they are likely to have needs after their child becomes 18. Young Carers are entitled to an adult carer assessment if they are likely to have needs after becoming 18

In addition to the Care Act which focusses on adults, the Children and Families Act 2014 brought in new duties for local authorities that strengthen the rights of Parent Carers and Young Carers.

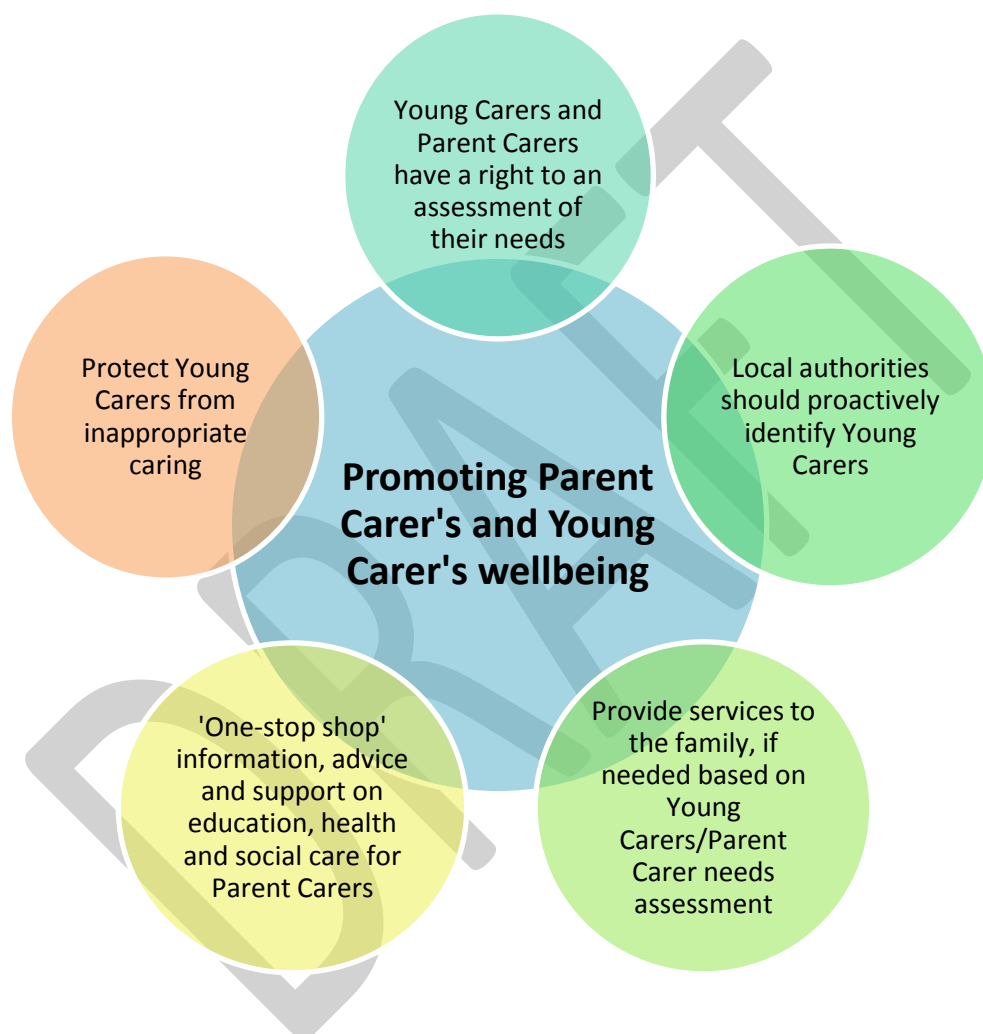
Young Carers have the right to be identified by the local authority, offered information, receive an assessment regardless of who they care for or how often, and to be supported in the context of the whole family. The Council has created two new Young Carer posts to carry out Young Carers assessments. These will work closely with Centre 33, the voluntary sector provider that holds the Young Carer support contract.

At present, Parent Carers in Cambridgeshire with children who are eligible for social care services can access an assessment of their needs as part of their child's

assessment. The Children and Families Act gives all Parent Carers of disabled children the entitlement to a Carers assessment in their own right. These assessments must have the promotion of Parent Carer's wellbeing at the heart of them.

The diagram below shows the key elements of the Children and Families Act 2014 that relate to Carers, with the wellbeing of the Carer at its centre.

Figure 6: Summary of the key elements of the Children and Families Act 2014 that relate to Carers



7. How we designed this strategy

This strategy builds upon previous Council strategies that were underpinned by the National Carers Strategy 2008 and subsequent strategy refreshes. A further national refresh is expected in 2016 and we will ensure that this strategy incorporates any additions that need to be made.

Listening to carers

The contribution of Carers to developing the direction of this strategy has been vital. Engagement with Carers took place between May and October 2015 in the form of

Carer membership on the group that oversaw the development of the strategy; an on-line survey; and focus groups with Carers, supporting organisations and partner agencies.

The engagement with Carers sought to understand the barriers that Carers face on a day to day basis and to find out from Carers themselves what they found to be supportive and what helped most to continue to care.

Responses to the on-line survey came predominantly from Adult Carers, although several Parent Carers and Young Carers also replied. The key themes that emerged from our consultations with Carers were:

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Information

Carers want more information on the support that is available to them. They want information to be simpler and either provided by a one stop shop, such as an information line, or in many more places so they can find it

- *"Not knowing where to go for information and advice"*
- *"There needs to be more information in more places..I don't have a clue where to go, what's available or anything"*
- *"Having a dedicated helpline in the Council for advice and assistance"*
- *"Information about funding or grants"*

Peer and community support

Some Carers feel isolated and would like support from their peers in a range of forms to suit them such as support groups, 'buddying' and on-line support

- *"A buddy scheme with someone who has been there"*
- *"Help in setting up local groups to share sitting services"*
- *"Isolation - we don't know anyone who is a carer/ caree"*
- *"It would be good if there was on-line support/ mutual support available, so he [the carer] could access it outside his work hours"*
- *"Support from neighbours and community in her [cared for person's] home area (sharing the looking out for her role)"*
- *"Getting the chance to meet other young carers and socialise more"*
- *"Men are less likely to seek out information and attend support groups"*

Balancing working and caring

Working Carers are concerned about employers being flexible towards their caring role, whether they can keep their job and the effect on their finances

- *"Anxiety of what will happen to my job if I take too much unpaid leave off"*
- *"Financial implications ie I cannot work too many hours as I need to be around for the person I care for"*
- *"Mostly I am finding it impossible to work and find something suitable for childcare"*
- *"Carer events for people who also work (they're always during work hours)"*

Services from professionals

Carers want a faster response from services. They want professionals to value their opinions and to communicate well with each other

- *"Professionals respecting carers views and knowledge of the disabled individual"*
- *"Professionals having knowledge of each other and what each can do"*
- *"Better communication between departments who support carers"*
- *"It [a carers assessment] was done over the phone on 10th April I think, and a few weeks later, having heard nothing further I made enquiries and was told that I am probably entitled to a direct payment..I am still waiting for that payment [August]"*

Breaks for Carers

Carers say that Carer breaks would support them to continue caring, particularly if it was free or subsidised

- *"One more day of day-care a week and I think I could've kept going"*
- *"Respite care is so valuable for dementia carers"*
- *"Getting free or subsidised respite"*
- *"Free or inexpensive day care for wife"*

These survey results have been compared to data collected locally by Carers Trust Cambridgeshire which has supported the validity of these being key themes.

In order to identify the specific needs of Parent Carers, their responses to the survey have been extracted from the overall responses. When asked what would help and support them in their caring role, the areas that appeared most important to Parent Carers were;

- Information about services being easily accessible and for this to be provided to them rather than having to seek it out
- Peer support and, particularly, support groups. It was felt that emotional support was best given by those that had 'been there' themselves
- Getting a break from caring
- Better co-ordination of services from professionals and better staff training in specific conditions

These priorities for Parent Carers echo feedback gathered through Pinpoint parent network events.

Young Carers are involved in commenting on and shaping services in Cambridgeshire through a county-wide network of participation groups and forums. The county-wide group has raised the following priorities and needs for Young Carers;

- Improving identification and assessment of Young Carers to reach more young people
- Improve support for Young Carers in schools
- Improve support for Young Adult Carers & ensuring Young Carers make good transitions to adulthood
- Improve awareness amongst adult and health services and include Young Carers in discussions about the cared for person
- Improving awareness of Young Carers amongst young people and tackling bullying
- Improved support within families and adopt a 'whole-family' approach
- Improving access to regular groups, activities and respite support.

Cambridgeshire County Council's overarching approach to providing support

The Council is transforming the way that it provides support to individuals, Carers, families and communities within Cambridgeshire and delivers its duties under the Care Act 2014.

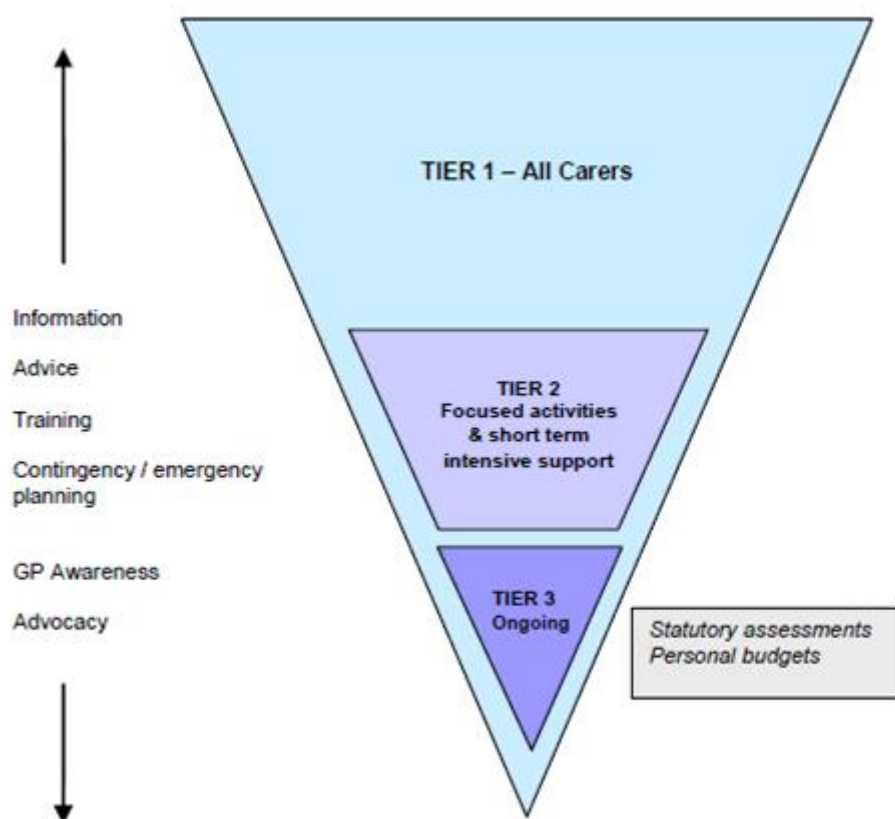
The new approach to supporting adults focusses on being proactive and preventing needs before they escalate into crises. The approach is individual and personalised by considering people's own family and community networks and taking into account the strengths and supporting the assets or help that they have around them. The general direction is a preventative one that stops, reduces or delays the need for more expensive services. For example, there will be a new 'Early Help' service for adults and older people which will result in a quicker response and reduce the number of people passing into the Council's statutory teams for full assessment and packages of care. This will be a mutually beneficial service which will support Carers and the people they care for by providing early information and advice regarding the cared for person. Carer support services will have an important role in signposting to the Early Help Service when they are contacted by Carers who are concerned about people that they care for and, likewise, the Early Help Service will be in a position to identify Carers and signpost them to support services.

The vision for the new way of working is to;

- enable people to live independently
- support people in a way that works for them
- support the development of strong, connected communities
- recognise the strengths of individuals, families and communities and build upon these
- work in partnership to achieve this

This approach is set out by the Council in a model called 'Transforming Lives' which is presented as three different levels (or 'tiers') of help and support. Each tier does not operate exclusively nor is it linear, for example, a person may be receiving support from several tiers at the same time, and people don't necessarily begin at tier 1 and work their way up. They may come into the system at whatever level is right for their needs.

Figure 7: Cambridgeshire County Council's Transforming Lives model



The Council's approach to early help for children and families also seeks to reduce the number of people requiring costly specialist services through preventative activity and enabling families and communities to take control and succeed independent of ongoing public services. It has a specific focus on making sure children are ready for and attend school and make expected progress; that young people have the skills, qualifications and opportunities to succeed in the employment market; and the number of families who need intervention from specialist or higher threshold services is minimised.

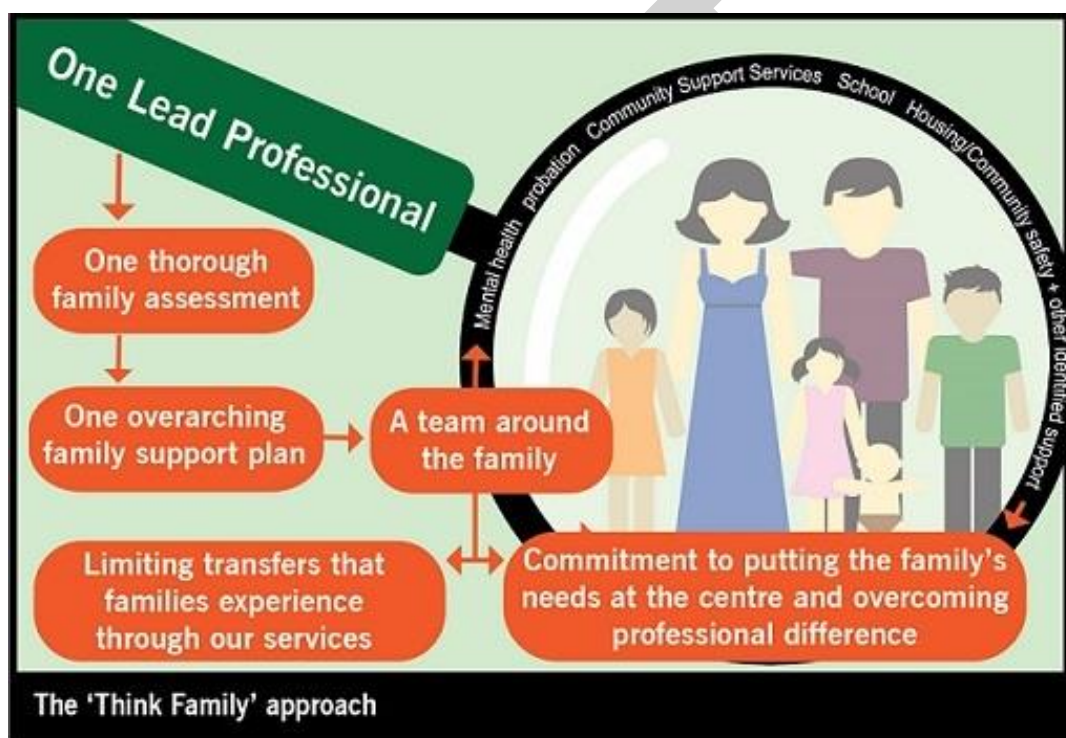
The 'Think Family' concept is at the heart of this model and will be crucial to supporting Young Carers to protect them from inappropriate caring responsibilities and reduce the negative impact that caring may have on their own opportunities and wellbeing. This way of working involves:

- One Lead Professional – to co-ordinate work with the family.
- One thorough family assessment – considers needs of the whole family, how the issues inter-relate and wider context and relationships
- One overarching family support plan – there should be one overarching support plan managed by the Lead Professional and reviewed regularly with

the family and professionals involved through team around the family meetings.

- A team around the family – professionals endeavour to ensure all relevant professionals are involved in their team around the family.
- Limiting transfers of families between services - one coordinated intervention is more effective than services taking it in turns
- Commitment to putting family needs at the centre and overcoming professional difference – professionals are open and reflective about their thinking and practices understand the perspective of other professionals to enable better multi-agency working.

Figure 8: Cambridgeshire County Council's 'Think Family' approach



8. Our approach going forward

This strategy has set out the reasons why we must support Carers: caring for others can have a negative impact on the lives of Carers, Carers make a significant economic contribution to our society and our changing population means we will rely on an increasing number of Carers to support those that need care, such as the elderly, ill or disabled.

The Council is in the position of having to make decisions it does not want to make in regards to pressures on its budgets. To achieve the outcomes we want for Carers when the number of Carers is growing and with no increase in resource, we have to do things differently. We will invest in our preventative work by increasing the

provision of information, advice and signposting to prevent the need for crisis support at a later stage. We will listen to Carers and build upon their strengths and the strengths of those around them and increase the opportunities they have to support themselves and each other.

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.

Taking into account the views of Carers, the legislation we must adhere to, the growing number of Carers and the reducing resources that the Council has at its disposal, these are the strategic intentions we want to achieve for Carers in the next five years, including the action we will take (this will be developed into a detailed action plan which will follow this strategy):

DRAFT

Strategic intention 1: Carers receive appropriate and easily accessible information, advice and signposting to assist their caring role

<p>Why this is important:</p> <ul style="list-style-type: none"> - Carers are telling us that they want more information and for it to be easier to find through a 'one stop' information point or in many more places - To balance meeting the needs of a growing population of Carers with increasing pressure on Council budgets - To deliver Transforming Lives and meet Care Act duties and Children and Families Act duties 	<p>Current provision:</p> <ul style="list-style-type: none"> - Single access point for information, advice and signposting through Carers Trust Cambridgeshire - Cambridgeshire Carers magazine through Carers Trust Cambridgeshire - Clear comprehensive and up-to-date information on the Local Offer webpages - SEND Information and Advice Service (SENDIASS) - Websites such as cambridgeshire.net - Special Needs Information Point (SCIP) information updates for parents - Care Act training for staff and providers that undertake Carers Assessments and support to Carers 	<p>Action we will take to address the gaps:</p> <p>Adult Carers:</p> <ul style="list-style-type: none"> - Better promotion of information which is available to support Carers through Carers Trust Cambridgeshire, including raising awareness of its phone number as a 'one-stop shop' for information and advice - Build into the review processes of the cared for person, promotion of what Carers Trust Cambridgeshire can provide <p>All Carers:</p> <ul style="list-style-type: none"> - Review and develop Carer/ Young Carer pages on the Council's 'Local Offer' pages that set out the services for children with SEND - Carer support services to be aware of the Council's new Early Help Service for adults and older people and to be signposting Carers - Link up with other organisations providing services through the Better Care Fund Information & Advice workstream to ensure consistent, clear information is available across the whole system
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Strategic intention 2: Carers are identified early to prevent an escalation of their needs and/or those of the person they care for

<p>Why this is important:</p> <ul style="list-style-type: none"> - To deliver the Council's Transforming Lives Approach to supporting people -To ensure Young Carers are protected from inappropriate caring 	<p>Current provision:</p> <ul style="list-style-type: none"> - Carers Trust Cambridgeshire has targets to identify more Carers - Young Carers service providers are delivering awareness raising with professionals working with children, families and adults across a range of organisations - Pinpoint prioritise finding new Parent Carers to direct them to information and support - Families with children with SEND are being identified and registered by children's centres 	<p>Action we will take to address the gaps:</p> <p>All Carers:</p> <ul style="list-style-type: none"> -Adult Social Care staff to be proactively identifying Carers , including Young Carers, and referring them for an assessment - District Council Housing departments to recognise Carers and Young Carers as vulnerable groups , identify them and signpost them to support - Ensure all contracts support good practice principles so Carers receive information, signposting and advice - Carer support services to signpost to the Early Help Service where information and advice for cared for adults and older people is identified - The Council's new Early Help Service to be identifying Carers of adults and older people and signposting them to support services <p>Young Carers:</p> <ul style="list-style-type: none"> - Schools to be supported to be 'Young Carer aware' and to address the particular needs of Young Carers - Build the confidence of Young Carers in the agencies that support them, and so that they self-identify <p>Parent Carers:</p> <ul style="list-style-type: none"> - Fostering and Adoption Services promoting support pathways for people becoming Parent Carers
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Strategic intention 3: Carers build on their strengths and the support they have from those around them, including the community

<p>Why this is important:</p> <ul style="list-style-type: none"> - Carers are telling us that they feel isolated and want more opportunities for peer support in a variety of ways - To deliver Transforming Lives - To balance meeting the needs of a growing population of Carers with increasing pressure on Council budgets - 34% of Adult Carers surveyed didn't know about 'What If' plans but wanted information on how to get one 	<p>Current provision:</p> <ul style="list-style-type: none"> - The Disabled Children's Emergency Care Scheme for children and young people open to Social Care identifies people and services to help in an emergency - 'What If' plans for Adult Carers through Carers Trust Cambridgeshire - A bursary scheme for Carers to support them to start their own peer support group - Carers groups facilitated by Carers Trust Cambridgeshire, CPFT and a number of voluntary organisations - Support groups for Young Carers and Young Adult Carers through Centre 33 and Carers Trust Cambridgeshire - Carers Trust Cambridgeshire training people in the community to be Carers' friends and Carers' Champions 	<p>Action we will take to address the gaps:</p> <p>Adult Carers:</p> <ul style="list-style-type: none"> - Increase on-line support for Adult Carers to share information and advice e.g. closed facebook page - Better promote 'What If' plans to Carers - Where the cared for is in specialist mental health services, ensure 'What If' plans are known by support services - Better promote the bursary scheme - Increase the role of the community in the 'What If' plan process. Consider the role of volunteers such as those attached to libraries - Facilitate a 'buddying' scheme to put Carers in touch with each other for peer support <p>Adult Carers and Parent Carers:</p> <ul style="list-style-type: none"> - Better utilise the expertise of former Carers in supporting Carers <p>Young Carers:</p> <ul style="list-style-type: none"> - Identify friends and family that could support Young Carers to achieve the goals set out in their assessment
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Strategic intention 4: Carers balance work, training and education with their caring role

<p>Why this is important:</p> <ul style="list-style-type: none"> - National and local research tells us that Carers find it hard to balance work/education and caring and are having to give up work or opportunities so they can care, or they are worried they'll have to in the future 	<p>Current provision:</p> <ul style="list-style-type: none"> - Support for Carers to remain in work or find work and/or training opportunities through Carers Trust Cambridgeshire - Access to advocacy for Carers who find it difficult to negotiate flexible working with their employers 	<p>Action we will take to address the gaps:</p> <p>All Carers:</p> <ul style="list-style-type: none"> - Carers events for people who work or study <p>Adult Carers and Parent Carers:</p> <ul style="list-style-type: none"> - Better promotion of rights to request flexible working
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Strategic intention 5: Assessments of Carers' needs look at wider family circumstances and hidden impacts on Young Carers

<p>Why this is important:</p> <ul style="list-style-type: none"> - To deliver Transforming Lives and meet Care Act duties - the Children and Families Act 2014 gives Young Carers the right to an assessment - The Children and Families Act 2014 gives Parent Carers a stand alone right to an assessment - 77% of Carers surveyed hadn't had an assessment in the past 12 months and 48% of these hadn't heard about Carers assessments 	<p>Current provision:</p> <ul style="list-style-type: none"> - Statutory Carers assessments are provided through Carers Trust Cambridgeshire for newly identified Adult Carers - Parent Carers' needs are included in children's assessments where their child is receiving social care services - Support available to Parent Carers, including Carers assessments, when their child approaches adulthood 	<p>Action we will take to address the gaps:</p> <p>All Carers:</p> <ul style="list-style-type: none"> - Assessments look at the whole family and the strengths that family has, both internally and from those around them and use a 'Think Family' approach <p>Adult Carers:</p> <ul style="list-style-type: none"> - Better promote availability of Carers assessments through Carers Trust Cambridgeshire, including the benefits of having an assessment - Combine Adult Carer assessments with assessment of the cared for person, where appropriate, so their needs are seen as a whole <p>Parent Carers:</p> <ul style="list-style-type: none"> - Develop a model for the provision of Carers assessments for Parent Carers where their child is not receiving social care services <p>Young Carers:</p> <ul style="list-style-type: none"> - Adult Services staff to identify Young Carers in households where they are working with adults - Centre 33 and Carers Trust Cambridgeshire to work alongside Together For Families to ensure Young Carer's family's needs are assessed by looking at all aspects of the Young Carer's life - A clear interface and referral process between Council staff assessing Young Carers and Centre 33
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Strategic intention 6: Carers' experience of working with professionals is improved

Why this is important: <ul style="list-style-type: none"> - Carers are telling us that they don't feel their knowledge and experience is valued by professionals - Adult Carers are telling us that it takes a long time to get a response from professionals, including results of Carer assessments and Direct Payments 	Current provision: <ul style="list-style-type: none"> - Targets are built into contracts regarding the length of time it takes to complete an Adult Carers Assessment - The use of hospital, communication and activity passports for children which reduce the need for Parent Carers to repeat information 	Action we will take to address the gaps: <p>All Carers:</p> <ul style="list-style-type: none"> - 'No wrong door' approach. Carers should not have to repeat their information - Improve joint working between Cambridgeshire County Council, the CCG, Uniting Care, CPFT, Peterborough City Council, Addenbrookes and Hinchingbrooke e.g. through a Forum for strategic leads and an agreed working structure
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Strategic intention 7: Care at home breaks down less often as appropriate support is available

Why this is important: <ul style="list-style-type: none"> - Anecdotal evidence from Carers is telling us that day-care is important to dementia Carers in supporting them to cope and continue to care for the cared for person at home - A third of Parent Carers surveyed said that some form of Carer break would help and support them to continue caring - To balance meeting the needs of a growing population of Carers with increasing pressure on Council budgets 	Current provision: <ul style="list-style-type: none"> - The Clinical Commissioning Group in Cambridgeshire contracts Carers Trust Cambridgeshire to provide the 'Family Carers Prescription' through GPs to provide 48 hours flexible break where Carers are at risk, anxious or highly stressed due to their caring role - 'Short Breaks' provided for eligible Parent Carers 	Action we will take to address the gaps: <p>All Carers:</p> <ul style="list-style-type: none"> - better promote Carers breaks which may be available through the voluntary sector e.g. Carers GP Prescription Service
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Strategic intention 8: Young Carers are supported when moving into adulthood

Why this is important: <ul style="list-style-type: none"> - Young Carers are telling us this is important - To meet Care Act duties to provide Young Carers with a transitions assessment 	Current provision: <ul style="list-style-type: none"> - Cambridgeshire County Council contracts Carers Trust Cambridgeshire to provide transition plans for young adults from below age 18 when it is in their best interests 	Action we will take to address the gaps: <ul style="list-style-type: none"> - Young Carers assessments to particularly focus on their needs between 16 and 18 to ensure key transition points are successfully negotiated
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Strategic intention 9: Carers have access to advocacy when they need it

Why this is important: <ul style="list-style-type: none"> - To meet Care Act duties - To meet Children and Families Act duty to address 'inappropriate caring' by Young Carers 	Current provision: <ul style="list-style-type: none"> - Various organisations and services are currently providing advocacy services to different groups. These are in the process of being brought together into one countywide contract which will include Carers 	Action we will take to address the gaps: <p>Parent Carers:</p> <ul style="list-style-type: none"> - An advocacy service for Parent Carers, this will be part of the Council's new advocacy contract <p>Young Carers:</p> <ul style="list-style-type: none"> - Advocacy for Young Carers to address 'inappropriate caring', where needed
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Strategic intention 10: Carers have a voice in how services are designed and developed

Why this is important: <ul style="list-style-type: none"> - Carers are the best people to tell us the most effective way to support them 	Current provision: <ul style="list-style-type: none"> - The countywide Carers Partnership Board meets on a bi-monthly basis and has 50% Carers participation. It is chaired by a Carer and supported by an independent organisation called 'Cambridgeshire Alliance for Independent Living' - 'Working Together' strategy in place - Opportunities for Parent Carers to shape and improve services via Pinpoint through workshops, events and parent representation at strategic meetings 	Action we will take to address the gaps: <p>Young Carers:</p> <ul style="list-style-type: none"> - Young Carer participation on the Carers Partnership Board to be reviewed within the new contract with Centre 33 <p>All Carers:</p> <ul style="list-style-type: none"> - Carers on interview panels for relevant County Council posts - Increase opportunities for Carers to participate in 'co-productions' when developing services
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9. How we will implement this strategy

Further work will be undertaken following the production of this strategy to ensure that Carers and partner organisations work together to formulate a clear action plan to improve Carer support and satisfaction and address the gaps identified against each of the Strategic intentions in section 8 of this strategy.

We will publish the action plan, with clear timescales for implementation, through a variety of media channels including on-line, all partner organisations and the Carer's Partnership Board. We will report progress to appropriate forums, both internally to

senior management teams in Cambridgeshire County Council and externally through the channels mentioned above.

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11. Glossary

Black, Minority Ethnic communities	Used in the UK to describe people of non-white descent
Carers Trust	A national charity for, with and about carers.
Carers Trust Cambridgeshire	A 'network partner' of Carers Trust which is a charity in its own right and covers the Cambridgeshire area
Centre 33	A non-profit organisation working with young people in Cambridgeshire
Clinical Commissioning Group	Responsible for planning and commissioning health services in its local area
Common Assessment Framework	A process for gathering and recording information about a child for whom a practitioner has concerns in a standard format, identifying the needs of the child and how the needs can be met.
CPFT	Cambridgeshire and Peterborough NHS Foundation Trust. A health and social care organisation providing integrated mental health and specialist learning disability services, and statutory social care services across Cambridgeshire and Peterborough
EHCP	Education, Health and Care Plan. EHC plans identify educational, health and social needs for children and young people aged up to 25 with special educational needs or disabilities and set out the additional support to meet those needs.
Health Related Behaviour Survey	A survey of school pupils that takes place in Cambridgeshire every two years
NEET	Not in education, employment or training

Parent Carers	See definition in Appendix 1 below
Partner agencies	All statutory and voluntary sector agencies, and providers who are contracted to work with Cambridgeshire County Council
Pinpoint	An independent charity providing an information, support and involvement network for parents in Cambridgeshire
SCIP	Special Needs Community Information Point
SEND	Special Educational Needs and Disabilities
SENDIASS	Special Educational Needs and Disabilities Information, Advice and Support Service
Sibs	A national charity that represents the siblings of disabled children and adults
Together For Families	A programme that works intensively with families that meet certain criteria to help them turn their lives around

Appendix 1: Definition of a Parent Carer

The role of Parent Carers blurs between being a parent and being a Carer. Many Parent Carers will not identify themselves as Carers as they will see caring as a normal part of their parental responsibilities, even if they are handling extreme emotional, psychological or physical disabilities. For this reason, they may go unidentified.

The Children and Families Act 2014 defines a Parent Carer as;

‘a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility’

For the purposes of the duties to vulnerable children and their families, the definition of disability as set out in Children Act 1989 section 17 (11) is applicable –

‘A child is disabled if he/she is blind, deaf or dumb or suffers from a mental disorder of any kind or is substantially and permanently handicapped by illness, injury or congenital deformity or other disability that maybe prescribed’.

A Parent Carer provides care to a child under 18 who is:

Blind: Where a child is registered blind or partially sighted

Deaf: Where a child is registered deaf or hard of hearing

Dumb: Where a child has lost the ability to speak or was born without the ability to speak

Congenital deformity: This includes a broad range of congenital abnormalities existing from birth. Although these abnormalities are permanent in nature, some may not cause substantial need.

Mental Disorder: Any disability of the mind as defined in the Mental Health Act 2007 and including developmental disorders such as ADHD, Autism, Asperger Syndrome and OCD.

Illness: The child/young person has a substantial and permanent disability cause by illness e.g. polio or injury caused by a car accident or self-harm.

Learning Disability: The child/young person has a substantial and permanent learning

disability (defined as a state of arrested or incomplete development of the mind which includes significant impairment of intelligence and social functioning).

Parent Carers may define themselves as such even after their child has become an adult and throughout their child's life-course.