



North Tyneside Council

Caring Sub- committee

Wednesday, 20 September 2023

Thursday, 28 September 2023 0.02 Chamber – Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **commencing at 6.00 pm.**

Agenda Item	Page
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1. **Apologies for Absence**

To receive any apologies for absence.

2. **Appointment of Substitute Members**

To be notified of the appointment of Substitute Members.

3. **Declarations of Interest or Dispensations**

You are invited to declare any registerable and/or non registerable interests in matters appearing on the agenda, and the nature of that interest.

You are also invited to disclose any dispensation in relation to any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.

Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.

If you need us to do anything differently (reasonable adjustments) to help you access our services, including providing this information in another language or format, please contact democraticsupport@northtyneside.gov.uk

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4. Minutes	5 - 10
To Confirm the minutes of the meeting held on 27 July 2023.	
5. Council Support for Unpaid Carers	11 - 34
To receive a presentation setting out the Council's support for unpaid carers.	
6. North Tyneside Carers' Centre	
To receive a presentation from Claire Easton, Chief Executive of North Tyneside Carers' Centre.	
7. Adult Social Care Dashboard	35 - 38
8. Work Programme	

Circulation overleaf ...

Members of the Caring Sub-committee

Councillor Jane Shaw (Chair)

Councillor Mrs Linda Arkley OBE

Councillor Julie Cruddas

Councillor Andy Holdsworth

Councillor Louise Marshall

Councillor Martin Murphy

Councillor Michelle Fox (Deputy Chair)

Councillor Gary Bell

Councillor Tracy Hallway

Councillor Joe Kirwin

Councillor Pam McIntyre

Councillor Tricia Neira

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Public Document Pack **Agenda Item 4**

Caring Sub-committee

Thursday, 27 July 2023

Present: Councillor J Shaw (Chair)
Councillors M Fox, J Cruddas, T Hallway,
A Holdsworth, J Kirwin, L Marshall and P McIntyre

Apologies: Councillors L Arkley, G Bell, M Murphy and T Neira

C5/23 Appointment of Substitute Members

There were no substitute members reported.

C6/23 Declarations of Interest or Dispensations

Councillor Julie Cruddas declared a registerable personal interest in Item 5 Overview of Public Health and Health and Wellbeing and Item 6 Healthwatch North Tyneside – Annual report and update, as she is a Director of Justice Prince Community Interest Company.

C7/23 Minutes

RESOLVED that the minutes of the meeting held on 15 June 2023 be agreed as a correct record.

C8/23 Overview of Public Health and Health and Wellbeing

The sub-committee received a presentation from the Director of Public Health which provided an overview of the Public Health and Health and Wellbeing service area.

It was acknowledged that almost every aspect of our lives impacts our health and ultimately life expectancy. This includes access to education, outdoor space

and public transport, jobs and homes, experience of poverty and being a victim of crime.

Members were informed that the vision in North Tyneside is to reduce inequalities by breaking the link between people's circumstances and their opportunities for a healthy, thriving and fulfilled life. The approach is informed by a robust and up-to-date evidence base on what works to reduce inequalities led by Sir Michael Marmot. This includes giving every child the best start in life; ensuring a healthy standard of living for all; and strengthening the role and impact of health prevention.

It was noted that in the last two decades, many of the indicators of health and wellbeing have improved significantly in North Tyneside, however they remain on average worse than those for England. The overall picture of health and wellbeing across North Tyneside is mixed. The healthy life expectancy for males and females in the borough has fallen over the past decade. The decrease for females is more significant, while healthy life expectancy for England has held steady. It was noted that these indicators are driven by self-reported health information.

Members were informed that the Public Health Department consists of a Specialist Public Health Team, 0-19 Children's Public Health Service, Community Safety and Resilience Team and Public Protection Team. Key activities of these teams are:

- Promotion of health and wellbeing across the population
- Improving health and reducing health inequalities
- Protecting the health and wellbeing of the population
- Protecting and supporting residents and consumers and regulating legitimate businesses
- Promoting and improving community safety
- Preparing and planning for emergencies

Priorities for the Specialist Public Health Team for 2023/24 include a review of the stop smoking services, development of a strategy to reduce alcohol misuse and the delivery of targeted weight management programmes. Priorities for the 0-19 Children's Public Health Team include the delivery of the healthy child programme, the roll out of perinatal mental health training for all colleagues and

a focus on recruitment and retention.

Members discussed the prevalence of vaping amongst young people and asked what work was being done to reduce this. It was noted that information packs are sent out to secondary schools for sharing with pupils and trading standards to do a lot of work around preventing the sale of vapes to underage children.

The ways in which public health collaborate with other departments was also discussed by the sub-committee. It was noted that the development of strategies across the Authority includes consideration of inequalities and that there is a wide representation on the Health and Wellbeing Board all thinking about health-related issues.

Members discussed housing and health needs and the joint up working approach between public protection and housing. It was also noted that health visitors have contact with families in their homes and this provides a route to feedback any concerns in standards of accommodation, i.e., damp problems in private rented accommodation.

It was **agreed** to note the information presented.

C9/23 Healthwatch North Tyneside – Annual report and update

The sub-committee received an update from Healthwatch North Tyneside, following the publication of its Annual Report. The 'What we've heard during 2022-23 – summary report' and 'Healthwatch North Tyneside Annual Report 2022-23' had been circulated to Members prior to the meeting.

Members were informed that the role of Healthwatch North Tyneside is to collect general feedback from local people on their experiences of health and social care services. Residents can share feedback via community engagement events, telephone, leaving reviews of specific services, via email/website and by participating in an annual 'Have your Say' survey. Between April 2022 and March 2023, a total of 3579 people shared their views and experiences to help raise issues and improve care.

Through the views and feedback of residents, a number of common themes were

apparent including:

- Quality of care is high
- Access to information
- Waiting, delays and cancellations are an issue
- Choice is important
- Cost of living is impacting on health and wellbeing
- Transport continues to be a concern for many

It was noted that during 2022/23, Healthwatch North Tyneside published a number of detailed reports on issues that people had raised in previous years. These related to:

- Breast screening
- Digital inclusion
- Health inequalities
- Pharmacy
- Outpatient appointments
- Carers – adults and young carers

The work around breast screening had identified some issues with the process used for issuing invites and concerns around parking charges. As a result of the research project, free parking for people attending breast screening appointments was arranged and a smoother invite system was put in place.

It was highlighted that transport continues to be a concern for many residents, with the cost of living impacting on the affordability of public transport to travel to service provision. Travel to hospitals is a particular problem, but difficulties have also been reported in accessing more local services such as GPs and pharmacy.

It was **agreed** to note the information provided.

C10/23 Caring Sub-committee – Work Programme

The Chair advised that an update on the work programme would be a standard item for each meeting on the sub-committee.

The Chair suggested that at the September meeting the sub-committee could start to focus on work in relation to voluntary carers. This could include direct payments and support provided to carers to help with their health and wellbeing.

It was **agreed** that carers be the focus on the meeting to be held in September meeting.

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**North Tyneside
Council**

Briefing Note

To: Caring Sub-Committee

Author: Adam Graham, Principal Social Worker (Adults)
Heather Crozier, Commissioning Manager

Date: 28 September 2023

Title of Briefing: North Tyneside Council's Support for Unpaid Carers

Local policy and governance

- **Equally Well Strategy 2021-2025**
 1. North Tyneside's Equally Well strategy is a high-level plan to tackle health inequalities in North Tyneside, featuring strategic aims of:
 - a. Equal life chances for all
 - b. Thriving places and communities
 - c. Maintaining independence
 2. Carers experience significant inequalities, being more likely to experience poverty, unemployment and poor mental and physical health, hence support for unpaid carers is an important part of achieving progress towards the ambitions of Equally Well.
- **Our North Tyneside Plan 2021-2025**
 3. Our North Tyneside Plan focuses on five key themes: creating a North Tyneside that is thriving, family-friendly, caring, secure and green.
 4. Priorities for social care are led by the commitments to create 'a caring North Tyneside', including:
 - We will provide great care to all who need it, with extra support available all the way through to the end of the pandemic
 - We will work with the care provision sector to improve the working conditions of care workers

- People will be cared for, protected and supported if they become vulnerable
 - We will support local community groups and the essential work they do
 - We will work to reduce inequality, eliminate discrimination and ensure the social rights of the people of North Tyneside are key to council decision making.
5. Support for unpaid carers is relevant to achieving all of the above commitments, and is therefore of high strategic importance for Adult Social Care.

- **North Tyneside Carers' Partnership Board**

6. North Tyneside Carers' Partnership Board is responsible for raising awareness and improving health and social care services for carers in North Tyneside. The board's membership includes decision makers from NHS providers, North Tyneside Council, and local VCSE organisations: North Tyneside Carers' Centre, the North Tyneside Parent Carer Forum, and Healthwatch North Tyneside.
7. The aims and priorities of the Carers Partnership Board are developed from feedback from carers and addressed by the implementation of a shared work plan, with input from all agencies and organisations who work with carers.
8. All of the improvement activities outlined in this report are aligned with the priorities and workstreams of the Carers Partnership Board, with oversight provided by the board.

Feedback from unpaid carers

- **Caring in North Tyneside in 2022**

9. Healthwatch North Tyneside and North Tyneside Carers' Centre undertook a survey of adult carers between December 2022 and February 2023. The survey was open to anybody caring for an adult or disabled child, whether or not they were known to North Tyneside Carers' Centre or the local authority.
10. 681 responses were received, approximately treble the number received in the previous survey in 2021.
11. The survey provided qualitative and quantitative data about carer wellbeing and satisfaction with health, education, social

care and VCSE support services. The following summary of key findings will focus on support provided by or commissioned by the local authority.

12. Themes were similar to the 2021 survey, with no improvement in carer wellbeing following the end of pandemic restrictions. However, some moderate progress was seen in satisfaction with support from services. Improvements were seen in:
 - A reduction in the proportion of carers reporting they received no support, or struggled to access anything they needed
 - An increase in the proportion of carers who reported receiving some or lots of support.
13. Feedback regarding support from social work teams improved slightly, but access to home care and respite remained a significant challenge. Carers reported difficulties getting home care packages in place – whether self-funding or arranged via the council.
14. Feedback about ease of access and availability of respite was mixed, with many carers reporting it difficult to access respite. Where carers could access this, it was often seen as vital to supporting their wellbeing, although reports about its quality was variable.

- **Young Carers Survey 2022**

19. The last North Tyneside Carers' Centre survey of young carers took place in May 2022, with responses from 103 young carers. Key findings included:
 - Almost 70% reported providing more care over the last 2 years
 - Over 70% reported a negative impact on their physical health, emotional/social wellbeing, and education
 - Over 80% reported struggling to cope some or all of the time.
20. The timing of the survey meant much of the qualitative data reflected on the impact of the pandemic lockdowns, however this

highlighted the impact on young carers when paid support for older and disabled people is not in place where it is needed.

21. Given this feedback, improving support for carers has remained a strategic priority throughout 2022 and 2023, with the actions undertaken outlined later in this report.

Headwinds and challenges

22. Adult Social Care and Children's Services are committed to improving the support offered to carers, however these efforts made have been in a highly challenging context, including:

- **Cost of living pressures**

High inflation, with particularly significant increases in the price of essentials such as utilities and food, has had the greatest impact on people with the lowest incomes – and carers are disproportionately likely to be living in poverty. Poverty leads to poor mental and physical health outcomes, which in turn increases demand on public services.

- **Recruitment and retention challenges**

Recruitment into frontline social care roles has been a challenge for some time, but this has been exacerbated by wage increases in the sector not keeping pace with the private sector. This increases vacancy rates and pressure on staff, in turn increasing both push and pull factors for staff to move into other employment sectors. Social care provider recruitment difficulties lead to challenges arranging services to meet needs, which is a particularly acute issue in the home care sector.

In social work, salary competition between local authorities has increased, leading to social workers seeking employment elsewhere due to higher pay, and difficulty recruiting to vacant posts. North Tyneside Council has recently increased its salaries for social workers in both adults and children's services in order to remain competitive with its neighbouring boroughs, which is now showing a positive effect in the number of applications for vacancies.

- **Demographic change**

An ageing population increases the number of residents requiring care and support in their daily life. This places increased pressure on unpaid carers, as well as public services.

23. The combination of increased demand alongside vacancies has placed pressure on Adult Social Care services. Between 2021/2 and 2022/3:

- Referrals to the 'front door' teams (for people not previously receiving a service from Adult Social Care) increased by 6.2%
- The number of people receiving input from the Community Wellbeing teams (people with longer-term needs without a severe mental health condition or a learning disability) increased by 7.4%
- The number of needs assessments completed by social care teams increased by 19.3%
- The number of safeguarding adults enquiries increased by 13.7%.

Local authority legal duties to carers

24. There are a number of legal duties placed on the local authority to assess the needs of carers of all ages, taking a 'whole family' approach to ensuring the wellbeing of the family around a person with care and support needs is supported.

- **Adult carers**

Statutory duties

25. An adult carer is defined as a person over 18 who provides unpaid support to another person over the age of 18.

26. Under the Care Act 2014 s.10, local authorities have a duty to offer a carer's assessment where an adult carer is providing, or intending to provide, care to another adult.

27. If an adult carer has eligible needs (as defined in the Care and Support (Eligibility) Regulations 2015), a support plan must be produced which demonstrates how eligible needs for support will

be met. This may be via replacement care, support from family, friends and VCSE organisations, or as a carer personal budget.

How North Tyneside Council fulfils this duty

28. A screening question in the initial needs assessment asks workers to identify if anyone unpaid is providing or intends to provide care and support, and prompts them to create their record and list them as a carer, and offer a carers assessment.

29. Carers assessments in North Tyneside are either undertaken by the allocated social care worker (if one is involved with the person with care needs), or by North Tyneside Carers' Centre's 2.0 FTE Carer Wellbeing Workers, funded by the local authority.

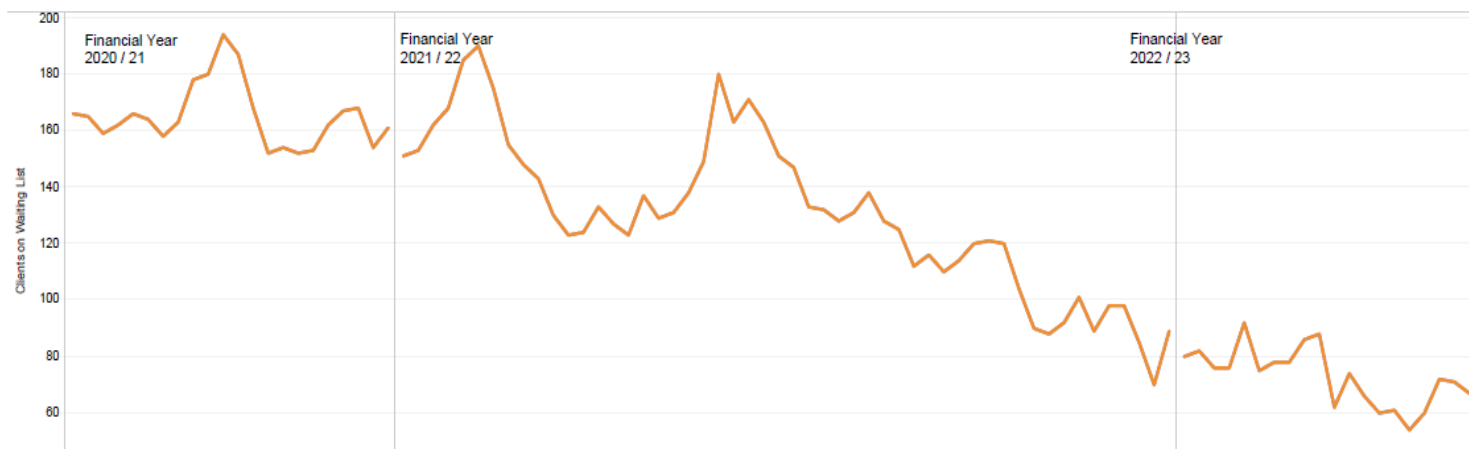
30. A strengths-based assessment model, known as Ways to Wellbeing for Carers, is used to undertake carers assessments. This is based on statutory guidance, evidence-based practice and was developed in partnership with North Tyneside Carers' Centre.

Performance and improvement

31. The Caring in North Tyneside Survey 2022 identified the importance of replacement care to supporting carer wellbeing. Significant work has been undertaken by Commissioning and Adult Social Care to address challenges brokering home care packages, including:

- Increased investment in brokerage staff to streamline referrals and work with providers to improve efficiency
- Commissioning working with providers to support recruitment and retention
- The establishment of the North Tyneside Care Academy to support recruitment, retention and training across the social care sector, with an advertising campaign undertaken. To further develop the Academy, a dedicated Coordinator has been recruited and will start in post by the end of September 2023.

32. These efforts have resulted in a substantial reduction in numbers of people awaiting care packages, with a reduction from a high of c.190 in May 2022 to c.80 at the time of writing this report:



33. An action plan was also created to drive a greater practitioner focus on carer wellbeing, to improve carer satisfaction with Adult Social Care practice. This activity has included:

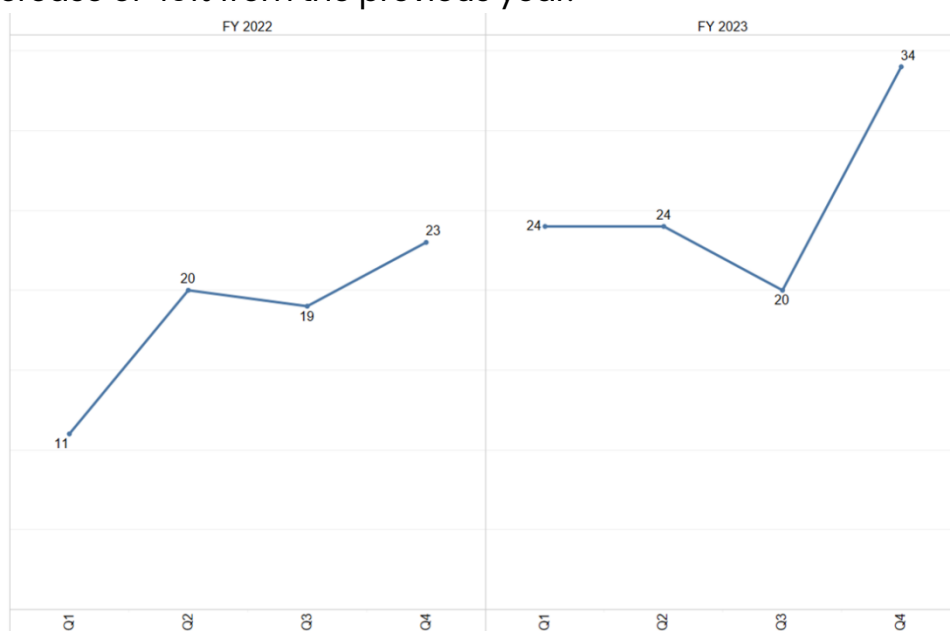
- A Practice Week conference in October 2022, focused on working with carers, co-delivered with North Tyneside Carers' Centre and attended by over 70 Adult Social Care professionals
- Creating a new carer assessment framework, adopting evidence-informed best practice, co-designed with North Tyneside Carers' Centre, launched in November 2022
- Mandatory Carers and their Assessments training for assessment and support planning teams, co-delivered with North Tyneside Carers' Centre - 84 colleagues have been trained in the last year
- Piloting three-day Systemic Practice training, an advanced practice model drawing from family therapy to simultaneously support the carer and cared for person's wellbeing, and recognise the interdependence of their needs. 25 managers were trained in pilot cohorts in June and July 2023. Further sessions took place with Claire Easton (Chief Executive, North Tyneside Carers' Centre) to link the learning with daily practice. Following positive evaluation, this training will be rolled out to the wider workforce in late 2023/2024
- Rewriting the information and advice offer about Adult Social Care services (including carer support) to improve clarity and

accessibility, with over 30 new information sheets published in August 2023. These were co-designed with people with lived experience of Adult Social Care, including carers.

- The Adult Social Care audit framework incorporates scrutiny of the quality of support offered to carers, in addition to people with care and support needs.

34. 515 adult carers received advice, information or assessment from Adult Social Care in 2022/2023. While 2021 Census data about carers is not yet available, this would constitute around 25% of the carers in the borough, applying the 2011 proportion of North Tyneside residents who identified as carers.

35. 102 statutory carers assessments were completed in 2022/3, an increase of 40% from the previous year:



36. On initial screening, approximately 75% of carers decline the offer of a statutory carers assessment. A common reason is that the carer wishes to focus on arranging support for the person with care and support needs as the primary means of supporting the carer's wellbeing.

37. However, regardless of whether carers accept a statutory assessment, they can still be supported via replacement care, information, advice and onward referral to North Tyneside Carers' Centre and PROPS (who work with people affected by someone

else's substance use). Both of these organisations receive funding from the local authority, and supported 1,201 and 130 adult carers in 2022/3 respectively.

38. The range of support services provided by North Tyneside Carers' Centre and funded by the local authority and the ICB will be outlined in a presentation to the Caring Sub-Committee by Claire Easton, so will not be repeated in this report.

39. A primary barrier to accessing respite for carers of older people is a lack of residential care homes prepared to take on advance bookings for respite stays, with bookings only accepted at short notice when vacancies are available. This prevents carers from planning respite to enable holidays or important personal commitments. Furthermore, we know that many people with care needs do not want to access residential care and therefore a wider range of options is required.

40. A proposal for piloting bookable respite care based in extra care flats is now under development in partnership with Age UK, looking towards a launch later this year. This would adopt a similar model to the successful step-down beds supporting hospital discharge in extra care settings. This pilot may also include block booking residential care beds to provide greater capacity and choice, enabling an advance respite booking option for the carers of people with greater support needs.

41. Respite Care will be reviewed at in its widest sense and the offer for residents of the Borough made clear so that they can make informed choices for what works best for them and the people they are caring for.

- **Young carers**

Statutory duties

42. The Carers (Equal Opportunities) Act 2004 requires local authorities to proactively identify young carers, and the Children Act 1989 (amended by the Children and Families Act 2014) provides a duty to assess young carers' needs. The local authority must also provide Carers' Assessments for young carers who are transitioning into adulthood.

How North Tyneside Council fulfils this duty

43. North Tyneside's Young Carers' Pathway provides the local framework for young carer assessments. The assessment framework includes workbooks adapted to the needs of younger and older children, co-produced with young carers.
44. After identifying the young person's needs, the lead professional coordinates a plan to meet identified needs involving relevant partners from education, health, children's services, the VCSE and/or Adult Social Care. The lead professional supporting the young carers may be from education, Children's Services, or Adult Social Care, depending on who is best placed and who the young carer prefers to support them.
45. In addition, the following specialist posts are in place, funded by the local authority:
- A Young Carers Link Worker promoting awareness and supporting skills development of colleagues within and outside the council
 - A Young Carers Family Support Worker for young people who may not have a team of professionals around them, but may still require support.
46. Young Carers of people with a substance misuse issue are now also supported by PROPS North East. This is a new contract in 2023/24 and activity figures are not yet available.

Performance and improvement

47. North Tyneside Council has assessed the needs of 545 young carers, with 75 young carers supported by North Tyneside Carers' Centre in 2022/23.
48. Carers champions are now in place in schools and GP Practices across the borough to improve the identification and support for young carers. Improvements on this figure will be pursued via training in young carer needs for Adult Social Care and Children's Services professionals in 2024.

49. A young carer to adult carer pathway has been developed, with Early Help coordinating multi-agency checks to ensure every identified young carer approaching 18 has the opportunity to have an adult carers assessment from Adult Social Care or North Tyneside Carers' Centre.

- **Parent carers**

Statutory duties

50. The Children and Families Act 2014 amended the Children Act 1989 to introduce a duty to assess the needs of parent carers of disabled children if it appears that the parent carer may have needs for support, or a request for assessment is received. Parent carers are also entitled to an adult carer assessment as part of supporting the whole family as the disabled young person transitions into adulthood.

How North Tyneside Council fulfils this duty

51. A new parent carer needs assessment framework was launched in mid-2023 following consultation and co-design with the North Tyneside Parent Carer Forum. As this is a new assessment framework, figures on performance are not yet available.

52. Currently the Parent Carer Needs Assessment process is supported by an Early Help Worker and a Social Work Lead. A procurement exercise is planned for this service to be delivered on the council's behalf, to be advertised during Autumn 2023 with a contract start date in early 2024. This will improve identification of parent carers and increase capacity to undertake assessments of their needs.

A new Carers' Strategy

53. The previous North Tyneside Commitment to Carers requires update and renewal, and the development of a new carers' strategy has commenced with involvement of Carers' Partnership Board members. The new strategy has a proposed completion date of late 2023/early 2024.

54. This work will build upon developments and improvements already undertaken, demonstrating a renewed strategic and operational commitment to supporting carers' wellbeing across the health, social care and voluntary sector in North Tyneside.
55. Underpinned by the principles set out in the North Tyneside Carers' Charter, this work will include co-design and production with people with lived experience of caring. It will set the objectives and pace for medium-long term improvement, supporting the achievement of Our North Tyneside Plan's aims, and the strategic objectives of the Health and Wellbeing Board.



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Support for Unpaid Carers

Adam Graham, Principal Social Worker (Adults)

Principal Social Worker Role



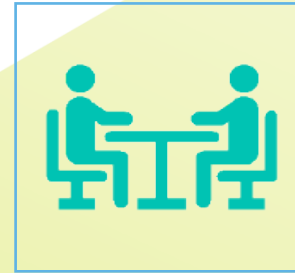
Practice Model



Quality Assurance



Professional Development Programmes



Supervision

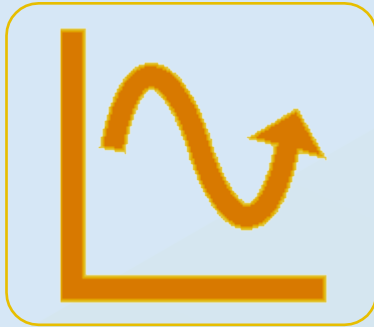


Co-production



Information & Advice

What we will cover



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Feedback from carers

Challenges we face

Legal duties

Performance

Improvement activity

Future plans

Feedback from carers

Caring in North Tyneside 2022

- Undertaken by Healthwatch North Tyneside and North Tyneside Carers' Centre: Dec 2022 – Feb 2023
- 681 responses
- Some improvement in access to support and satisfaction with services
- No change or deterioration in several areas of wellbeing from 2021 survey
- Access to replacement care and respite significant issue

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Young Carers Survey 2022

- Undertaken by North Tyneside Carers' Centre in May 2022 – 103 responses
- Almost 70% reported providing more care over the last 2 years
- Over 70% reported a negative impact on:
 - Emotional wellbeing
 - Social wellbeing
 - Education
- Over 80% reported struggling to cope some or all of the time

Challenges faced by carers - and social care

Cost of living pressures

- Increased poverty → Increased demand for services
- Carers are disproportionately likely to experience poverty

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Recruitment and retention challenges

- Social care wage increases behind the private sector
- Vacancies lead to challenges sourcing care packages
- Comparatively low social work salaries led to losing staff to nearby LAs – now made more competitive

Demographic changes

- An ageing population means more people requiring care and support
- More caring responsibilities for our residents, and higher demand on public services

Demand on services

Area	2021/2	2022/3	% change
Contact with front door teams (Gateway & Care Point)	17,480	18,568	↑ 6.2%
Adults receiving input from Community Wellbeing Teams	4,022	4,320	↑ 7.4%
Needs assessments completed	4,032	4,810	↑ 19.3%
Safeguarding Adults enquiries	1,245	1,416	↑ 13.7%

Legal duties to adult carers: Care Act 2014

- Must assess adult carers needs 'where it appears to a local authority that a carer may have needs for support'
- Eligibility defined by the Care and Support (Eligibility) Regulations 2015 →
- Eligible needs must be met, e.g. via:
 - Via replacement care
 - Support from friends and family
 - VCSE organisations
 - A carer personal budget



Caring responsibilities for a child



Keeping in touch with friends and family



Providing care to other adults



Work, education, training or volunteering



Maintaining the carer's home



Using necessary services in the local community



Maintaining a healthy diet



Leisure activities

Fulfilling the duty to assess

Ways to Wellbeing for Carers

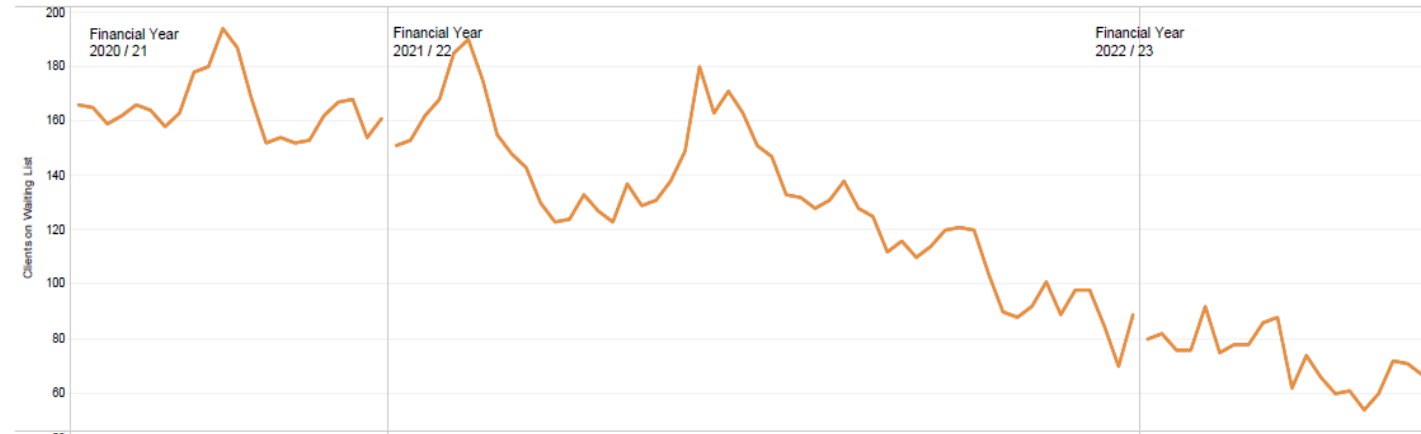
- Co-designed with North Tyneside Carers' Centre
- Straightforward but meaningful conversations:
 - What does a good life look like?
 - What matters most to you?
and
 - What is getting in the way?

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Improvement activity & performance

- **Brokerage, recruitment and retention**
 - Investment in staffing to improve efficient use of existing capacity
 - Commissioning supporting providers with **recruitment and retention**
 - Establishment of **North Tyneside Care Academy**
 - No. of people awaiting home care packages fell from **c.190** in May 2022 to **c.80** in Sept 2023
- **Practice improvements**
 - New **evidence-informed practice framework** to support carers
 - Carers and their Assessments training – **84 professionals trained** in 2023
 - Pilot of 3 day **Systemic Practice** training – wider rollout in late 2023/2024
 - New **Practice Standards** set expectations for a 'whole family' approach – scrutinised via a new audit framework
 - **40% increase** in carers' assessments in 2022/3



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Young carers

- Duty to proactively identify young carers and assess support needs – Children Act 1989 (amended by C&FA 2014)
- Young Carers Needs Assessment pathway and framework **co-produced** with young carers
- Commissioning a **Young Carers Link Worker** to support awareness and skills development
- **A Young Carers Family Support Worker**
- **A young carers training package** available to all partners on Learning Pool
- **Carers champions** now in schools and GP practices
- Young carers of people with substance misuse issues now supported by **PROPS** from 2023/4
- **545** young people have had a young carers needs assessment, with **75** supported by North Tyneside Carers' Centre



Children and Families
Act 2014

Parent carers

- The Children and Families Act 2014 amended the Children Act 1989 with a duty to assess parent carers if:
 - 'It appears to the authority that the parent carer may have needs for support'
 - Or if they 'receive a request from the parent carer to assess their need for support.'
- New parent carer assessment framework launched in mid-2023 – **co-designed** with North Tyneside Parent Carer Forum
- Procurement exercise planned for delivery of parent carer needs assessment – increasing capacity and reducing barriers to access



Children and Families
Act 2014

Next steps

Action	By whom	By when
Wider rollout of systemic practice training	Adult Social Care Organisational Development North Tyneside Carers' Centre	Ongoing through late '23 and early-mid '24
Development and rollout of young carers training	Adult Social Care Organisational Development North Tyneside Carers' Centre	To begin early 2024
Pool of extra care-based respite provision	Adult Social Care Everyday Care & Support / Age UK Commissioning	Exploring feasibility - potential launch in late '23/early '24
Tender for Parent Carer Needs Assessment	Children's Services Commissioning	Early 2024
New Carers Strategy	Carers' Partnership Board Commissioning	Early 2024



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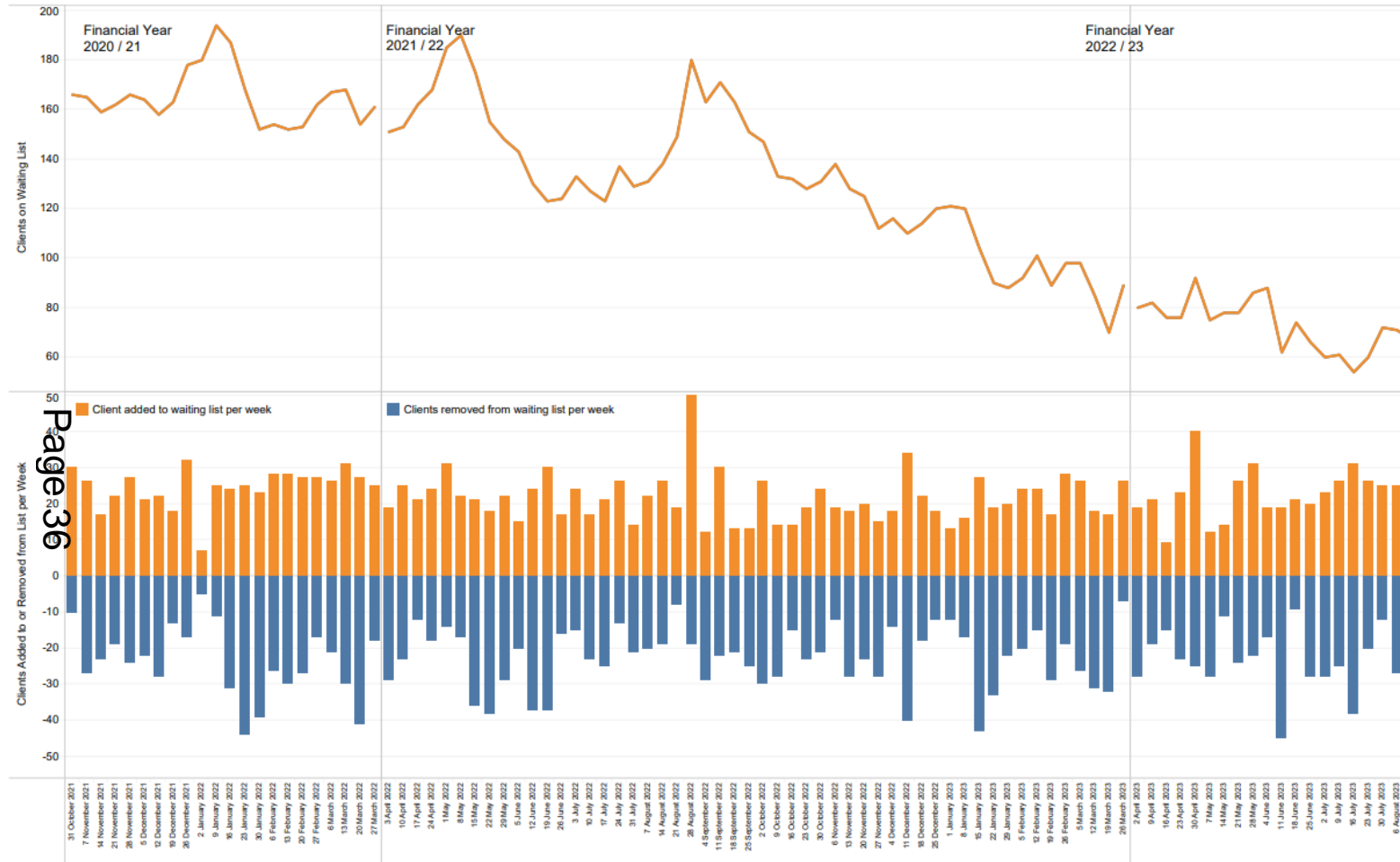
Home Care in North Tyneside

Scott Woodhouse, Head of Commissioning – Adults

Brokerage Waiting List

82 clients on waiting list

Clients added and removed from waiting list per week shown with number of clients on waiting list at end of last full week (week ending Sunday)

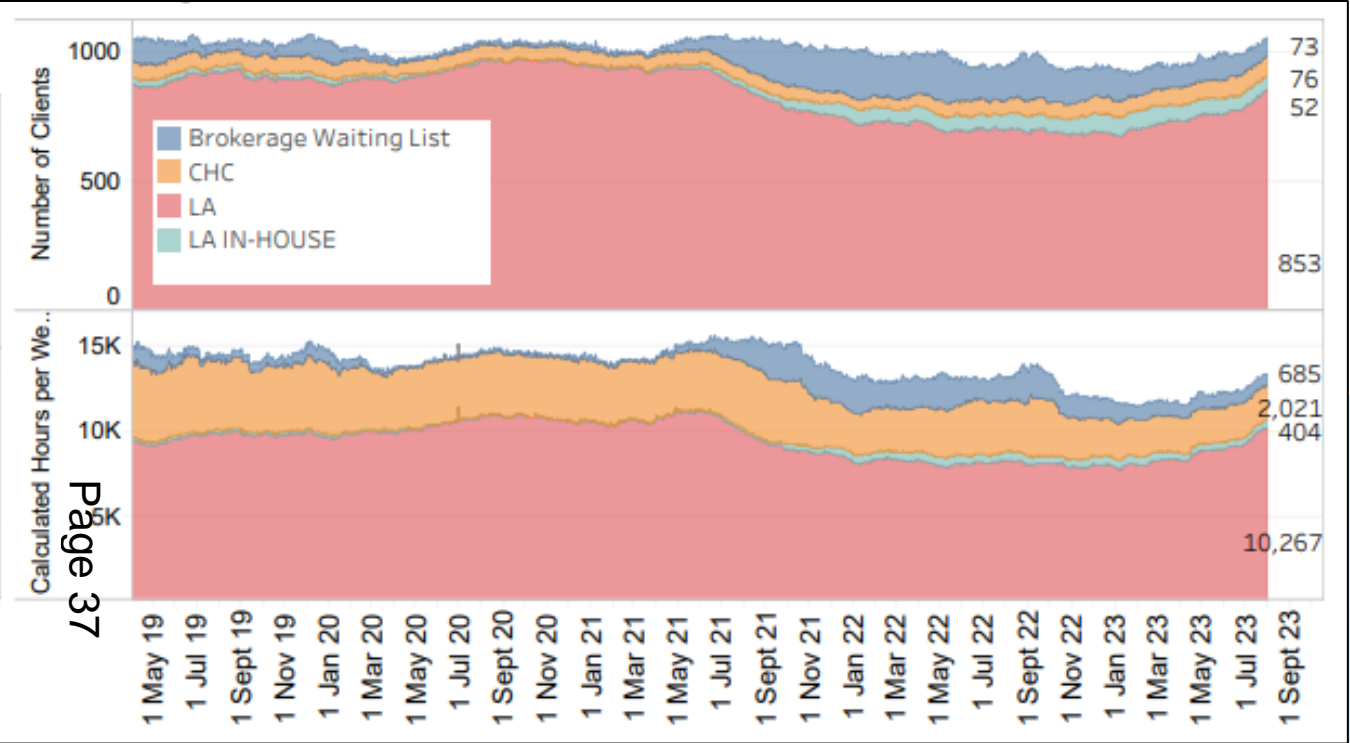


	Clients on waiting list	Hours required/ wk
Dec 22	119	1,122
July 23	60	489
Aug 23	82	752

We have seen continual reduction in people waiting on the brokerage list
 All RAG rated and risk assessed, updated regularly by social work teams
 Alongside this we have invested in and developed the internal home care service – early days

Early Intervention and Prevention

Homecare Clients & hours



Increase in the number of clients and numbers of hours being delivered

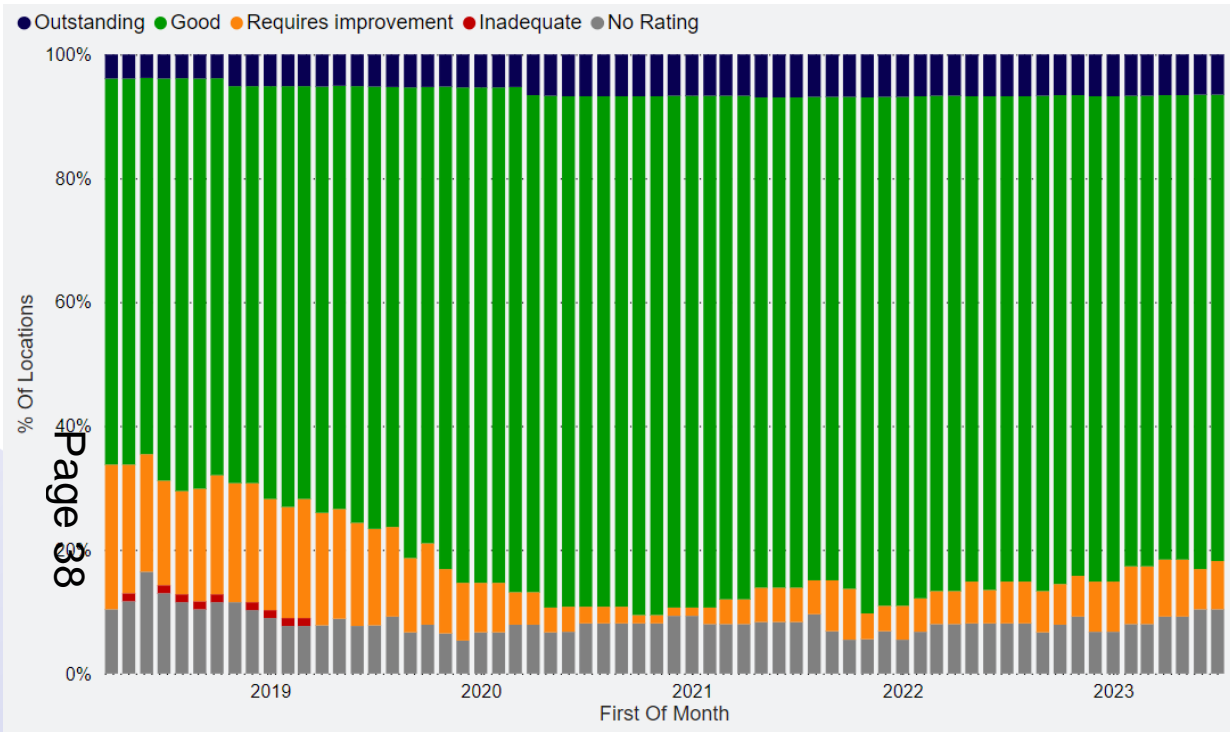
905 clients receiving 10,671 hours of home care per week (July 2023), slight increase in the average hours per client per week to 11.8 hours

Providers reporting some improvements in recruitment and retention, still a way to go to get to pre-COVID position

Increase in fees in April 2023 was 11.16%, higher percentage relating to real living wage increase alongside an additional 1% direct to staff to support recruitment and retention

Quality & Choice of Services

CQC registered locations in North Tyneside split by their 'overall' rating



Performance Commentary	Actions
<p>% of CQC registered locations rated as requires improvement has steadily increased since April 21. After recording 7 @ 1st month since Feb 23 1st June recorded 5 with 6 recorded during July</p> <p>There are currently six locations requiring improvement (7.79% of all locations)</p> <p>No locations are inadequate Five locations are outstanding</p>	

6 CQC registered locations require improvement

The Old Vicarage Care Home;
Primrose Lodge Care Home;
Odara Care Ltd – NT Community Based ASC Services

The Ferns Care Home;
Safe hands Home care limited
Howdon Care Centre (new addition for July)