

Scrutiny Inquiry Panel - Carer Friendly Southampton

Thursday, 28th January, 2021
at 5.30 pm

PLEASE NOTE TIME OF MEETING

Virtual Meeting

This meeting is open to the public

Members

Councillor Savage (Chair)
Councillor Prior (Vice-Chair)
Councillor Coombs
Councillor B Harris
Councillor McEwing
Councillor White
Councillor Windle

Contacts

Democratic Support Officer

Democratic Support Officer
Maria McKay

Email: maria.mckay@southampton.gov.uk

Scrutiny Manager
Mark Pirnie

Tel: 023 8083 3886

Email: mark.pirnie@southampton.gov.uk

PUBLIC INFORMATION

Role of Scrutiny Panel Inquiry – Carer Friendly Southampton

The Overview and Scrutiny Management Committee have instructed the Scrutiny Panel to undertake an inquiry.

Purpose: To identify opportunities to improve support for carers in Southampton.

Use of Social Media:- The Council supports the video or audio recording of meetings open to the public, for either live or subsequent broadcast. However, if, in the Chair's opinion, a person filming or recording a meeting or taking photographs is interrupting proceedings or causing a disturbance, under the Council's Standing Orders the person can be ordered to stop their activity, or to leave the meeting.

By entering the meeting room you are consenting to being recorded and to the use of those images and recordings for broadcasting and or/training purposes. The meeting may be recorded by the press or members of the public.

Any person or organisation filming, recording or broadcasting any meeting of the Council is responsible for any claims or other liability resulting from them doing so.

Details of the Council's Guidance on the recording of meetings is available on the Council's website.

Southampton: Corporate Plan 2020-2025 sets out the four key outcomes:

- Communities, culture & homes - Celebrating the diversity of cultures within Southampton; enhancing our cultural and historical offer and using these to help transform our communities.
- Green City - Providing a sustainable, clean, healthy and safe environment for everyone. Nurturing green spaces and embracing our waterfront.
- Place shaping - Delivering a city for future generations. Using data, insight and vision to meet the current and future needs of the city.
- Wellbeing - Start well, live well, age well, die well; working with other partners and other services to make sure that customers get the right help at the right time

Public Representations

At the discretion of the Chair, members of the public may address the meeting about any report on the agenda for the meeting in which they have a relevant interest.

Smoking policy – the Council operates a no-smoking policy in all civic buildings.

Mobile Telephones – please turn off your mobile telephone whilst in the meeting.

Fire Procedure – in the event of a fire or other emergency a continuous alarm will sound and you will be advised by Council officers what action to take.

Access – access is available for the disabled. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year 2020/2021

8 October 2020
5 November 2020
26 November 2020
7 January 2021
28 January 2021
25 February 2021

CONDUCT OF MEETING

TERMS OF REFERENCE

The general role and terms of reference of the Overview and Scrutiny Management Committee, together with those for all Scrutiny Panels, are set out in Part 2 (Article 6) of the Council's Constitution, and their particular roles are set out in Part 4 (Overview and Scrutiny Procedure Rules – paragraph 5) of the Constitution.

BUSINESS TO BE DISCUSSED

Only those items listed on the attached agenda may be considered at this meeting.

RULES OF PROCEDURE

The meeting is governed by the Council Procedure Rules and the Overview and Scrutiny Procedure Rules as set out in Part 4 of the Constitution.

QUORUM

The minimum number of appointed Members required to be in attendance to hold the meeting is 3.

DISCLOSURE OF INTERESTS

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Pecuniary Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PECUNIARY INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

- (i) Any employment, office, trade, profession or vocation carried on for profit or gain.
- (ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

(iii) Any contract which is made between you / your spouse etc (or a body in which the you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

(iv) Any beneficial interest in land which is within the area of Southampton.

(v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

(vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council and the tenant is a body in which you / your spouse etc has a beneficial interests.

(vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

- a) the total nominal value for the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or
- b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

Other Interests

A Member must regard himself or herself as having an 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the "rationality" or "taking leave of your senses" principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, 'live now, pay later' and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

1 APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)

To note any changes in membership of the Panel made in accordance with Council Procedure Rule 4.3.

2 DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

3 DECLARATIONS OF SCRUTINY INTEREST

Members are invited to declare any prior participation in any decision taken by a Committee, Sub-Committee, or Panel of the Council on the agenda and being scrutinised at this meeting.

4 DECLARATION OF PARTY POLITICAL WHIP

Members are invited to declare the application of any party political whip on any matter on the agenda and being scrutinised at this meeting.

5 STATEMENT FROM THE CHAIR

6 MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING) (Pages 1 - 6)

To approve and sign as a correct record the Minutes of the meeting held on 7 January 2021, and to deal with any matters arising.

7 CARER FRIENDLY SOUTHAMPTON - SUPPORT IN EDUCATION AND WORK (Pages 7 - 18)

Wednesday, 20 January 2021

Service Director – Legal and Business Operations

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SCRUTINY INQUIRY PANEL – CARER FRIENDLY SOUTHAMPTON

MINUTES OF THE MEETING HELD ON 7 JANUARY 2021

Present: Councillors Coombs, B Harris, McEwing, Prior, Savage (Chair), White and Windle

Apologies: Councillor White

8. **APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)**

The apologies of Councillor White were noted.

9. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

RESOLVED that the minutes of the meetings held on 26th November 2020, be approved and signed as a correct record.

10. **CARER FRIENDLY SOUTHAMPTON - INTRODUCTION, CONTEXT AND BACKGROUND**

The Panel considered the report of the Director of Legal and Business Operations requesting that the Panel consider the comments made by the invited guests and use the information provided as evidence in the review.

Summary of information provided:

A carers perspective – Ellie-May, Leah, Zunayrah and Jenny

- Three young carers, Leah, Ellie-May and Zunayrah, supported by Emma Jones from No Limits, informed the Panel about their experiences with regards to accessing information, advice and guidance as young carers.
- The lack of a Young Carers Discount Card, mirroring the discount card available to adult carers was raised. A card that enabled discounts on transport, days out, school meals would be appreciated.
- A young carers allowance or grant was suggested as a mechanism to help support young carers, akin to the Young Scot Young Carers Grant. This would not be funded nationally.
- No limits website provides advice to young carers but not all young carers follow this, and emails get lost. Potential for Instagram page / What's App group / Updated Facebook group or newsletter to provide information and advice to young carers.
- Linda Lawless, Service Manager at Carers in Southampton, interviewed Jenny, a carer whose husband has vascular dementia and COPD.

- Jenny outlined challenges in obtaining adaptations to her bathroom to help her husband access the facilities. A Council Occupational Therapist had undertaken an assessment and referred her in October 2020, but she had not heard back.
- Jenny explained challenges in receiving benefits she was entitled to. Form filling was a barrier and the system is complex. She has received support from SCC's Welfare Rights Service.
- Jenny was benefitting from support to access community services. The Alzheimer's Society Dementia Navigator has been brilliant in providing support to Jenny and her husband. She has also been referred to Communicare for a befriender by Adult Mental Health Service. The volunteer befriender took her to and from a medical appointment recently. Communicare will shortly be starting a new service called Hello Southampton to keep in touch with lonely residents.
- Unpaid carers will be 6th priority to receive a Covid vaccination (although it is thought that over a quarter of carers are in a higher priority group). Carers in Southampton have written to all unpaid carers that they are in contact with encouraging them to register as a carer with their GP/Practice Manager. This will ensure they receive a priority vaccination as well as reminders for annual flu vaccinations and health checks. The pandemic provides an opportunity to register carers and get information out to them.

DWP support for carers – Mark Knight, DWP Policy Lead nationally for Carers & Andy Sherman, DWP Employer & Partnership Manager

- A presentation was delivered by Mark and Andy outlining the support available for carers from the Department for Work and Pensions (DWP) and local initiatives.
- Carer's Allowance (CA) provides a measure of financial support and recognition for those who have had to give up or limit their employment because of their caring responsibilities.
- As of May 2020, there were 3,517 carers in receipt of Carer's Allowance in the City of Southampton and £12.1 million was spent on CA in Southampton in 2019/20 (£67.25 per week is Carers Allowance).
- Carers also have access to the full range of social security benefits according to their circumstances but the interaction between Carers Allowance and other benefits is complex.
- Carers Allowance is relatively straightforward to claim but there is a clear discrepancy between the number of carers receiving Carers Allowance and the number of unpaid carers in Southampton. Carers Allowance claimant numbers are heavily linked to disability benefit claims and are higher in some parts of the country, such as the north east of England, than in the south east.
- A priority of the DWP is supporting carers into employment (Fuller Working Lives, employment support from Jobcentres, CA earnings limit).
- Locally a Youth Hub has been established in Southampton as a result of a DWP and Southampton City Council initiative. The Youth Hub team will signpost to advice and support around housing, benefits, health and wellbeing to provide a holistic and person-centred service for young people, including young carers.

- DWP Complex Case Plans enables Jobcentre Work Coaches to signpost Young Carers to support available within the local community. Up to date and accurate local information is needed to give the best advice.
- In Southampton 'The Zone' distribution list of approximately 300 local partners enables information on initiatives and challenges to be shared quickly with key stakeholders across the city. This is recognised as best practice.

Good practice: Information, advice and guidance – Emily Holzhausen OBE, Director of Policy and Public Affairs at Carers UK

A presentation was delivered by Emily on best practice with regards to providing information, advice and guidance to unpaid carers.

- Recognition that it is not an easy task to get right, due to factors such as the constantly changing population (one third turnover annually); Different stages on caring journey – knowledge levels differ, new to caring to end of life; Language and approach matters; Capacity and ability of carers to take on board information; Range of channels where people find information; How people consume information; Workers – i.e. those juggling work and care; and, the diversity of population.
- A mixed portfolio of formats, video, face to face, telephone, online, paper is required.
- Social media and digital platforms have become essential formats for disseminating information, improving knowledge and skills. Digital poverty is an issue that needs to be addressed (potential for Personal Budgets / Direct Payments to address this).
- Good awareness of carers by all frontline staff is essential to getting it right
- Take the best from good strong local provision and what is appropriate nationally e.g. gov.uk, nhs.uk, carersuk.org, ageuk.org.uk, Mencap.org.uk, contact.org.uk
- Essential local mapping and good understanding of user journey: signposting, referrals, in-depth advice, advocacy.
- Carers Passport in Hertfordshire recognised as good practice. The creation of a discount card has enabled information, advice and guidance to be provided to 14,875 carers. Over 8,000 carers are now accessing support or advice from Carers in Hertfordshire, for the first time.
- Hertfordshire County Council has adopted unpaid caring as a protected characteristic.
- Carers UK has produced an 'Upfront' guide to Caring. A four-minute tool that gives a personalised "to do" list with information for carers who are new to the maze of benefits and entitlements.
- Strong links into GP practices e.g. Carers Prescription in Surrey.
- Your website is your window and a service.
- Use existing resources e.g. Online peer support forums – Time for Talk (Alzheimer's Society) Carers Forum (Carers UK) – Health Unlocked
- Advocacy and experts remain important as chasing information is exhausting! Often too many agencies involved, it can be overwhelming.

Southampton Information Directory and Website – James Marshall, Head of Customer and Communications, SCC

- Southampton Local Information Directory (SID), the City Council's online offer, is not performing the role it is designed to do at present. This has resulted in other platforms trying to fill the gap, resulting in a plethora of information sources.
- Carers information is currently incorporated into wider Adult Social Care information in the SID, but the SID is separate from information on the Council's website on Adult Social Care.
- SCC are developing the SID and website following the principles of no wrong door and many routes to information.
- The platform is to be built around customer journeys, following life events. Becoming a carer (wording subject to consultation) is to be one of the life events used.
- The platform will use cookies ('if you like this then you may be interested in this') and should also be a resource for Council employees to improve the consistency of advice given.
- Proposed that the best available advice and information from national and local sources will be on the SID and that it will be structured to avoid users getting lost. It is recognised that there needs to be an easy way to update the information.
- The SID is in the discovery and design phase now. Keen to engage with service users and providers. Great opportunity for carers to get involved in shaping how the Council offer information and advice.
- SCC is also developing a Digital Strategy. A priority will be to work with partners on skills, access and inclusion. Relevant as 600 carers known to Carers in Southampton are not online.

Housing Related Support – Lisa Haynes, Head of Supported Housing and Community Support, SCC

- A presentation was delivered by Lisa.
- Approximately 3,500 tenants living in the City's Supported Housing accommodation – those with an identified support need. Primarily for people over 60. Asset for city.
- The Council's Telecare service can provide peace of mind to carers and has the potential to help people in their caring role. This has been vital during the pandemic. It can also support greater independence for those with care needs.
- The Telecare service works in partnership with carers where possible. The service caters for a wide variety of needs.
- Southampton is fortunate as we have a local responding capability. In most other areas the telecare service just links to a remote call centre. We need to promote the service offer as it has great potential to help carers in their caring role.
- Recognition that disabled housing adaptations process is disjointed and can be improved. The Integrated Commissioning Unit have commissioned a review of disabled adaptations. The importance of involving carers in the assessment process will be incorporated into this review.

- Digital inclusion – Housing Related Support services provide training sessions to help support people to access the internet and improve digital confidence, enabling them to communicate with loved ones via digital platforms.

Advice services in Southampton – Liz Donegan, Chief Officer at Citizens Advice Southampton

- Advice in Southampton is a partnership of advice organisations that deliver a contract to provide information, advice and guidance in the city. It is delivered by a consortium of 6 organisations – Citizens Advice Southampton, Age UK Southampton, Rose Road Association, EU CLEAR, No Limits and The Environment Centre, close working exists with SARC as well.
- Services are quality assessed to ensure they meet the advice quality standard mark.
- The contract operates on the ‘no wrong door’ for advice principle. A service user will be referred, with consent, via Refernet to the most appropriate provider with all relevant details to reduce the need for the client to repeat the information.
- Refernet is being opened up to a greater number of providers in the city. The more agencies on board the better the client journey will be. Talks are ongoing with Carers in Southampton.
- Carers benefit from specialist welfare benefit advice from CAB and can access specialist advice from McMillan and MS Society.
- Barriers to support carers exist. Carer identification remains low. There is a need to recognise the impact that good quality information, advice and guidance can have on carers quality of life. Carers may have limited time to access services, may be confused as to which agency can help them, or be put off by cost of transport or parking.
- Advice in Southampton is working with Carers in Southampton to improve understanding of these barriers.
- Southampton has a number of excellent advice agencies. Seeking to draw on the best information from national and local sources to make it relevant to Southampton.
- Southampton’s advice providers partnership working is recognised as good practice.

Community Navigation – Nicky Judd, SO:Linked Programme Manager at Southampton Voluntary Services and Gary Walker, Alzheimer’s Society Service Manager

- A presentation was delivered by Nicky and Gary.
- To help people, including carers, navigate around the many activities across the city and to support the organisations and groups, Southampton City Council and Southampton Clinical Commissioning Group has funded SO:Linked.
- This service launched in 2019 and is being delivered by community navigators, including specialist dementia and mental health navigators, and community development workers through a partnership led by Southampton

Voluntary Services and including Alzheimer's Society, Solent Mind, Spectrum, TWICS and Social Enterprise Link.

- SO:Linked developed an information directory during Covid pandemic to help navigators and social prescribers across the city. SO:Linked are meeting with James Marshall and will link in with the development of the SID.
- SO:Linked is part of a network supporting digital inclusion in the city.
- SO:Linked are working closely with Primary Care Social Prescribers, including running joint training sessions. Recognition that there needs to be a joined-up approach, a single point of access with services tailored to the individual.
- Southampton Dementia Navigators currently deal with between 30 to 35 new referrals each month (a team of 2).
- Recognition that for many if the person you care for has a diagnosis you are fortunate as you may be referred to an organisation who is able to navigate the changing support landscape for carers and help.
- If you are a carer of a person who doesn't have a diagnosed condition how do you know what support is available in Southampton?
- Feedback provided identified a number of things missing for carers in Southampton – these include Respite Care; Continuity of care; Tailored care; 'Rapid Response'; Priority access to services; Opportunities to talk to other carers; Advertising of existing support; Sitting service for medical appointments and transport.
- There is an opportunity to grasp the Covid community spirit and tap into the increase in volunteering.

Agenda Item

DECISION-MAKER:	SCRUTINY INQUIRY PANEL
SUBJECT:	CARER FRIENDLY SOUTHAMPTON – SUPPORT IN EDUCATION AND WORK
DATE OF DECISION:	28 JANUARY 2021
REPORT OF:	DIRECTOR – LEGAL AND BUSINESS OPERATIONS

<u>CONTACT DETAILS</u>			
Executive Director	Title	Deputy Chief Executive	
	Name:	Mike Harris	Tel: 023 8083 2882
	E-mail	Mike.harris@southampton.gov.uk	
Author:	Title	Scrutiny Manager	
	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail	Mark.pirnie@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY
None

BRIEF SUMMARY
In a change to the inquiry plan, reflecting the pressure being placed on health and care services in Southampton by the Coronavirus, for the fifth meeting of the ‘Carer Friendly Southampton Inquiry’ the Panel will be considering issues related to helping carers stay in, enter or return to work, education and training.

RECOMMENDATIONS:
(i) The Panel is recommended to consider the comments made by the invited guests and use the information provided as evidence in the review.

REASONS FOR REPORT RECOMMENDATIONS
1. To enable the Panel to compile a file of evidence in order to formulate findings and recommendations at the end of the review process.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED
2. None.

DETAIL (Including consultation carried out)
3. The inquiry plan had identified the fifth meeting as an opportunity to consider support to carers, in particular access to health and social care services in the caring role, and support and training for a carer.
4. The demand on health and care services, caused by the rise in Covid infections, has required the inquiry plan to be reconsidered. The meeting will now focus on helping carers stay in, enter or return to work, education and training.
Supporting Carers in Work and Education

5.	According to the 2011 Census there were 3 million working unpaid carers in the UK. A 2019 Carers UK report, ' <i>Juggling Work and Unpaid Care</i> ', identifies that this figure may have risen to 4.87 million. This is 1 in 7 of all workers.
6.	Juggling work and care can be very challenging. Indeed, the Carers UK report indicates that the number giving up work to care has increased from 2.3 million in 2013 to 2.6 million in 2019. Nearly half a million people (468,000) have given up work over the past two years as a result of caring. This equates to around 600 people every day. Those over the age of 45 were most likely to have given up work to provide care.
7.	<p>When reflecting on helping carers stay in, enter or return to work, education and training the NICE Guideline Supporting Adult Carers, published in January 2020, recommends that:</p> <p>Advice and support</p> <ul style="list-style-type: none"> ○ Local authorities should ensure carers have access to tailored advice about balancing work, education or training with caring, including associated benefits and welfare advice. ○ Services providing welfare rights advice or back-to-work or education training should develop a good understanding of carer needs, for example by appointing a named carer champion who can provide knowledgeable, expert advice and train other practitioners in the service. ○ Services providing welfare rights advice or back-to-work or education training should help carers recognise that the skills they have gained through caring are transferable, and support them to describe their skills in a way that will appeal to employers. ○ Workplaces should make information available to their staff about ways in which they can support employees who need to balance caring responsibilities with work. <p>Flexibilities to support employment</p> <ul style="list-style-type: none"> ○ Practitioners should encourage carers to discuss supportive working arrangements with their employers, including adjustments to make caring possible. Examples might include flexible hours, fixed hours or shifts, carers' leave, permission to use a mobile phone, technology to allow flexible working, or providing a private space to take personal calls. ○ Workplaces should offer flexible working arrangements to enable staff to balance caring responsibilities with work, and other initiatives that support mental wellbeing for carers in line with the NICE guidelines on workplace health and mental wellbeing at work. ○ Workplaces should ensure that staff with caring responsibilities have equal access to career development. At a minimum, workplaces must meet the requirements set out in the Equality Act 2010 in relation to people with caring responsibilities. ○ Health and social care organisations should offer flexibility when arranging appointments for working carers and the person they care for. Examples include workplace surgeries, carer appointments outside of office hours, digital access and telephone appointments. ○ Carer support services should work closely with employers and employee assistance programmes to make advice and information for carers available within the workplace.

8.	Carers UK have developed the Carer Confident benchmarking scheme to support employers to build a positive and inclusive workplace for staff who are, or will become, carers and to make the most of the talents that carers can bring to the workforce. A leaflet on the initiative, produced by Carers UK, is attached as Appendix 1.
	Young Carers Education
9.	Juggling education and care can be equally challenging. At the inaugural meeting of the inquiry the No Limits presentation referenced the following facts from the 2013 report by The Children's Society: <i>'Hidden from View'</i> . <ul style="list-style-type: none"> • Young carers have significantly lower attainment at GCSE. The equivalent of nine grades lower overall than their peers. • Young carers are more likely than the national average to be NEET; more likely to be persistently NEET over 2 years; more likely to be in lower paid jobs than their peers in their early 20s.
10.	Research has also identified that 27% of young carers (aged 11–15) miss school or experience educational difficulties. This figure is 40% where children care for a relative with drug or alcohol problems (Dearden & Becker 2004).
11.	To provide a carers perspective on the issues the Panel will hear from carers about their experiences related to staying in, entering or returning to work, education and training.
12.	Following the insight from carers a number of guests have been invited to provide the Panel with information on the issues: <ul style="list-style-type: none"> • Anna Jacklin - Young Carers Participation Worker (Include Service), The Children's Society National best practice for young carers • Lee Culhane - Young Carers Schools Programme, Hampshire Young Carers Alliance • Charlie Dormehl & a 6th form student - Kings Edwards VI School, Southampton Local best practice and gaps in provision • Madeleine Starr, Director of Business Development & Innovation, Katherine Wilson, Head of Employers for Carers, Carers UK National Best Practice including the Carer Confident Scheme • Katie Cope - HR Advisory Manager, Southampton City Council The support offered to carers who are City Council employees.
13.	The invited guests will take questions from the Panel relating to the evidence provided. Copies of any presentations will be made available to the Panel.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue/Property/Other</u>	
14.	None
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
15.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.

<u>Other Legal Implications:</u>	
16.	None
RISK MANAGEMENT IMPLICATIONS	
17.	None
POLICY FRAMEWORK IMPLICATIONS	
18.	None

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Carers UK – Carer Confident Leaflet

Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out?	No
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Data Protection Impact Assessment

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	No
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Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None



Carer **Confident**



The Employers for Carers benchmarking scheme



About Carer Confident

The Carer Confident benchmarking scheme supports employers like you to build a positive and inclusive workplace for your staff who are, or will become, carers and to make the most of the talents that carers can bring to your workplace.

A carer is someone who provides unpaid care by looking after an older, disabled or seriously ill family member, partner or friend.

Carer Confident also seeks to recognise employers who achieve this, and to inspire others to follow suit.

The certificate of achievement will be presented to employers with a UK presence who demonstrate they have built a positive and inclusive workplace where carers are recognised, respected and supported.

Carer Confident employers recognise the importance of retaining valued members of staff, reducing absence and unnecessary recruitment costs, and increasing staff resilience, engagement and productivity.

Why become Carer Confident?

With 1 in 9 people now juggling work with caring for someone who is older, disabled or seriously ill – and our population ageing – carers are a growing reality in our workforce.

Without the right support, 1 in 6 carers give up work or reduce working hours to care. But many will be your most skilled and experienced staff, the 45-64 year olds at the peak of their careers.

Building a positive and inclusive workplace for all staff – including the growing numbers who are, or will become carers – is both good employment practice and good business sense.

What are the benefits of supporting carers?

Evidence from Employers for Carers member organisations and other sources shows that, far from compromising business goals, implementing support for carers in the workplace has the following benefits:

- ✔ **Retention** of key staff (reduced recruitment and training costs)
- ✔ **Resilience** of staff (increased health, engagement and productivity and reduced stress, sick leave and absenteeism)
- ✔ **Recruitment** (and return) of talent to the workforce (improved competitiveness and performance)
- ✔ **Results** for the bottom line (including cost savings)

A landmark joint HM Government and Employers for Carers/Carers UK Report “Supporting Working Carers” includes evidence from over 200 employers that providing carers with better support in the workplace has resulted in business benefits and cost savings through:

- ✔ improved staff retention
- ✔ increased staff productivity
- ✔ reduced sick leave and absenteeism



What are the benefits of becoming Carer Confident?

Building on the wealth of learning and experience from the Employers for Carers business forum since 2009, the purpose of Carer Confident is to help you to:

- ✔ Robustly benchmark your organisation in order to develop and sustain support for carers within your workplace and reap the business benefits from this.
- ✔ Understand performance gaps to identify and address areas for improvement, manage change and create an effective Carer Confident organisation.
- ✔ Capture, measure and monitor interventions and impact in a structured way to aid submissions to wider employer recognition schemes (for example across the Equality and Diversity and Inclusion agenda).



Carer Confident will provide a practical framework to assist you to:

- ✔ Develop and implement your package of support for carers, whatever your size or sector.
- ✔ Identify and measure the impact of workplace policies and practices which can support carer (and wider workforce) retention, engagement and productivity.
- ✔ Heighten your profile and reputation as an 'employer of choice' for the growing numbers of people looking to work more flexibly (whether carers, former carers, older workers, returners or others).



How to become Carer Confident

As an employer, you will know just how important it is to keep skilled and experienced staff. Carer Confident is here to help you support and retain them.

Carer Confident has three levels designed to support you throughout your journey towards building a positive and inclusive workplace for all staff who are, or who will become, carers.



Progressive levels

The scheme has been designed to be progressive, to enable you to work through the levels, starting at Level 1: Active, then moving to Level 2: Accomplished, and finally on to Level 3: Ambassador.

Carer Confident

Active

Carer Confident

Accomplished

Carer Confident

Ambassador

It will therefore be assumed that you will start at Level 1, although we recognise that some employers will have supported working carers for longer and may wish to provide evidence that they meet the criteria for Level 2 or Level 3.

A summary of criteria across all three levels as well as further information on each of the three levels (including detailed guidelines and application forms) can be found on our website:

carerconfident.org

Apply to become Carer Confident

Carer Confident has been designed to be clear and simple, based on a straight-forward self-assessment process, with employers describing how they meet the criteria expected at each of the three levels and providing relevant evidence.

A key indicator of progression will be the level of carer engagement in the organisation and verification of carer experience.

Further details can be accessed at carerconfident.org



What does it cost?

The costs below for entry to Carer Confident include the following:

- ✔ Access to web based materials for assessment process
- ✔ Telephone support (one dedicated call)
- ✔ Assessment of evidence
- ✔ Written feedback report, including a score
- ✔ Award certificate and achieved Carer Confident level logo (if benchmark level is met)



The fee (per entry) for each level of Carer Confident is:

	Active	Accomplished	Ambassador
EfC member organisations	£500 + VAT	£500 + VAT	£500 + VAT
Non-member organisations	£2000 + VAT	£2000 + VAT	£2000 + VAT

After taking the benchmark, additional support in the form of detailed face to face feedback and a recommended action plan is also available for:

	Active	Accomplished	Ambassador
EfC member organisations	£500 + VAT	£500 + VAT	£500 + VAT
Non-member organisations	£1000 + VAT	£1000 + VAT	£1000 + VAT

Carer **Confident**

The Employers for Carers benchmarking scheme

For further information contact us at:



carer.confident@carersuk.org



0207 378 4956



carerconfident.org



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