PREVENTION & EARLY INTERVENTION SERVICES

Lot 5 (Draft Specification)

Supporting Unpaid Carers (Outcome 5)

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1. Introduction, background and context

1.1 Demographical Context

National Demographics[1]

Nationally, the 2021 Census shows us that on Census day 2021:

- There were approximately **4.7 million unpaid carers** in England. When age-standardised this equates to **8.9%** of the usual resident population, aged 5 years and over.
- In England, the percentage of people providing unpaid care was higher in females than males; **10.3% of females** provided unpaid care compared with **7.6% of males**,
- In England, the region with the highest percentage of people providing unpaid care was the North East (10.1%) and the region with the lowest percentage was London (7.8%).
- There were approximately **120,000 young unpaid carers** (aged between 5 and 17 years) in England (1.4% of 5- to 17-year-olds).
- There was a higher percentage of people providing unpaid care in the most deprived areas in England 10.1% compared with the least deprived areas, which had the lowest percentage of people providing unpaid care (8.1%)

Local Demographics

In Enfield, data from the 2021 Census indicates that **8%** of Enfield's residents (aged 5 years and over) provide unpaid care. Data on the number of unpaid carers in Enfield also points to a high number of older carers – some of whom will be caring for others whilst in need of some elements of care themselves. In 2023, data from POPPI projected that over 6,300 people aged 65 years and over provided unpaid care to a partner, family member or other person. Of these unpaid carers, 355 were people aged 85 years and over providing 50 hours and over of unpaid care a week.

As of October 2023, there were over **7,200** unpaid carers on Enfield's Unpaid Carers Register - and we are seeking to reach more.

1.2 Financial Context

The economic impact of unpaid care is significant. Recent research [2]indicates that the value of unpaid care is £162 billion per annum in England and Wales - almost equivalent to a second NHS. During the pandemic, this estimate rose further, when carers' support was valued at a £530 million per day, or £193 billion a full year – exceeding the value of the NHS.

Local Financial Context

[1] Unpaid care by age, sex and deprivation, England and Wales - Office for National Statistics (ons.gov.uk)
[2] Key facts and figures | Carers UK

Enfield is committed to supporting Unpaid Carers in their caring role, in a way that is personalised and flexible. Over 2023-2024 Enfield provided funding to meet the assessed needs of unpaid carers through Carer Direct Payments.

1.3 Legislative & Strategic Context

The **Care Act (2014)** introduced important new rights for carers, putting them on the same footing as the people for whom they care. Carers now have legal rights to an assessment of, and support for, their needs where eligible. Alongside the Care Act 2014, the **Children and Families Act (2014)** extended the right to a needs assessment to all young carers, regardless of who they care for or the type of care provided. This means that when a child is identified as a young carer, the needs of everyone in the family will be considered, triggering both children's and adult's support services. (Extract Carers Action Plan[3])

The government's **Carers Action Plan (2018-2020)** set out actions for supporting carers across five key priority areas including:

Services and systems that work for carers - Carers often have extensive contact with the health and social care system, so it is important that services value and involve carers. Services and systems need to be aware of the diversity of carers and their circumstances, from an elderly neighbour, to a young adult carer even to someone serving in the armed forces. There is no such thing as a "typical carer". They also need to be responsive and flexible, recognising and supporting carers at different stages in the caring journey.

Employment and financial wellbeing - Many carers told us about the difficulties they face balancing work and performing a caring role, and at the same time how they are struggling to make ends meet leading to financial hardship putting further pressure on them. Where an employer is made aware of an employee with caring responsibilities, employers can take simple, but effective action to enable carers to balance their caring and employment responsibilities. It makes good business sense to consider what flexible working practices might help both the employer and employee.

Supporting young carers - Young carers can suffer with poorer health and wellbeing, often missing out on education and training opportunities. Improved identification of young carers, to enable assessments that identify support needs alongside flexible educational opportunities are vital to providing support so that young carers are able to access opportunities and have the same life chances as other young people without caring responsibilities.

Recognising and supporting carers in the wider community and society - Many carers will have little contact with services for carers, and will not be receiving formal support in their caring role. It is therefore vital that we work with partners beyond government to raise awareness of caring among the wider population to build carer friendly communities.

[3] Carers Action Plan 2018 to 2020: Supporting carers today (publishing.service.gov.uk)

Building research and evidence to improve outcomes for carers - This helps to better understand what solutions would be most effective and helpful for carers, to strengthen areas where we identified gaps in knowledge through our Call for Evidence and to ensure that the development and delivery of future policies are informed by a strong evidence base.

People at the Heart of Care (2021) followed the publication of the government' Carers Action Plan. This Adult Social Care Reform white paper builds on principles embedded in the Care Act 2014, and sets out a 10-year vision for Adult Social Care whereby:

• People have choice, control and support to live independent lives.
• People can access outstanding quality and tailored care and support.
• People find adult social care fair and accessible

The needs of unpaid Carers are central to this White Paper.

Locally in Enfield, our Supporting Independence: A Local Prevention Strategy (2023-2027) – include priorities relating to Carers as follows:

- Improve the health and wellbeing of Carers and reduce health inequalities.
- Increase involvement of Carers across health settings to improve outcomes for the carer and those being cared for.
- Increase opportunities for Carers to be included and ensure that their voice is central in designing, delivering and evaluating support services. • Increase early identification of Carers, including identification through GP referrals. Support carer re-engagement of services following Covid pandemic.
- Identify and reach more Carers of all ages and backgrounds, including young carers, ensuring that services and access to services is representative of our communities and their needs.
- Support carers to maximise benefits, manage finances and understand impact of social care reform on people that they care for.
- Support Carers to have the support they need, when they need it, including breaks and respite.

1.4 Understanding the Views of Service Users & Carer – What have Carers told us?

Carers UK State of Caring Survey[4] highlights the impact of caring on unpaid carers, including employment, health and finances. Summarising feedback of over 11,000 carers, it reports that:

- over half of people who had stopped working or reduced their hours at work had done so because the stress of juggling work or care
- more than a quarter of unpaid carers had bad or very bad mental health

[4] soc22_final_web.pdf (carersuk.org)

- more than three quarters of all carers felt stressed/ anxious, 49% felt depressed and half felt lonely.

Locally Enfield's Carer Survey provides an indication of unpaid carer views. Our 2021/2022 Survey indicates performance in key areas compared to London wide averages.

Indicator	Rank out of 149	Enfield	London	England
1D: Carer-reported quality of life	37	7.4	7.1	7.3
1I(2): The proportion of carers who reported that they had as much social contact as they would like	37	30.9	27.5	28.0
3B: Overall satisfaction of carers with social services	93	33.9	31.8	36.3
3C: The proportion of carers who report that they have been included or consulted in discussion about the person they care for	110	60.6	61.0	64.7
3D(2): The proportion of carers who find it easy to find information about support	72	57.5	51.6	57.7

Data from our 2022/2023 survey indicates improvement on 4 out of 5 of these measures and we seek to improve further.

2. Contract Value

The maximum value of delivering services under this contract is to be confirmed.

2. AIMS OF CONTRACT

The overarching aim of this contract is to:

- support Enfield Council in fulfilling duties to unpaid carers under the Care Act 2014
- increase the identification of unpaid carers and reach of carer services in the borough
- provide accessibility information, advice, guidance, support and services to unpaid carers to support them in their caring role and help prevent, reduce or delay an increase in needs
- support the health and wellbeing and prevent carer breakdown.
- raise the awareness and understanding of carers and their rights

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- amplify the voice of unpaid Carers in the design and deliver of services.

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3. Outcomes

In delivering services under this contract, the following outcomes are sought:.

'I' Statements from People at the Heart of Care:

I am supported to provide care as I wish and do so in a way that takes into account my own access to education, employment, health and wellbeing

I have a life outside of caring and I am able to remain connected to the people who matter to me

I know my needs are equally recognised and my goals and aspirations are respected and fulfilled

I have the right information and advice to be able to make informed decisions

I have access to appropriate support that suits my needs, including respite care and carers breaks

Additional outcomes as recommended by Carers UK: carers-uk-policy-briefing-on-the-adult-social-care-white-paper-03-december-2021.pdf (carersuk.org)

"I have a choice about caring."

"I am identified, recognised and valued for the care that I provide and my contribution to the community."

"I am respected for the skills, experience and knowledge I have and to be treated as an equal partner in care."

Adult Social Care Outcome Framework (ASCOF) Carer Survey Measures

In addition to the above, the successful contracted organisation will be required to evidence contribution and positive impact to the following Adult Social Care Outcome Framework Carer Survey Measures – or future government set outcome measures as required:

- Improve Carer-reported quality of life
- Increase proportion of carers who reported that they had as much social contact as they would like
- Increase overall satisfaction of carers with social services
- Increase the proportion of carers who report that they have been included or consulted in discussion about the person they care for
- Increase the proportion of carers who find it easy to find information about support

NICE Standards Quality statements | Supporting adult carers | Quality standards | NICE

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The successful contractor will be expected to evidence that services meet and positive impact towards the delivery of NICE Standards in respect of Supporting Adult Carers, with focus on Statement 1 and Statement 2.

Quality statements

Statement 1 Carers are identified by health and social care organisations and encouraged to recognise their role and rights.

Statement 2 Carers are supported to actively participate in decision making and care planning for the person they care for.

Statement 3 Carers having a carer's assessment are given the opportunity to discuss what matters most to them, including their own health, wellbeing and social care needs, and work, education, or training.

Statement 4 Carers are regularly given the opportunity to discuss with health and social care practitioners the value of having a break from caring and the options available to them.

Statement 5 Carers are offered supportive working arrangements by workplaces.

3. SERVICE DESCRIPTION (SERVICE DELIVERABLES)

The contracted provider will be required to provide unpaid carer services that deliver the abovementioned aims, objectives, outcomes and priorities. The successful contractor will be expected to provide a central, accessible resource to champion the needs of unpaid carers living in the borough of Enfield, and work with unpaid carers, their families and wider voluntary/community and statutory organisations to meet these needs.

Services delivered by the contracted provider should focus on providing services for the person providing care (rather than the ‘cared for’).

The successful contractor will be required to deliver a range of services tailored to meet the needs of Enfield’s unpaid carers. The successful contractor will be required to (including, but not limited to) :

- Provide and manage a centrally located, visible and accessible physical hub for carers services in Enfield open to carers throughout the week.
- Provide visible and accessible physical spoke services that reach into communities and increase opportunities for carers to access services borough wide.
- Manage and maintain Enfield’s Carer Register.
- Manage and maintain Enfield Carers Emergency Card Scheme
- Provide services that identify and amplify the voices of unpaid carers, empowering them to shape the development and delivery of local strategy,

policy, service development and delivery. Recruit and manage 6 Carer Ambassadors and develop their support the delivery of Unpaid Carer Priorities set out in Enfield's Supporting Independence Strategy and associated workplans.

- Provide information, advice, guidance and support services to enable carers to access and maintain employment, volunteering and training opportunities
- Provide information, advice, guidance, activities and support services to maintain and improve the physical and mental health and wellbeing of carers and help them prevent, reduce or delay the development of longer term needs for care and support, including carer breaks.
- Provide services that offer emotional support to unpaid carers including counselling services
- Provide information, training, workshops and support services that help carers build their knowledge and confidence to care, and enable carers to continue caring healthily and safely, including through use of Assistive Technology.
- Provide information, advice, guidance, support and services to maximise the financial wellbeing of unpaid carers, including practical support to complete applications/forms
- Provide information advice, guidance, support and services to facilitate a life outside of caring, and foster peer and community support networks that help people remain socially included connected.
- Provide integrated (across health and adult social care) services and interventions to enable the early identification of unpaid carers early in their caring journey.
- Provide services that support carers to plan for the future, manage life transitions and changes including transitional caring responsibilities
- Provide services targeted to identify and support unpaid carers at points of crisis and offer emergency support to unpaid carers as required.
- Provide services that identify, reach and provide tailored information, advice, guidance to unpaid carers with a range of experiences and needs including:
  - carers from 'hard to reach' communities,
  - young adult carers and young carers transitioning to adulthood
  - carers of those with stigmatised conditions (including mental health support needs, substance misuse, HIV)
  - older carers (80 years and over)
  - carers supporting people receiving end of life care, lifelong carers (caring for someone aged 18 years and over with a long term or lifelong disability)
- Provide information and guidance, for unpaid carers and wider organisations in contact with unpaid carers to raise awareness of unpaid carers and their rights (including right to assessment)
- Provide services that support unpaid carers with housing related issues and to understand housing options (including Extra Care Housing) that may support them continue to care.
- Provide unpaid carer brokerage services
- Provide services that offer whole family support

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4. Definition & Eligibility

a Definition

A carer is anyone, including children and adults, who provides care to a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction, and who could not cope without this 'necessary care'. The care they give is unpaid. The guidance is clear that this support can be emotional as well as practical. The Care Act 2014 and unpaid carers: A handy summary | Local Government Association

b Eligibility

This contract is to deliver information, support and activities to carers providing care to an Enfield resident/s aged 18 years and above and those transitioning into adulthood.

Carers who care for someone outside of Enfield but live within the Borough may be eligible for support that supports their health and wellbeing to prevent them needing statutory support as a service user themselves. However, they will not be entitled to a Carers Assessment or direct payment.

Those who work for the London Borough of Enfield and Enfield ICB may also be entitled to support on a case by case basis, even if resident in another borough.

7 QUALITY & PERFORMANCE

Quality Assurance

Quality Assurance requirements are set out in the Generic Specification (See X) and apply to all five contracts under the Prevention and Early Intervention pathway.

Performance Measures and Key Performance Indicators

In addition to the generic Quality Assurance requirements, the successful contractor will be required to evidence how they are meeting required contract specific outcomes using key performance measures and indicators. Key Performance Measures for this contract are included in Appendix 1.

8. DELIVERY ARRANGEMENTS

See Generic Specification.

9. CONTRACT MONITORING

See Generic Specification.

10. Key Risks

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See Generic Specification.

1. End of Contract

See Generic Specification.

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APPENDIX 1
SUPPORTING UNPAID CARERS
KEY PERFORMANCE INDICATORS

Outcome	Service Deliverables	Performance Data Requirement(s) include	Key Performance Indicator(s)
I am supported to provide care as I wish and do so in a way that takes into account my own access to education, employment, health and wellbeing *and minimises financial hardship* (adapted from People at the Heart of Care) Improve Carer Quality of Life (ASCOF)	Provide information, advice, guidance and support services to enable carers to access and maintain employment, volunteering and training opportunities Provide information, advice, guidance, activities and support services to maintain and improve the physical and mental health and wellbeing of carers and help them prevent, reduce or delay the development of longer term needs for care and support, Provide services that offer emotional support to unpaid carers including counselling services Provide information, training, workshops and support services that help carers build their knowledge and confidence to care, and enable carers to continue caring healthily and safely,	- Carer Satisfaction Surveys - Enfield Carers Survey - Number of referrals for Carers Assessment - Number of people receiving Counselling services, hours delivered and impact/satisfaction - Number of people reporting that counselling and/or support improved health and wellbeing - Number of people receiving support services - Number of people supported to access and maintain training, employment, volunteering and opportunities - Number of people supported to maintain and improve the physical and mental health and wellbeing and help them prevent, reduce or delay the development of longer term needs for care and support - Number of people attending training, workshops and services	To be agreed.

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	including through use of Assistive Technology. Provide information, advice, guidance, support and services to maximise the financial wellbeing of unpaid carers, including practical support to complete applications/forms	that help carers build their knowledge, skills and confidence to care, and enable carers to continue caring healthily and safely - Number of carers receiving information and support around housing - Annual report on common housing issues for Carers. - Number of carers receiving benefit advice - Number of carers supported with benefits applications - Number of carers supported to maximise the financial wellbeing of unpaid carers.	
I have a life outside of caring and I am able to remain connected to the people who matter to me (People at the Heart of Care) Increase proportion of carers who reported that they had as much social contact as they would like (ASCOF)	Provide information advice, guidance, support and services to facilitate a life outside of caring, and foster peer and community support networks that help people remain socially included connected.	- Carer Satisfaction Surveys - Enfield Carers Survey - Number of peer and community support groups and activities run and number of people attending. - Number of carers receiving services to plan for the future and any transitional caring responsibilities	To be agreed.
I know my needs are equally recognised and my goals and aspirations are respected and	Provide information and guidance, for unpaid carers and wider statutory and non statutory organisations in contact with unpaid	- Number of individuals reached and events undertaken. - Number of people referred for a Carers Assessment	To be agreed.

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fulfilled (People at the Heart of Care) Increase overall satisfaction of carers with social services (ASCOF) Carers are identified by health and social care organisations and encouraged to recognise their role and rights.(NICE Quality Statement 1: Supporting Adult Carers)	carers to raise awareness of unpaid carers and their rights (including right to assessment)	- Enfield Carers Survey	
I have the right information and advice to be able to make informed decisions (People at the Heart of Care) Increase the proportion of carers who find it easy to find information about support (ASCOF)	Provide and manage a centrally located, visible and accessible physical hub for carers services in Enfield Provide services that identify, reach and provide tailored information, advice, guidance to unpaid carers with a range of experiences and needs including: *carers from 'hard to reach' communities,*	- Carer Satisfaction Surveys - Enfield Carers Survey specifically: The proportion of carers who find it easy to find information about support - Number of unpaid carers (unique count) contacting for information advice and guidance on carers services - Number of carers on the carers register. - Number of new carers placed on carers register, referral source broken down by type to include:	To be agreed.

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	young adult carers and young carers transitioning to adulthood *carers of those with stigmatised conditions (including mental health support needs, substance misuse, HIV)* *older carers (80 years and over)* *carers supporting people receiving end of life care, lifelong carers (caring for someone aged 18 years and over with a long term or lifelong disability)* Manage and maintain Enfield's Carer Register. Provide services that support unpaid carers with housing related issues Provide Brokerage services	- carers from 'hard to reach' communities, - young adult carers and young carers transitioning to adulthood - carers of those with stigmatised conditions (including mental health support needs, substance misuse, HIV) - older carers (80 years and over) - carers supporting people receiving end of life care, lifelong carers (caring for someone aged 18 years and over with a long term or lifelong disability) - carers supporting an individual with Continuing Health Care	
I have access to appropriate support that suits my needs, including respite care and carers breaks (People at the Heart of Care)	Provide services that support carers to plan for the future, manage life transitions and changes including transitional caring responsibilities	- Carer Satisfaction Surveys - Enfield Carers Survey : - Number of carers receiving a break - Number of carers who found respite enabled them to continue	To be agreed.

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I have a choice about caring. (Carers UK)	Provide services targeted to identify and support unpaid carers at points of crisis and offer emergency support to unpaid carers as required. Provide integrated (across health and adult social care) services and interventions to enable the early identification of unpaid carers early in their caring journey. Provide services that offer whole family support Provide Carer Breaks Manage and maintain Enfield Carers Emergency Card Scheme	caring and improved their wellbeing - Number of carers registered with the Carers Emergency Card scheme - Number of carers requesting emergency respite and common themes - Number of people who received services who felt that had increased choice about caring.	
"I am identified, recognised and valued for the care that I provide and my contribution to the community." (Carers UK) "I am respected for the skills, experience and knowledge I have and to be treated as an equal partner in care." (Carers UK)	Provide services that identify and amplify the voices of unpaid carers, empowering them to shape the development and delivery of local strategy, policy, service development and delivery. Recruit and manage 6 Carer Ambassadors and develop their support the delivery of Unpaid Carer Priorities set out in Enfield's Supporting Independence Strategy and associated workplans.	- Number of events and promotions to raise awareness of Carer Rights - Number of Carer Ambassadors in post - Evidence of Co-Production - Enfield Carers Survey	To be agreed.

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Increase the proportion of carers who report that they have been included or consulted in discussion about the person they care for (ASCOF) Carers are supported to actively participate in decision making and care planning for the person they care for.(NICE Quality Statement 2: Supporting Adult Carers)			

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