

## **COMMITMENTS TO UNPAID CARERS**

### **SOCIAL SERVICES (COUNCILLOR ASH LISTER/COUNCILLOR NORMA MACKIE)**

**AGENDA ITEM: 10**

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#### **Reason for this Report**

1. To seek approval for the Cardiff & Vale Unpaid Carer's Charter and Young Unpaid Carers Charter (appendix 1 and 2)
2. To provide an update on the work underway to improve the support for unpaid carers in Cardiff

#### **Background**

3. An unpaid carer is anyone who cares for a friend or family member who due to illness, disability, a mental health problem, or an addiction cannot live independently in the community without their support.
4. Unpaid Carers make a significant contribution through the provision of care and support to relatives, families and friends. Providing this care improves the quality of life of the people they care for and can avoid or reduce the need for more formal care and support. This role is often unrecognised, even by carers themselves who may not see themselves as 'a carer'. Supporting the wellbeing of unpaid carers is vital to delivering sustainable social services.
5. It has been estimated by Carers Wales that the informal and unpaid care provided by family, friends and neighbours is worth more than £8.1 billion a year to the economy of Wales.
6. While caring for another person can be fulfilling it can also cause challenges. Carers can become very isolated and lonely and are vulnerable to poor outcomes in terms of their physical and mental health. The carers who work can find it difficult to balance their work and caring responsibilities. Younger carers can find that they experience restrictions in their educational and career pathways. Often carers are unaware of their entitlement to support and welfare benefits which could help mitigate these negative impacts.

## **Social Services and Well-being Act 2014**

7. The Social Services and Well-being Act 2014 gives all unpaid carers the right to an assessment, and to services if they are assessed as being eligible. The Act gives carers the same rights as those they care for and provides a broad definition of a carer:

***“A person who provides or intends to provide care for an adult or disabled child”***

## **Strategy for Unpaid Carers – Welsh Government 2021**

8. The Welsh Government published a Strategy for Unpaid Carers in March 2021 which consists of four national priorities:
  - Priority One: Identifying and valuing unpaid carers
  - Priority Two: Providing information, advice and assistance
  - Priority Three: Supporting life alongside caring
  - Priority Four: Supporting unpaid carers in education and the workplace

The Strategy was developed following engagement with unpaid carers and their representatives. It acknowledges the significant impact that the COVID-19 pandemic has had on the lives of unpaid carers in relation to their physical, mental and financial wellbeing.

## **Cardiff Ageing Well Strategy**

9. The recent publication of the Council's Ageing Well Strategy 2022 – 2027 recognises the valuable work informal or unpaid carers do to support the people that they care for. The Strategy also sets out 'We Will' commitments to Unpaid Carers in Cardiff:-

We will support and value informal carers by:

- Reviewing our advice services for carers to ensure they meet current needs
- Evaluating the current carer's assessment process and explore how take up can be improved
- Offering Occupational Therapy support to enable carers to safely support their loved ones
- Reviewing the range of respite provided
- Consulting and co-producing any changes with carers

## **Young Carers**

10. Cardiff Council has set ambitious targets within its Corporate Plan that 'Cardiff is a great place to grow up' and has a commitment to becoming a Child Friendly City. The goals for the Child Friendly City are:

Goal 1: Every child and young person is valued, respected and treated fairly

Goal 2: Every child and young person has their voice, needs and priorities heard.

Goal 3: All children and young people grow up in a safe and supportive home.

Goal 4: All children and young people get a good education that teaches them about their rights.

Goal 5: Children have good physical, mental and emotional health and know how to stay healthy.

To achieve these goals, young carers may from time to time require additional help and support as we recognise that they often take on grown-up responsibilities and this means that they often miss out on the things that other children may take for granted, such as opportunities to learn, play and have fun.

### **Demographic Context - Cardiff and the Vale**

11. The Population Needs Assessment for Cardiff and the Vale of Glamorgan, published in April 2022 has indicated approximately 50,580 carers are living in Cardiff and the Vale. This figure is based on statistics from the 2011 census. ONS is scheduled to publish the Health, Disability and Unpaid Care analysis in 2023, which is likely to show significant increases in this figure due to the increased population size and the ageing population statistics for the region.

### **Issues**

#### **Carers Charter**

12. The Regional Partnership Board (RPB) brings together Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board and 3rd sector partners to work together jointly to oversee the development and delivery of integrated health and social care services in Cardiff and the Vale of Glamorgan. The RPB has worked with unpaid carers including young carers to find out what matters to them, this together with a review of strategic documents has helped form the basis for the proposed Charters.
13. The draft Unpaid Carers Charter and Young Unpaid Carers Charters. (Appendix 1 and 2) set out a clear direction for the planning and development of support to all unpaid carers across the region over the next five years. These are supported by a Companion Document that sets out in more detail the aims of the Charters (Appendix 3).

#### **Carers Charter Vision**

14. Two visions have been set out to underpin the Charters:-

## **Unpaid Carer Vision**

- “To identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable unpaid carers to have a life alongside caring.”

## **Young Unpaid Carer Vision**

- “Young unpaid carers are really important to us, to the communities where they live and to the people they care for. We want to know if you care for someone, so that we can help you and the person you care for, and make sure you have time to do things for yourself”

## **Aim of the Charter**

15. The Charter will aim to deliver on the following aspirations: -

1. improve support for unpaid carers
2. explore and identify new ways of working
3. increase accessibility to information, advice, and assistance for unpaid carers

## **Commitments of the Charter**

16. The Charter sets out a number of We Will commitments to unpaid carers and young carers living in Cardiff and the Vale.

17. The Commitments for unpaid carers are:

- We will ensure unpaid carers are identified and recognised in our communities
- We will ensure the right information and advice is given to unpaid carers at the right time
- We will work to improve the quality of support provided to unpaid carers
- We will develop and improve the skills of our workforce to help carers achieve what matters to them
- We will make the best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things they enjoy
- We will work together to ensure unpaid carers are supported in education and work
- We will ask you to tell us what you think
- We will listen to the voice of unpaid carers to inform the development of services and support

18. The Commitments for young carers are as follows:

- We will ensure you as a young carer are recognised from as early as possible, so that we can help you
- We will help you understand what it means to be an unpaid carer and how we can support you
- We will work hard to make sure we do our very best to help you
- We will make sure that adults who might support you, such as teachers, can do the best job they can
- We will help you to still do the things you want to do, this might mean seeing friends, or doing activities
- We will work together to help you in school so that you can still learn and reach your full potential

#### **Charter Companion document**

19. The Cardiff and Vale unpaid carers charter companion document (Appendix 3) provides more detail regarding the background of the commitments and what they will mean for unpaid carers in Cardiff. The document details some of the next steps to be undertaken by Cardiff and the Vale Councils and Cardiff and Vale University Health Board, voluntary and third sector organisations to improve the support given to unpaid carers. These include: -

- Working with Schools to support young unpaid carers in Primary and Secondary Schools
- Working with partners to support the early identification of unpaid Carers and deliver interventions and preventative services at the earliest opportunity
- Making information available to unpaid carers in a variety of formats
- Developing greater awareness amongst carers of their right to support
- Working to amplify the provision of peer support through facilitating carer support networks
- Supporting young unpaid carers through the development and delivery of training as well as training for those who work with them
- Working with partners to identify the availability of training opportunities for unpaid carers
- The development of digital support solutions including online carer forums
- Evaluation and review of engagement with unpaid carers to identify new ways of reaching them
- Engagement with young unpaid carers to evaluate the support with the aim of delivering support options that best suit their situations

- Working to ensure unpaid carers have a choice over how to conduct an assessment that best supports their lifestyle
- Continue to engage with young unpaid carers through the Young Carers Forum and use it to create support better for young carers.

## **Consultation**

20. Engagement events took place across Cardiff and the Vale between 1st July 2022 and 31st July 2022 and surveys were distributed widely through social media and partner distribution networks. People also responded through an engagement group at the Minority Ethnic Communities Health Fair.
21. Overall, the consultation feedback was extremely positive with 77% agreeing that the commitments detailed in the charter would help them to feel supported as an unpaid carer. Feedback was however received that people wanted to see more information behind the commitments and as a result the companion document was developed (Appendix 3)

## **Supporting Carers in Cardiff**

22. The Charter complements well the commitments already made to carers in Cardiff as set out in the Ageing Well Strategy and the Children's Services Directorate Plan. Work is already under way to deliver these commitments and further plans are being developed to take this forward.

## **Listening to Carers and Peer Support**

23. Listening to the voice of unpaid carers with the aim of co-creating initiatives to improve services is a key ambition in the Council's Ageing Well Strategy and Children's Services Directorate Plan. Work has already commenced to set up a Carers Impact Group to begin the conversation with Unpaid Carers directly to find out what is important to them. The group has recently expanded and work is underway to establish governance and areas of focus. This will feed into the improvement of Council services.
24. In addition a One Voice Carer's Group has been launched attached to the Day Centres to provide valuable input from families on existing activity programmes, the expanding of dementia focused support as well as to establish areas for improvement. The aim of the group is also to provide support to families and establish any other areas where help can be provided.

## **Valuing Carers – The Carers Card**

25. With the aim of recognising the work of unpaid carers and valuing their role there are plans underway to develop a Carers Card where unpaid carers can access discounts and offers. Working with FOR Cardiff, businesses and organisations will be encouraged to take part in the scheme that will be delivered through the new Age Friendly Cardiff Website that will be launched in Quarter 3.

26. It is essential that work takes place to help carers recognise that they are caring and can have access to financial and personal help, advice and information as well as improving general engagement, diverse communication channels and signposting to services. A new Carer Champion officer has therefore been recruited to deliver on these aspirations and will also develop creative initiatives that will contribute to making carers within Cardiff feel valued and listened to.

### **Young Carers**

27. The Council aim to help young carers to enjoy their childhood and have specific programmes such as the 'Time 4 Me' project. Delivered in partnership with the YMCA, this offers young carers a number of opportunities such as mentoring and support focusing on health and wellbeing, educational support, support for families of young carers and life skills development, alongside group respite activities to increase social opportunities, meet other young carers and have some fun.
28. Planned improvements to the support to young carers is set out in the Children Services Directorate Plan, and the delivery is reported in the Social Services Annual Report. The 2021/21 annual report, which includes the positive outcomes from the improved support for young carers with the launch of a young carers ID card and improved access to respite for young carers.

### **Improving Information and Advice**

29. Cardiff and the Vale of Glamorgan Councils work with the Care Collective who support young carers, adult carers and professionals, in addition to providing a Carers Gateway for the region. Services include Dementia Friendly community workshops, the provision of information, advice and assistance and carers have an opportunity to contribute to initiatives through a Carers expert panel. Further work is needed to collaborate with the Care Collective to develop greater awareness of the availability of these services with carers in Cardiff.
30. Carers communications will be developed and distributed through Council networks and partners with information that is important to carers. Work will take place with the Carers Impact Group to establish content such as promotion of services, support groups, respite opportunities and other developments. A communication strategy will be developed which will include non-digital means of communication and the establishment of distribution networks working with partners and carer networks.

### **Carers Assessments**

31. Ensuring that carers have a formal assessment of their needs is both a requirement under the Act and vital if unpaid carers are to be supported to continue their valuable work. Unfortunately take up of carers assessments is low and it is recognised that more can be done to

improve this. A comprehensive programme of work has been developed to ensure unpaid carers have a clear pathway into support and that all front line staff are trained and supported to identify unpaid carers and direct them to the right support and guidance.

### **Respite for Carers**

32. Respite allows carers to have a break from their caring responsibilities and routines. It can take many forms including sport, leisure, cultural activities, pursuing education, going away on holiday, replacement care and overnight sitting services. It can take place either with or without the person being cared for. The Welsh Government have committed to prioritising the need for day centres and other traditional sitting and replacement care services as well as more innovative models of respite.
33. Work has already commenced in Cardiff to improve respite for carers:

### **Day Centres**

34. Older persons Day Centres have been refurbished to a high standard and good progress has been made recently in improving the quality of the experience in the Centres, linking them to hubs and other community service and activities. Innovative equipment has been purchased to keep service users engaged in cognitively appropriate activities. This has included reminiscence tools and interactive technology that stimulates brain activity and enables the widening of creative activity programmes. This can help to maintain cognitive function and a sense of security, and can calm anxious or aggressive behaviors. This approach can also be extremely beneficial for carers within their individual domestic situation.
35. Building on this success a new Hubs for All approach will be piloted in the autumn, a peripatetic team of carers will offer sessions in Hubs across the city for people with care and support needs, carers will be able to take part in these sessions or leave their loved one in safe hands while they enjoy other activities in the hubs or elsewhere in the community. Hubs for All sessions will be open for a wider range of individuals than currently access the Day Centres while still offering a significant level of support.
36. Day Services are also offered by the Learning Disability Service, both as respite for carers and to promote the wellbeing of some of the most vulnerable citizens. Plans are in place to expand this service alongside Education to offer a comprehensive day opportunities.

### **Sitting Services and Residential Stays**

37. For those with an assessed care and support need, a strengths based approach is taken, identifying the network of support available not only to people with additional needs but also their carers. It is important that respite for carers is meaningful and tailored to the individuals needs and wishes. Adult Services fund respite opportunities both through the



Council's commissioned services and via direct payments to the individual to increase the range of respite available to them.

38. A large number of external organisations facilitate the provision of both sitting services in the individual's own homes and residential stays where appropriate. The future intention is to increase further the range of respite provision available and to ensure that carers needs are met proactively to avoid carer crisis and potential breakdown of care.

### **Innovative Respite Pilot**

39. In 2021-22 the Council awarded funding to the Carers Collective to develop an innovative respite grant scheme for Cardiff unpaid carers. The grant scheme was intended to compliment the traditional forms of respite that were already in place. Carers could access the grants either through the regional Carers Gateway or through council services.
40. The grant scheme was called "Try Something New" and it supported unpaid carers to apply for one off funding to support activities or the purchase of resources or equipment that enabled them to "take a break" away from their caring responsibilities or to engage in leisure activities with the individual that they care for.
41. This scheme is still in progress, however it is anticipated that this will complete at the end of September and the lessons learnt will inform future respite provision.

### **Respite Survey**

42. Many third sector and private organisations provide opportunities for respite for carers. A respite mapping exercise will be undertaken through widespread partner and public consultation to learn more about the respite options available in Cardiff, in relation to services that directly offer respite and organisations that provide signposting to respite services. The consultation will also ask unpaid carers for their views on respite uptake as well as identifying barriers that prevent carers from taking a break from their caring responsibilities. The respite consultation is due to launch at the end of October 2022. The draft respite consultation survey is included for information (Appendix 4).

### **Next Steps**

Work will take place on the development of detailed action plans related to each of the commitments detailed within the charter and taking into account the commitments already made. The action plans will include what will be done to support unpaid carers in their caring role as well as how they will be supported to have a life alongside caring.

## **Equality Impact Assessment**

43. Cardiff and Vale University Health Board carried out an Equality Impact Assessment when drafting the Unpaid Carers and Young Unpaid Carers Charters.
44. No negative impacts were identified but it was recognised that there is a huge diversity of carers. The engagement and testing phase of the Charter will ensure it is inclusive and relevant.

## **Scrutiny Consideration**

45. This report is due to be consider by the Children & Young People Scrutiny Committee and the Community & Adult Services Scrutiny Committee. Any comments received will be circulated at the meeting.

## **Reason for Recommendations**

46. To seek Cabinet's approval of the regional Charter commitments to unpaid carers and young unpaid carers. To set out the progress that has been made to date to support unpaid carers in Cardiff and future improvements planned.

## **Financial Implications**

47. The Report refers to several ongoing or imminent initiatives. These include the "Time for Me" project, the appointment of a new carer champion, an innovative respite pilot and a Hubs for All Pilot. With support from specific grant streams, funding is in place for these initiatives, albeit this is limited to a pilot phase in some instances.
48. The Report identifies that the next step will involve the development of more detailed action plans in relation to each of the Charter Commitments. As detail becomes available, there will be a need to identify any cost implications of proposed actions together with their funding source. As this a partnership approach, this should include consideration of any regional funding opportunities.
49. The Report emphasises the importance of identifying unpaid carers and raising awareness of their right to support. Improving awareness is likely to increase demand for respite services over the medium term. As such, relevant directorates will need to factor this into their medium-term planning considerations.

## **Legal Implications**

50. There are no direct legal implications arising from this report.

## **Equality Requirements**

51. In considering this matter the decision maker must have regard to the Council's duties under the Equality Act 2010. Pursuant to these legal

duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are: (a). Age, ( b ) Gender reassignment( c ) Sex (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f) Pregnancy and maternity, (g) Marriage and civil partnership, (h) Sexual orientation (i) Religion or belief – including lack of belief.

52. When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers (WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 (gov.wales) and must be able to demonstrate how it has discharged its duty.

### **Well Being of Future Generations (Wales) Act 2015**

53. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.

54. In discharging its duties under the Act, the Council has set and published well being objectives designed to maximise its contribution to achieving the national well being goals. The well being objectives are set out in Cardiff's Corporate Plan 2022-25. When exercising its functions, the Council is required to take all reasonable steps to meet its well being objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the wellbeing objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.

55. The wellbeing duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:

- Look to the long term
- Focus on prevention by understanding the root causes of problems
- Deliver an integrated approach to achieving the 7 national well-being goals
- Work in collaboration with others to find shared sustainable solutions
- Involve people from all sections of the community in the decisions which affect them

56. The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below:

<http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

57. The decision maker should also have regard, when making its decision, to the Council's wider obligations under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

### **HR Implications**

58. There are no HR implications arising directly from this report.
59. To support carers who are employees of the Council, there is access to a Carers Policy and Carers Passport which employees can use to find out the support the Council offers carers and to formalise their caring arrangement with their manager.
60. The Council's Carers Network has a wide range of members across the Council with a wide variety of caring responsibilities - children and adults with physical and mental impairments and disabilities and has monthly member meetings and a variety of communication channels which provide a supportive environment for employees.
61. The Council is a member of Employers for Carers and the Carers Network works very closely with Carers Wales who deliver sessions for employees and managers on caring and the support available, from both the Council and Carers Wales.
62. The Council has obtained Level 2 Accomplished Status from Carers Wales and won two awards at the Carers Wales awards this year.

### **Property Implications**

63. There are no specific property implications to be considered in respect of the Commitments to Unpaid Carers report. Where there are property transactions or valuations required to deliver any related proposals, they should be done so in accordance with the Council's Asset Management process and in consultation with Strategic Estates and relevant service areas.

## **RECOMMENDATIONS**

Cabinet is recommended to:

1. Approve the Unpaid Carers Charter and Young Unpaid Carers Charter
2. To note the work already underway to improve the support for unpaid carers

<b>SENIOR RESPONSIBLE OFFICER</b>	Sarah McGill Corporate Director People & Communities
	14 October 2022

*The following appendices are attached:*

Appendix 1 CAV Unpaid Carers Charter

Appendix 2 CAV Young Carers Charter

Appendix 3 Unpaid Carers Charter Companion Document

Appendix 4 Respite Consultation Survey

Appendix 5 Equality Impact Assessment – Unpaid Carers Charter