

Birmingham City Council

Report to Cabinet

8th February 2022



Subject: BIRMINGHAM CARERS STRATEGY 2018+
CONSULTATION AND RECOMMISSIONING OF
BIRMINGHAM CARERS HUB

Report of: Professor Graeme Betts, CBE
Director for Adult Social Care

Relevant Cabinet Member: Cllr Paulette Hamilton - Health and Social Care
Cllr Sharon Thompson – Vulnerable Children and Families
Cllr Tristan Chatfield – Finance and Resources

Relevant O &S Chair(s): Cllr Mick Brown - Health and Social Care
Cllr Narinder Kooner - Education and Children's Social Care
Cllr Mohammed Aikhlaq - Resources

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Are specific wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No – All wards affected
If yes, name(s) of ward(s):		
Is this a key decision?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, add Forward Plan Reference: 009760/2022		
Is the decision eligible for call-in?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, provide exempt information paragraph number or reason if confidential:		

1 Executive Summary

- 1.1 This report seeks approval to consult on the refresh and update of Birmingham Carers Strategy 2018+ and to commence the consultation and co-design of the recommissioning of Birmingham Carers Hub.
- 1.2 The strategy provided a framework and pathway model for the recommissioning of carer services in Birmingham in 2019. It also included six commitments, co-produced with carers and partners, to the carers of Birmingham.
- 1.3 The services have successfully developed and delivered a robust pathway for carers across services whilst addressing the commitments made to carers.
- 1.4 The strategy needs to be reviewed and updated to develop new challenges for the future and continue the pathway model.
- 1.5 Birmingham Carers Hub (Hub) was commissioned in July 2019 for two and a half years with a one-year extension due to the impact of Covid on services. The current contract will expire on 31st March 2023 and we need to begin the recommissioning process.
- 1.6 The Hub provides a range of services for unpaid carers aged 18 or over and was commissioned as part of a joint pathway with Birmingham Children's Trust who commission young carer services and Birmingham and Solihull Clinical Commissioning Group who commission mental health carer services. Future commissioning is to be built around the pathway.
- 1.7 The pathway enables services for unpaid carers to be linked together and provide an easier journey for the carer. Referrals and introductions are made across the services to ensure carer receive the right support at the right time.
- 1.8 Consultation and co-design will commence following approval and the procurement strategy will be presented to Cabinet for approval in June 2022.
- 1.9 The proposed refresh and update of the strategy and recommissioning of Birmingham Carers Hub supports the delivery of the Vision for Adult Social Care Cabinet Report (October 2017) and the key priority outcomes set out in the Putting Prevention First – Delivering the Vision for Adult Social Care Cabinet Report (November 2017, refreshed 2020). It will also support; the Councils priorities and plans, Corporate Parenting responsibilities and Birmingham Children's Trust Vision and Outcomes.

2 Recommendations

- 2.1 Approve the commencement of consultation for the refresh and update of Birmingham Carers Strategy 2018+.
- 2.2 Approve the proposed timescale for consultation, refresh and launch of Birmingham's new and updated Carers Strategy.
- 2.3 Approve the commencement of consultation and co-design for the recommissioning of Birmingham Carers Hub.

- 2.4 Approve the proposed timescale for consultation, co-design and recommissioning of Birmingham Carers Hub.

3 Background

- 3.1 Birmingham Carers Strategy was co-designed with carers and produced in 2018. The strategy includes six commitments to carers which can be seen in the strategy at **Appendix 1**.
- 3.2 The six commitments were the foundation for the commissioning of Birmingham Carers Hub (Hub). The Hub has consistently worked towards these commitments and has achieved the following; increased and raised awareness of carers building a carer friendly city, ensured carers are involved in support planning and are a partner in delivering care to the cared for, deliver a transition service for young adult carers so they can continue in education, promote carer friendly workplaces, enable carers to take breaks improving their wellbeing and helping with financial planning.
- 3.3 The strategy also provided a vision and pathway model for commissioning carer services. This was applied when carer services, adult, young and mental health, were jointly commissioned in 2019 with Birmingham Children's Trust and Birmingham and Solihull Clinical Commissioning Group. The vision and pathway model have proved very successful and will be included in the refreshed strategy and used for future recommissioning.
- 3.4 The strategy needs to be refreshed to consider where we were, where we are and where we want to be. It needs to reconsider the six carer commitments and consider and develop new challenges.
- 3.5 Birmingham Carers Hub was commissioned in 2019 to deliver a range of services including; young adult transition, carers partners in care card, emergency response, advice and information, dementia, small grants and health liaison project.
- 3.6 The Hub was commissioned as part of the carer's pathway model with young carer and mental health carer services. There are clear links and pathways between the services to make a carers journey as easy as possible. Referrals and introductions are made between services to ensure the carer receives the right support at the right time.
- 3.7 The current contract will come to an end on 31st March 2023 and we need to begin a recommissioning process following the vision and pathway model which has proved very successful over the past three years.
- 3.8 The first step will be to commence consultation and co-design for the recommissioning of Birmingham Carers Hub following Cabinet approval and a procurement strategy will be presented to Cabinet for approval in June 2022.
- 3.9 It is intended to seek a five-year contract with the option to extend for two years. This report will provide indicative costs and the procurement strategy will provide full and final details following consultation.

3.10 The proposed timetables for the strategy consultation and recommissioning co-design and consultation can be seen in **Appendix 2**.

4 Options considered and Recommended Proposal

4.1 Option 1 – Birmingham Carers Strategy:

Do not consult and refresh the strategy.

Since the strategy was produced in 2018 there have been many changes including how carers services are delivered, Covid and great progression towards achieving the goal that carers will feel supported in their caring role, feel valued in their communities and have their important role recognised and respected by professionals. All the six commitments have been met and the vision and pathway model have been delivered.

If the strategy were to remain as it stands it would be notably out of date and with the challenges and commitments being delivered would provide no direction for the future. It would also not be able to reflect on where we were, where we are now and where we want to be which is particularly relevant as we begin to emerge from the pandemic.

Carers lives and needs have changed over the past three years and we would not be able to discover how they were impacted by Covid, how they feel now and what they would like to see in the future.

Option 2 – Recommended option

Consult and refresh Birmingham Carers Strategy embedding the vision and pathway model and setting new challenges.

The commitments made to carers, vision and pathway model are all being delivered, and we need to set new challenges for the future meeting changing needs and adapting services as evidenced.

There have been many changes since the strategy was produced in 2018, including the impact of Covid. Services have had to adapt to new ways of working and moving out of the pandemic building on the successes offering a wider range of services to carers.

Carers lives and needs have changed, and we need to find out more about the impact of Covid on carers, how they feel now and what they would like to see happen in the future.

The consultation and refresh of Birmingham Carers Strategy will enable; a new strategic framework to be developed for the future; consideration on the impact of Covid and reflection of where we were, where we are now and where we want to be. New and relevant commitments can be made with carers and the vision and pathway model embedded in the strategy and future commissioning.

Option 1 – Birmingham Carers Hub – consultation and recommissioning

Do nothing.

The existing contracts expire 31st March 2023. The local authority has a statutory duty under the Care Act 2014 to provide Carers Assessments so provision must be made. This activity is currently delivered in part by a commissioned provider. The associated support options are further delivered through a range of community and voluntary sector providers. A part of the pathway model would no longer exist and support for adult carers would no longer be available.

If we do not engage and consult with the market and carers, we could commission the wrong types of service. We would not be fully aware of what is already being delivered in the market and most importantly of what services and support carers would like.

Option 2 – Recommended option

Commence consultation and co-design for the start of the recommissioning process.

This recommended proposal will demonstrate an openness and desire to harvest any thoughts, views and opinions from service recipients, stakeholders and citizens. This will allow sufficient time for stakeholders and citizens to respond to the consultation and help co-design the services to be recommissioned, taking into account their needs and vulnerabilities.

Covid has had a major impact on services and how they are delivered and by engaging and consulting with carers, service providers and key stakeholders and partners we can evaluate what has worked, what will continue to work and what will need to be changed. Services can build on the positive changes, such as Zoom groups, and we can develop a hybrid service that offers a wider range of services to carers.

Birmingham Carers Hub has increased the scope of services over the past three years and now includes specialist dementia services, small grants and a health liaison project. There is potential to deliver more and by consultation we can gather data and evidence to help make informed decisions around future services.

This would enable us to engage and consult with our commissioning partners; Birmingham Children's Trust and Birmingham and Solihull Clinical Commissioning Group, to ensure the pathway model is embedded in our commissioning.

5 Consultation

- 5.1 Birmingham Children's Trust and Birmingham and Solihull Clinical Commissioning Group have been consulted in both their role as joint commissioners and partners in delivering carer services across the city.
- 5.2 Alongside the proposed online consultation period, commissioning officers will be meeting with providers, key stakeholders and service users to refresh the strategy and carers commitments and help to refine commissioning principles.

6 Risk Management

6.1 The risk management of this commissioning is overseen by the Social Justice Board. The Board is chaired by the Assistant Director of Commissioning Adult Social Care and has approved the proposals for consultation and refresh Birmingham Carers Strategy and consultation and co-design Birmingham Carers Hub recommissioning.

6.2 How are the recommended decisions consistent with the City Council's priorities, plans and strategies?

6.2.1 The recommended proposal supports the delivery of one or more of our Council's priorities as set out in the Birmingham City Council Plan 2022:

- Birmingham is an entrepreneurial city to learn, work and invest in – we will support carers in their caring role to continue with education or employment and provide opportunities for carers to develop skills and make the best of economic growth.
- Birmingham is an aspirational city to grow up in - This is achieved by working closely and collaboratively with Birmingham Children's Trust and Birmingham and Solihull Clinical Commissioning Group as well as local partners to ensure a "whole life course" approach. We will inspire carers to be ambitious and achieve their full potential.
- Birmingham is a fulfilling city to age well in - Carers will have choice and control over their caring responsibilities and improved resilience and independence.
- Birmingham is a great city to live in - We will work with our partners to build a fair and inclusive city for all. Birmingham's carers can access broad and varied localised community activity supporting them to live happier, healthier and more independent lives in their own communities.

6.2.2 The decision within this report will contribute and support the delivery of the following strategies:

- Vision and Strategy to Modernise Adult Social Care 2017+ (refreshed 2021)
- Health and Well-Being Strategy 2017+
- Homeless Prevention Strategy 2017+
- Financial Inclusion Strategy 2016+
- Transition Strategy 2018+
- Birmingham Carers Strategy 2018+ (to be refreshed).

6.3 Legal Implications

- 6.3.1 The Care Act 2014 sets out legal guidelines relating to care and support for adults and the law to support carers. There are provisions to safeguard adults from abuse or neglect and care standards. In addition, it places clear legal responsibilities on the Local Authority and creates a single duty to undertake carers assessment based on need.
- 6.3.2 The Children and Families Act 2014 makes provisions for children, families and people with special needs. It seeks to improve services for vulnerable children and introduces new rights for young or parent carers to an assessment on need.
- 6.3.3 Birmingham Business Charter for Social Responsibility (BBC4SR) will be applied within the threshold of the Charter requirements and contract value. None identified for this proposed decision.

6.4 Financial Implications

- 6.4.1 There are no financial implications for the consultation and refresh of Birmingham Carers Strategy.
- 6.4.2 There are no financial implications for the consultation and co-design for recommissioning of Birmingham Carers Hub. The procurement strategy seeking Cabinet approval for recommissioning Birmingham Carers Hub will provide full detail of all financial requirements and implications. Early indicative annual figures are based on current budgets; £1,394,327 Adult Social Care Budget and £1,191,000 Better Care Fund.

6.5 Procurement Implications (if required)

- 6.5.1 There are no procurement implications for this report.

6.6 Human Resources Implications (if required)

- 6.6.1 None identified.

6.7 Public Sector Equality Duty

- 6.7.1 A relevance test to decide whether the planned consultation and refresh of Birmingham Carers Strategy and consultation and co-design of Birmingham Carers Hub has any relevance to the equality duty contained within Section 149 of the Equality Act 2010 of eliminating unfair/unlawful discrimination and to promote equality and human rights commenced December 2021. The screening identified that there was no requirement to assess this further at this stage. As part of the re-commissioning the relevant risk logs will be maintained to allow further consideration which include contract award and mobilisation. The consultation will inform and help develop an Equality Assessment.

7 Appendices

- Appendix 1 – Birmingham Carers Strategy 2018+
- Appendix 2 – Proposed timescales

8 Background Documents

8.1 Birmingham City Council Plan: 2018 -2022

8.2 Health and Well-being Strategy 2017+

8.3 Homeless Prevention Strategy 2017+

8.4 Homeless Related Support Strategy 2019+

8.5 Financial Inclusion Strategy 2016+

8.6 Vision and Strategy for the Modernisation of Adult Social Care Cabinet Report October 2017

8.7 Putting Prevention First: Delivering the Vision for Adult Social Care and Health Cabinet Report November 2017

8.8 Transition Strategy 2018+

Birmingham Carers Strategy 2018+ (to be refreshed).