



North  
Tyneside  
Council

# Support for Unpaid Carers

Adam Graham, Principal Social Worker (Adults)

# Principal Social Worker Role



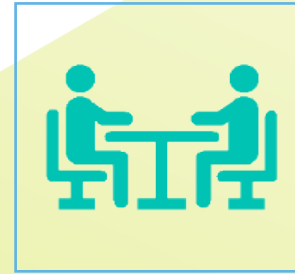
Practice Model



Quality Assurance



Professional Development Programmes



Supervision

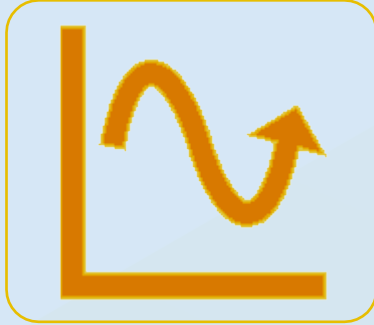


Co-production



Information & Advice

# What we will cover



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



## 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

## 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

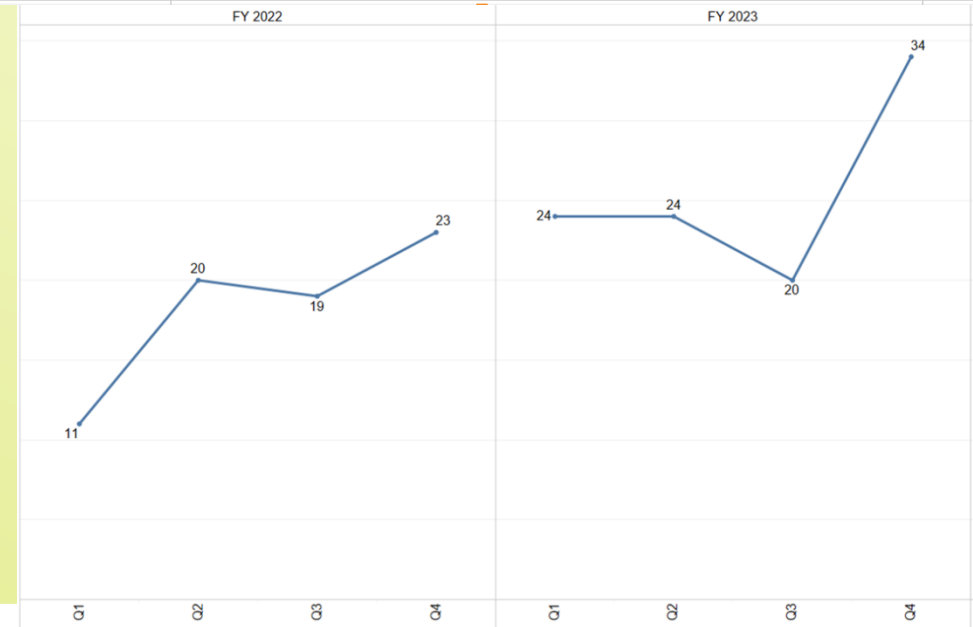
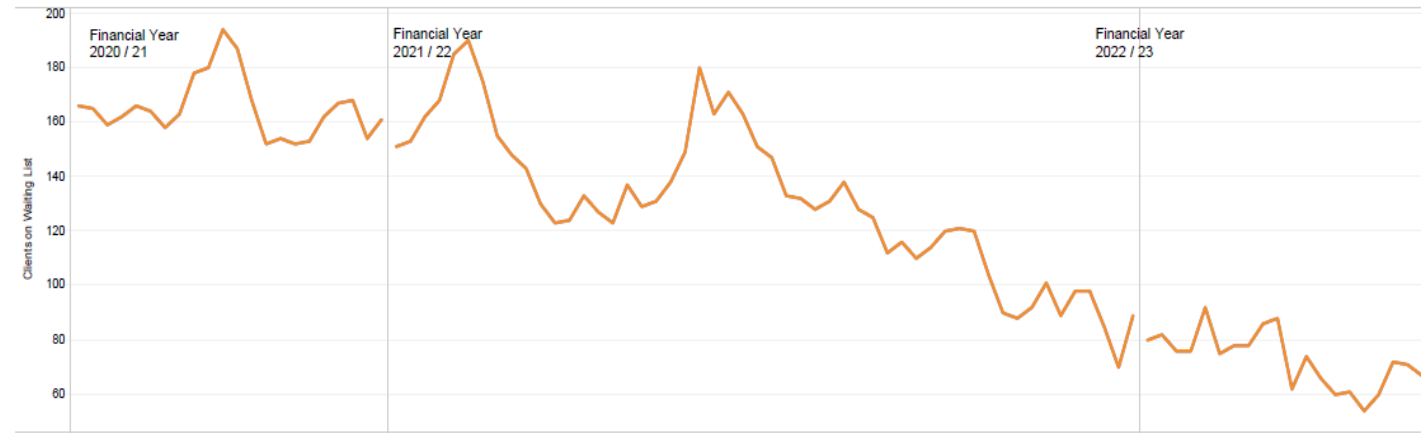
- Co-designed with North Tyneside Carers' Centre
- Straightforward but meaningful conversations:
  - What does a good life look like?
  - What matters most to you?  
and
  - What is getting in the way?





# 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



# 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
Pilot of extra care-based respite option	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
<b>New Carers Strategy</b>	<b>Carers' Partnership Board Commissioning</b>	<b>Early 2024</b>