

Market Position Statement

Carers Support Services

May 2022

Overview



In line with the Care Act 2014 and Children & Families Act 2004 the Council have a statutory responsibility to provide and commission services to support unpaid / familial Carers.

Carers play a significant and growing role in our society and save the health & care economy an average of £19k p/a per Carers in care and support costs.

Newham launched its multi-agency [Carers Strategy](#) and associated action plan in July 2021. This sets out a single, ambitious vision for improving the identification, engagement and support of Carers of all ages across Newham.

The Carers Support Service contract in Newham is currently held by Carers First and it's value is £208k p/a. The service provides integrated, all-age support services to Newham Carers across 3 tiers of support.

In 2022 the service was remodelled based on significant engagement with both local Carers and the Market. Plans are in place for a new contract (on a 3+2+2 year basis) to go live on 1 April 2023, and the annual budget is £205k p/a.

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Demand for Carers Support Services

- The scale and complexity of Caring in Newham has increased significantly over the last 10 years and as a result of the pandemic.
- 2011 Census data estimated that there were around 24,000 Carers in Newham, and we believe there are currently around 3,000 Carers under the age of 18 in the Borough. These figures are likely to be understated due to the fact that so many Carers are 'hidden'.
- Residents from certain demographic groups are currently under-represented in our Carers support service data (i.e. males and those from Black and Eastern European backgrounds).
- Many Carer in Newham do not have English as a first language which acts as a further barrier to engagement.

Supply of Carers Support Services

- The current Carers Support service has actively supported around 1,000 Newham Carers since the contract began in 2020. This is a small proportion of the Carers population in Newham – suggesting that supply is not sufficient to meet demand.
- A pilot undertaken in early 2021 has confirmed that there is significant local demand for online / virtual support services that Carers can access from their own homes and outside of traditional 9-5 working hours. Newham are looking to develop a bespoke digital/online offer for Carers to meet these needs.
- A number of Carers have also confirmed that they want a more locally embedded and accessible face to face service that proactively comes to them rather than waits to be contacted.

Commissioning Priority 1:

Increase service reach via online / virtual services



- In September 2021 Cabinet agreed plans to commission a 2 lot Carers Support service contract. The first lot was an online / virtual Carers Support service with an annual contract value of £50k p/a, and a target of supporting 20,000 local Carers across a range of demographic groups by the end of contract year 2 (31st March 2022).
- The service was to deliver a combination of online support (via interactive Information & Guidance, online chat groups and forums) and targeted/goal focused 1:1 over the phone support.
- The decision was taken not to award the virtual carers support service tender in January 2023. We are still keen to develop a bespoke Digital offer for Carers that aligns with our Joy Social Prescribing software and Well Newham Platform in the next 12 months
- There is also an appetite to develop a dedicated under 18 online carers support service during the life of the contract.

Commissioning priority 2:

More locally embedded face to face offer



- In September 2021 Cabinet agreed plans to commission a 2 lot Carers Support service contract. The second lot is 'hyper-local' Carers Support service with an annual contract value of £205k p/a, and a target of supporting 1,500 local Adult Carers and 1,000 Young Carers by the end of contract year 2 (31st March 2022).
- The successful mobilisation and embedding of this local offer across the Health and Care economy and within local communities will be a priority over the next 12-18 months.
- The Council and the new provider/s will be keen to identify and align with other local and national organisations who can holistically work with Carers.
- The delivery of a 'Strengths Based' and outcomes focused model of support that also generates community wealth by galvanising and aligning existing local support networks will be a priority.

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Commissioning priority 3: Establishing a more data / intelligence led commissioning approach

- Carers related data and intelligence is currently fragmented across the local Health and Care system – with a range of disparate and disconnected data sources in place.
- Moving forward the Council wants to work with local Carers Support Service providers, Council departments, Health settings and NHS England to create a more joined up and complete picture of caring activity across the Borough. A project to share Carer data across Health & Social Care is currently in development with the Discovery Team at NEL.
- As far as possible data will be broken down by protected Characteristic to enable the Council and partners to take a more data led approach to commissioning and target services where they are most needed.