

Title of proposed EIA	Carers Hub
Reference No	EQUA901
EA is in support of	New Service
Review Frequency	Two Years
Date of first review	06/11/2023
Directorate	Adults Social Care
Division	Commissioning
Service Area	Prevention and Community Assets
Responsible Officer(s)	<input type="checkbox"/> Jason Bartlett
Quality Control Officer(s)	<input type="checkbox"/> Gordon Strachan
Accountable Officer(s)	<input type="checkbox"/> Kalvinder Kohli
Purpose of proposal	Commissioning Carers Hub
Data sources	Survey(s); Consultation Results; Interviews; relevant reports/strategies; Statistical Database (please specify); relevant research
Please include any other sources of data	
ASSESS THE IMPACT AGAINST THE PROTECTED CHARACTERISTICS	
Protected characteristic: Age	Service Users / Stakeholders; Employees; Wider Community
Age details:	<p>Birmingham Carers Hub will be for adult carers aged 18 years or more.</p> <p>Our population is ageing and people with disabilities and long-term conditions are living longer. Most of us will be carers for family members or friends at some point in our lives. Caring is as common as owning your own house yet the public conversations about caring are far less common. Becoming a carer can happen suddenly, through an accident or sudden illness, or it can creep up gradually through a long-term condition or increasing frailty.</p> <p>Caring responsibilities can have an adverse impact on the physical and mental health, education and employment potential of those who care, which can result in significantly poorer health and quality of life outcomes. These in turn can affect a carer's effectiveness and lead to the admission of the cared for person to hospital or residential care. Carers make a major contribution to society. Estimates show that the care provided by friends and family members to ill, frail or disabled relatives is equivalent to £119 billion every year.</p> <p>Nationally there has been a significant rise in the number of people providing unpaid care since the coronavirus outbreak. 9% of the general public said they are providing unpaid care but that they had only started doing so since the coronavirus outbreak. This is nearly 1 in 10 adults and equates to an estimated 4.5 million unpaid carers</p> <p>The Care Act sets out the general duty to promote individual well-being which governs how local authorities must carry out their care and support functions under the Act. Section 10 of the Act provides a single duty to assess carers and requires a local authority to carry out an assessment ("carer's assessment") where it appears that a carer may have needs for support at that time, or in the future". There are provisions to safeguard adults from abuse or neglect and care standards. It also places a duty on Local Authorities to conduct transition assessments for children, children's carers and young carers where there is a likely need for care and support after the child in question turns 18 and a transition assessment would be of 'significant benefit'. It also enshrines and links to the Children and Families Act 2014 in taking a whole family approach as an effective way to understand and address the needs of an individual in the context of their family. This commissioning will include carer assessments for adult carers and a transition service and assessment for young adult carers aged 18 to 25 years old.</p> <p>Commissioning the Carers Hub will take a pathway approach to ensure collaborative partnerships are formed, maintained and appropriate pathways are engaged; assisting vulnerable young people and adults to access relevant agencies, therefore enabling a whole life course approach.</p> <p>This will ensure any needs arising as a result of protected characteristics for example age, gender, disability, race, faith, LGBT, etc; are appropriately addressed.</p> <p>The Carers Hub will be tested for diversity competence and must demonstrate adherence to the Equality Act and other relevant legislations as part of the tender process and contract awards. This includes organisational policies and procedures,</p>

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through to staff training and competencies in being able to meet the diverse needs of Birmingham Citizens accessing these services.

The services being commissioned represent an intersectionality across the protected characteristics; it is important to be aware and have understanding, as many overlap and have interdependent systems of potential discrimination or disadvantages. The Carers Hub will have carers as the focal point, informed by the Birmingham Carers Vision and Commissioning Strategy 2018+.

Service User Impact:

The intended impact is positive.

Birmingham Carers HUB will work with carers aged 18 plus who provide caring responsibilities for people across a range of presenting needs including (but not exclusively): old age, dementia, end of life, in hospital or with significant health need, mental health, substance & alcohol misuse, Autism and neuro-diversity, Refugees and Migrants (new arrivals and communities), physical disability, sensory impairment, accident trauma, and acquired brain injury.

Birmingham Carers Hub is part of an established carer's pathway model with young carer and mental health carer services enabling a whole life course approach. There are clear links and pathways between the services to ensure carers providing care have a journey which is as seamless as possible across their life course. Referrals and introductions are made between services to ensure the carer receives the right support at the right time.

According to NHS 66 percent of carers feel that healthcare staff don't help to signpost them to relevant information or support, and when information is given, it comes from charities and support groups. The Carers Hub will address gaps in service by implementing the following:

- Providing an accessible, high quality and independent support service for carers. It will be established as a culturally appropriate single point of access, assessment, information and advice.
- Be outcome focused, supporting carers and enabling them to have a life outside of their caring role.
- Provide access to high quality information resources.
- Provide a navigator service to enable carers to access appropriate services, to maintain their health and wellbeing and to have a voice in the care of the person they care for.

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend, who is; ill, frail, disabled or has mental health or substance misuse problems, examples of carers include:

- Adults who care for other adults – a significant majority of carers look after another adult, usually a relative or spouse. A person is also defined as a carer when they provide or intend to provide a substantial amount of support on a regular basis to a relative or friend when for example they have been discharged from hospital.
- Parent carers – parents (or guardians) of disabled children and young people up to 18 years of age who have additional care needs. When the child reaches 18, the parent or guardian is defined as a carer looking after an adult.
- Young carers transitioning to adulthood - This service will focus on all carers transitioning into adulthood: Target age range 18-25 (however this age range is dependent upon individual needs) with a specialist element for those carers transitioning from a young carer to young adult carer.

The Carers Hub will provide a range of support options from providing regular presence at City Road, Good Hope, Heartlands, Selly Oak and Queen Elizabeth hospitals offering advice information and guidance to carers.

The Carers Hub will lead in:

- Developing positive relationships with key health professionals/organisations to enhance, improve and ensure consistency in support and services available for carers.
- Developing carers prescription with information and contact details for GPs to give to carers during an appointment.

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- Develop strong links with Admiral Nurses who work with carers in identifying areas of difficulty carers may be having in their dementia care role and helping the carer to manage this more effectively.

The aim of these services is to avoid, reduce or delay the needs of costly, statutory services; where possible across the working age and older population.

Impact Upon Employees:

The Carers Hub will be commissioned externally. The current service is via a voluntary and community sector provider. The frontline workforce is predominantly local to Birmingham.

Compliance with the Living Wage requirements is expected as part of the contract awards. Organisations within the pathway will also have a track record of providing employment opportunities for people with lived experience, enabling citizens furthest away from the labour market to access paid work. The re commissioning will enable continued employment opportunities.

Whilst there is no direct de commissioning of any service, there is a re design and re alignment against the pathway.

As with any external re commissioning/tendering activity there is a potential for a change of provider and TUPE may apply. However, at this stage it is difficult to predict any further implications.

Wider Communities:

The Carers Hub will provide an infrastructure to support continued care and provide wellbeing support to unpaid carers. Providing the support to live independently within communities with their relevant support needs being met. The intention being that carers accessing the Carers Hub services are also supported to gain access to a wider support and activity offer close to where they live, creating greater levels of independence, community resilience, being able to make a positive contribution to their community, and overcoming isolation or unintended dependency on one support agency.

The pathway approach will also ensure greater connections for carers with local community assets and Neighbourhood Network Schemes. The intention being that carers accessing the proposed commissioned services are also supported to gain access to a wider support and activity offer close to where they live, creating greater levels of independence, community resilience and overcoming isolation or unintended dependency on one support agency. Services can then operate together as a system, which enable re – entry into services should the need arise.

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The service is expected to be delivered in the following locations:

- A virtual central HUB purely for Birmingham Carers Hub independent of any other websites
- A range of mini community-based HUBS across the City ensuring geographical coverage
- A range of other community venues ensuring geographical coverage
- Educational establishments
- Hospitals
- GP surgeries
- The carers own home
- A venue of the carers choice
- Other locations not limited to the above.

Monitoring and Evaluation of the re commissioning process:

A risk log will be maintained throughout the re commissioning process, mobilisation and delivery of the new contracts. This will enable any adverse impacts, whether it be negative or against the protected characteristics or other vulnerabilities to be identified, addressed or mitigated against.

All carers will be providing care to someone who will have some form of long term illness, including dementia, or disability including, physical, sensory, learning and mental health illness.

It is intended that the Carers Hub will provide carer assessments in accordance with the Care Act 2014, within statutory guidance, for all carers with an appearance of need. Individuals will be able to access the right support, at the right time in their life course. The assessment should add value to the statutory requirements by taking a whole family/household approach to include early identification of potential future carers such as young siblings of current carer, enabling an early response/intervention to people who are at risk of, prolonged hospitalisation, going into statutory care, losing their home, have no access to health, or are beginning to have difficulties in managing their home. It will also ensure consistency for carers and for those who are being cared.

The aim of these services is to avoid, reduce or delay the needs or costly, statutory services where possible.

The table below demonstrates the number of conditions being supported by carers in Birmingham, figures were collated in January 2022.

High level Cared for condition by which the carer is providing care and support (Where Provided)	
Learning Disability Support	2083
Mental Health Support	1707
Personal Care	3547
Physical Support	3010
Sensory Support	268
Social Support	519
Support with Memory and Cognition	1408
TOTAL	12,542

	Jan 22
Total Carers Registered	17977
Total Parent Carers Registered (Adult caring for someone under 18)	2651
Total Young Adult Carers Registered (18 - 25)	806

As with other socially disadvantaged groups, access to appropriate services has been problematic and people have typically fallen between mental health services, and learning disability services, data from the Carers Hub demonstrates wider support need; with demand in personal care and physical support.

The importance in terms of improving outcomes and facilitating access to support/care pathways and services within Birmingham City needs to be coordinated and the purpose of the recommissioning of The Carers Hub services is to develop pathways which will ensure the carer and people being cared for receive the right support at the right time.

The design of the specifications focuses upon personalised support delivery, which will take into account the need to engage with relevant agencies that provide a further enhanced and proficient support offer.

Commissioned services will be aware of intersectionality, providing support where a mixture of discrimination (racism, gender, transphobia, homophobia, etc) is present. They will work with other services, through partnership boards and steering groups; joining pathways to help contest the many forms of discrimination which are preventing vulnerable adults from thriving.

The services will seek to offer personalised support that will enable the individual to live a happy life in their community.

Services will be non-gender specific and there will be a positive impact as services recognise the wider range of gender identity that is emerging, whilst ensuring that everyone has the same opportunity to access appropriate support.

Carers and their caring situations are very diverse and there is probably no such person as a typical carer. However, overall female carers outnumber male carers although as they age, the number of male carers increases disproportionately compared to females. By the time they reach 85 years, there are slightly more male than female carers (Office of National Statistics, 2015).

This is mirrored in Birmingham City as in the tables below:

	Jan 22
Total Carers Registered	17977
Total Parent Carers Registered (Adult caring for someone under 18)	2651
Total Young Adult Carers Registered (18 - 25)	806

Carer Gender – Jan 22	
Male Carer	27%
Female Carer	73%

Issues such as gender realignment or identifying appropriate gender may cause anxiety, distress and have an impact on emotional wellbeing. These services will be able to support people if they are faced with such issues.

The services are accessible to all genders with a commitment to addressing their personalised support needs and applying a holistic approach to their wellbeing.

Protected characteristics: Gender Reassignment

Gender reassignment details:

Service Users / Stakeholders; Employees; Wider Community

Gender reassignment is not a barrier to access support. The services commissioned will ensure all people using services who identify as transgender, non-binary or intersex are treated with respect and dignity throughout their support and will be able to access the same support, and be offered the same opportunities whilst ensuring they have a personalised approach as any other gender.

Protected characteristics: Marriage and Civil Partnership

Marriage and civil partnership details:

Service Users/ Stakeholders; Employees; Wider Community

Marital Status will not act as a barrier when accessing the services. Both single and couples can access the assessment for support as those who are married or have a civil partnership.

Protected characteristics: Pregnancy and Maternity

Pregnancy and maternity details:

Service Users / Stakeholders; Employees; Wider Community

More than one in five women develop a mental illness during this time and if untreated these illnesses can have a devastating impact on women and their families. This includes mental illness existing before pregnancy, as well as illnesses that develop for the first time, or are greatly exacerbated in the perinatal period.

(<https://www.rcog.org.uk/globalassets/documents/patients/information/maternalmental-healthwomens-voices.pdf>)

The NHS Long Term Plan builds on the commitments outlined in the Five Year Forward View for Mental Health to transform specialist PMH services across England. Aims to ensure that by 2023/24, at least 66,000 women with moderate/complex to severe PMH difficulties can access care and support in the community.

<https://www.england.nhs.uk/publication/implementing-the-fyfv-for-mental-health/>

<https://www.longtermplan.nhs.uk/publication/nhs-long-term-plan/>

The Carers Hub will promote their services to midwives, GP's and health visitors; linking into early intervention pathways. Where the needs present as crisis, referrals will be made to the appropriate teams.

Protected characteristics: Race

Service Users / Stakeholders; Employees; Wider Community

Race details:

Race details:

Black, Asian and Minority Ethnic (BAME) carers face the same challenges as all carers, but also face additional barriers, for instance cultural barriers, stereotypes and language which can increase the chances of poorer health, poverty and social exclusion.

Set against what we know about carers in general, evidence is growing that the experiences of black and minority ethnic carers are frequently different and may be more challenging than those of their white counterparts. For example, black and minority ethnic carers are more likely to be struggling financially and are more likely than majority white carers to care for 20 or more hours a week (56% compared to 47%) (NHS Information Centre, 2010).

These greater hours of caring may increase black and minority ethnic carers' risk of poor health, difficulties in keeping paid employment and social exclusion. For example, higher levels of isolation have also been reported for Pakistani and Bangladeshi carers (Carers UK, 2011a) and greater anxiety and depression have also been identified for British Indian carers.

Nationally there are 503, 224 BAME carers in England.

- 10% of carers are from a BAME background.
- Indian carers are the largest BAME group, as 2.2% of all carers.
- Black Caribbean carers represent 0.9% of all carers, or 44,402 carers.
- Every year, 180,000 BAME people become carers

The table below demonstrates that Birmingham is inline with the national picture with Black/Black British representing 9.5% and Asian/Asian British representing 28.8%

Carer Ethnicity in Birmingham	
Mixed Parentage	2%
Chinese/Other Ethnic group	2.2%
Black or Black British	9.4%
Asian or Asian British	28.7%
Other White Background	3.3%
White British	54.4%

In addition, evidence from Carers UK also shows that black and minority ethnic carers are not only less likely to be in receipt of practical and financial support but are also more likely to wait longer to access it. Explanations for this delay are similar to those for failing to access services altogether - lack of information provided in culturally appropriate ways, language and literacy barriers and poor knowledge of services and entitlements (Carers UK, 2015).

This will be addressed by the Carers Hub and services working to deal with the diverse needs of BAME communities, addressing their lack of trust in public services, language barriers or previous negative experiences of those services.
<https://www.mind.org.uk/media/6484/race-equality-briefing-final-oct-2020.pdf>

Refugees are people whose asylum claims have been accepted and the estimates cited in the Birmingham City of Sanctuary Policy Statement 2018-22 indicate there are 48,000 refugees living in Birmingham, although these estimates are not based on current data. A number of people who have recourse to public funds can have access to the services.

Services will have a positive impact on race as they will ensure that everyone has access to the appropriate support and links with BAME partner organisations; encouraging take up of support and addressing any language barriers. For example, case studies and interviews demonstrate how the Neighbourhood Network Service (NNS) supports assets to provide much needed, tailored support for communities who have felt isolated or overlooked.

The inclusive strategy of NNS ensures that all funded assets are designed to be inclusive and welcoming to all older people regardless of ethnicity, and other protected characteristics (Ethnic Minority Groups Supported by NNS and P&C, BVSC April 2021). A key feature of specifications will be for providers to develop robust links with this service.

Religion or beliefs details:

Religion or beliefs will not be seen as a barrier when accessing these services. As for race a key feature of specifications will be for providers to develop robust links with the Neighbourhood Network Service.

Faith-based organisations are key partners in the NNS. NNS has raised awareness of their contribution. They bring organisations representing different faiths and beliefs into local partnership arrangements. NNS capacity-building, equality and diversity training ensure; partnerships and organisations work in a way, which is inclusive and respectful of different faiths and beliefs, and that local activities are inclusive of the needs of faith-based communities.

Protected characteristics: Sexual Orientation

Service Users / Stakeholders; Employees; Wider Community

Sexual orientation details:

Sexual orientation will not be a barrier when accessing the services. With the strong link required to community assets by these services, local groups for LGBTQ+ citizens can be identified and accessed. In addition, providers will be expected to deliver equality and diversity training; ensuring that local assets and support will be accessible to LGBTQ+ citizens and inclusive of their needs.

Socio-economic impacts

The Carers Hub will have a range of positive socio-economic impacts including:

- Needs are met before they escalate into crisis
- Statutory or higher cost intervention are avoided or reduced
- Outcomes for the individual (and carers) are improved
- Effectively respond and implement ad hoc or short-term funding and funding applications to central government; essentially enabling the services to deliver and respond to the high demands of service pressure.
- Sustained prevention wellbeing support pathway for carers and those been cared for..

Please indicate any actions arising from completing this screening exercise.

The Carers Hub will aim to support citizens before they hit crisis. Due to the current climate; covid variants, high evictions from private landlords, high unemployment

Providers who are successful will be committed to Social value, with evaluation of tenders representing 20%.

Please indicate whether a full impact assessment is recommended

NO

What data has been collected to facilitate the assessment of this policy/proposal?

Consultation Results, interviews, Meetings with stakeholders and providers, performance data, contractual data, Census data, health data, POPPI and PANSI data and market intelligence from existing providers and service users

Consultation analysis

Adverse impact on any people with protected characteristics.

Could the policy/proposal be modified to reduce or eliminate any adverse impact?

How will the effect(s) of this policy/proposal on equality be monitored?

Contractual and monitoring data including; number of clients, hours utilized, referral details, profile data and outcome data

What data is required in the future?

Contractual and monitoring data including; number of clients, hours utilized, referral details, profile data and outcome data

Are there any adverse impacts on any particular group(s)

No

If yes, please explain your reasons for going ahead.

No

Initial equality impact assessment of your proposal

No

Consulted People or Groups

Informed People or Groups

Summary and evidence of findings from your EIA

Providers applying for the Carers Hub will have to undergo the Birmingham City Council commissioning process, where specific diversity questions are built into the tender processes to test bidders for their diversity competence. The Pre-qualification stage requires bidders to evidence up to date policy and procedures including where they relate to legal requirements and duties under the Care Act and Equality Act through to staff training and competencies in being able to meet the diverse needs of Birmingham Citizens accessing these services.

Whilst we don't envisage there to be any adverse impacts of this service delivery, should

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they arise this will be captured through the monitoring of the contract and addressed with the provider. This includes addressing any intersectionality issues. The team will actively collect diversity monitoring data, feedback from clients and stakeholders to ensure that there are no gaps or negative impacts in the service delivery.

QUALITY CONTORL SECTION

Submit to the Quality Control Officer for reviewing?

Yes

Quality Control Officer comments

The commissioning of the carers hub will have a positive impact upon one of the most disadvantaged cohort of Birminghams population who provide a vital unpaid caring role for the citizens of Birmingham, The impact will be monitored carefully through the commissioning, contracting and delivery process.

Decision by Quality Control Officer

Proceed for final approval

Submit draft to Accountable Officer?

Yes

Decision by Accountable Officer

Date approved / rejected by the Accountable Officer

27/06/2022

Reasons for approval or rejection

Monitoring will continue as part of the commissioning cycle.

Please print and save a PDF copy for your records

Yes

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