

**Project Schedule
Commissioning Carers' Services**

**NHS Brent
And
London Borough of Brent**

1.0 Background and purpose of Project Schedule

- 1.1 In November 2004 the Council Executive & NHS Board agreed that NHS Brent and Brent Council establish a framework partnership agreement to develop flexible funding and working arrangements to improve health and well-being. The framework agreement enables the two agencies to establish a number of section 75 agreements (including pooled funds) under the Health Act 2006.
- 1.2 The partners now wish to set up a pooled fund to jointly commission carer services in the London borough of Brent from 2010 to 2013, subject to finances being available, and under these arrangements delegate lead fund management by Brent Council.
- 1.3 To establish additional S75 agreements under the framework partnership agreement a Project Schedule is required, which sets out the consultation that has been undertaken and includes any matters that are not already adequately covered by the clauses of the framework partnership agreement.
- 1.4 The project schedule for commissioning carers services is detailed below.

2.0 PROJECT SCHEDULE

2.1 Aims & outcomes of the arrangements in the Project

- 2.3 The partners have a strong commitment to support carers and recognise the need to work together to deliver better outcomes for carers. The partners believe entering into this agreement will deliver the following benefits:
- Facilitate more seamless, integrated service delivery
 - Carers will have timely access to services
 - Carers will have more control and access to a range of services
 - Make best use of available resources
 - Less duplication of services
 - More strategic approach to commissioning services to deliver joint priorities
 - Provide greater stability for organisations who will be supported through longer term contractual arrangements
 - More room for creative and innovative approaches as more funding becomes available
 - Make room for newer service providers to come into and have a market share
 - Help tackle cross cutting issues in a co-ordinated and planned way
 - Promote carer involvement
 - Improve user/carer experience of using health and social care services

- 2.4 The partners believe using this mechanism will provide the opportunity for the partners to contribute to a shared strategic vision, improve the management of finances through longer term planning and joint allocation of resources.
- 2.5 The Partners have carried out the consultation with stakeholders described in appendix 1.
- 2.6 Approval to enter into this agreement has been given by the Council Executive meeting on 26 May 2009 and Joint Executive Team in June 2010.

3.0 The Partnership Arrangements

- 3.1 The Partners hereby agree to establish the Partnership Arrangements to jointly commission a range of Carers' Services aimed at improving Carers health and well-being.
- 3.2 From 1 April 2010 until the termination of this Agreement the Partnership shall jointly commission a range of Carers' Services to achieve the aims and desired outcomes set out in Appendix 2.
- 3.2 Carers' Services will be jointly commissioned following consultation with key stakeholders and as part of the Brent Carers Strategy, which identifies key priorities for supporting carers in Brent; and the Commissioning Strategy Plan of NHS Brent,
- 3.3 The joint priorities are detailed in Appendix 2.
- 3.4 The Partners will contribute financial and other resources set out in this Agreement and they will only be used only for the purposes for which they are contributed.
- 3.5 The Partners have established the Pooled Fund to be managed by the Pooled Fund Manager.
- 3.6 The manager will be funded jointly by the Partners and be managed by the local authority as the lead commissioning body.
- 3.7 The Partners have established the governance arrangements described in clause 6.0.

4.0 Financial arrangements

- 4.1 The minimum financial contributions by the partners are detailed in the table below and are subject to finances being available from 1 April 2011- 31 March 2013.

Financial year	LA contribution £	NHS Brent Contribution £	Pooled Budget £
2010/2011	596,750	200,000	796,750
2011/2012	608,685	200,000	808,685
2012/2013	620,858	200,000	820,858

- 4.2 This Agreement gives effect to the establishment of a Pooled Fund that will be managed by the Council which is the host authority for the Pooled Fund for

the purposes of Regulation 6(4) of the NHS Bodies and Local Authorities Partnership Arrangements Regulations 2000.

- 4.3 The Partners agree to pay their agreed annual contribution to the Council and shall pay their contribution in two equal instalments on from 1st April and 1st October in each Financial Year as a direct bank credit transfer.
- 4.4 Additional financial contributions from the partners will be accepted into the Pooled Fund to be utilised for funding provision of Carers' Services.

5.0 Duration and termination of the agreement

- 5.1 This Agreement shall be effective from 1st April 2010 until 31 March 2011. This Agreement may be extended by agreement between the Partners annually as at 31st March on a rolling basis.
- 5.2 Any extension of this Agreement must be evidenced in writing by exchange of letters taking place before this Agreement or any extension terminates.
- 5.3 Either Partner may at any time by notice in writing to the other Partner terminate this Agreement as from the date of serving of such notice whenever one of the following events occurs:
- A change in legislation preventing a Partner from fulfilling its obligations under this Agreement;
 - Fulfilment of a Partner's obligations would contravene any guidance from the Secretary of State;
 - For budgetary reasons, the Partner is no longer able to contribute sufficient resources to the Partnership Arrangements.
- 5.4 This Agreement may be terminated by either Partner with at least 6 months written notice to terminate; such notice shall state the reason why the Partner has decided to serve it.

6.0 Governance

- 6.1 The Partnership Arrangement and Service are supported by a borough-wide partnership group, the Carers Partnership Board (Partnership Board) and a Senior Officer Group, the Joint Executive Team (JET).
- 6.2 The governance structure for the Partnership Arrangements set out in Appendix 3 contains the terms of reference of the Partnership Board and JET. The Carers' Partnership Board will be scheduled to meet on a bi monthly basis and JET on a monthly basis.
- 6.3 The Pooled Fund Manager will be managed by the local authority's Head of Service Development and Commissioning Unit and will also be accountable to NHS Brent Strategic Commissioning.
- 6.4 The Manager will monitor the day-to-day management and performance of the Agreement and will report to the Partnership Board on a regular basis and/or as and when requested to review spend and outcomes from that spend. The JET will receive the same information in a quarterly summary report.

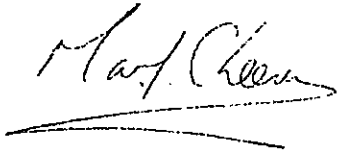
- 7.0 Eligibility Criteria**
The Eligibility Criteria set out in Appendix 4 will govern access to the Service. (Carers providing regular and substantial care)
- 8.0 Method of Delivery**
Services will be commissioned from a range of organisations primarily within the voluntary sector to deliver support to meet the holistic needs of carers.
- 8.2 The framework for commissioning services and allocation of resources will be agreed by the Partnership Board and JET.
- 9.0 Service Management and monitoring**
- 9.1 The Council will assume day to day responsibility for monitoring the Service Providers. The service providers will in turn will internally monitor and report on performance and quality aspects of their services to the Council and the Pooled Fund Manager in accordance with the Service Specification.
- 9.2 The Council shall provide and employ an adequate number of properly and sufficiently qualified and competent staff to oversee and monitor the performance of Service Providers and the operation of the Pooled Fund.
- 9.3 Service Providers commissioned will be subject to an annual monitoring meeting by the Monitoring Officer (to be held no later than the third quarter of operation). A standing agenda will be agreed by the Carers Partnership Board & JET and will include:
- Quality standards (including complaints and compliments)
 - Carers' feedback & outcomes
 - Performance standards
 - Financial position
- 9.2 Organisations commissioned will also be required to submit information on a quarterly basis relating to their level of activity (e.g. the numbers of carers accessing their services broken down by ethnicity age and gender, and outcomes for carers)
- 9.3 Brent Council will also report summary information on the financial position of pooled budget and organisation performance and outcomes for carers to the Carers Partnership Board and JET at least twice a year.
- 9.4 NHS Brent and Brent Council may call meetings over and above the regular meetings to discuss particular issues.
- 10. Pooled Fund Management**
The Fund manager for the Pooled Fund for the purposes of Regulation 12(4) of the NHS Bodies and Local Authorities Partnership Arrangements Regulations 2000 is the Pooled Fund Manager. The Pooled Fund Manager will be responsible for:
- Managing the Pooled Fund in accordance with the arrangements set out in this Clause; and

- Submitting to the Partners monthly management reports on the Pooled Fund, an annual return and all other information required by the Partners in order to monitor the Pooled Fund.
- 10.1 The monies in the Pooled Fund may be expended on goods and services without regard to the proportions in which the Council and the PCT shall have contributed to the Pooled Fund.
- 10.2 The Pooled Fund management reports shall include annual projections based on actual usage alerting JET & the Partnership Board to potential under and over spends.
- 11. Overspends and Underspends**
- 11.1 The Council, PCT, and Commissioned Services shall use all reasonable endeavours to ensure that Joint Functions are carried out within the financial resource contributions of the Partners in each Financial Year.
- 11.2 Whenever overspend is projected the Pooled Fund Manager shall provide JET & the Partnership Board within a reasonable period of such overspend being projected, with proposals for the management of the overspend. Which will ensure that the overspend is met from the financial resource contributions of the partners available in the current Financial Year. This plan should initially look at reducing costs but may include securing additional funds.
- 11.3 If in spite of the provisions of Clauses 11.1 -11.2 there is overspends at the end of any Financial Year the overspend shall be met as follows:
- JET will seek to agree the proportion to be met by each Partner but in the event that agreement cannot be reached the additional funding to be contributed by each Partner shall be in proportion to their actual contribution.
- 11.4 In event that there are any under-spends on the Pooled Fund in any Financial Year underspends shall be returned to the partners unless the Partners agree that underspends shall be retained and /or carried over into the Pooled Fund for the next Financial Year.
- 11.5 In the event that it is agreed that underspends shall be returned to the Partners this shall be in the proportions in which the Partners contributed to the Pooled Fund, in the Financial Year in which underspend occurred, unless alternative proportions shall be agreed between the Partners.
- 11.6 This clause is subject to any limitations imposed by law or guidance or the standing financial instructions or other probity requirements of the Partners.
- 12. Annual Review**
- The Partners shall formally review this Agreement on an annual basis. This review should take place no later than 31st March each year and be carried out with reference to the performance indicator for carers.
- 14. Annual Statements**
- 14.1 By 31 October each year the Council shall supply the Partners with an audited statement of the full cost of the service. If the statement shows any under or over payment this shall be taken into account in the next payment due from each Partner to which the under or over payment refers.

15. VAT

15.1 As the Council will be the host organisation for the Pooled Fund, this Agreement will be subject to the VAT rules and regulations which apply to the Council.

16.0 Signatures

A handwritten signature in black ink, appearing to read 'Martin Cheeseman', with a horizontal line underneath.

Martin Cheeseman
Director of Housing & Community Care
Brent Council

A handwritten signature in black ink, appearing to read 'Mark Easton'.

Mark Easton
Chief Executive
NHS Brent

Consultation with stakeholders

As part of the consultation of Brent Carers Strategy, carers say they want a

:

- a system that is on their side
- a system that responds in a timely and responsive way when it is most needed
- a system that treats them with respect and where professionals understand their specific needs, as well as value their knowledge and expertise about the person they care for
- "Real help" in financing carers support needs.

Carers specifically want:

- access to breaks and respite in an emergency
- better information and advice, not only from social services, but from their doctor's surgeries
- information about benefits and where to go to get help
- training (First aid courses for example), particularly for new carers
- information about the person they care for at both primary and acute level
- health checks for over 60s and prioritised appointments
- information about health conditions, illness and treatment, so they can better understand the needs of the person they care for
- Access to bereavement services.

Carers value the benefits of support groups and they want them to be available in the weekend and evenings for working carers. Parent carers want holiday schemes for disabled children to be available during all school holidays.

The Mental Health Carer Development Group highlighted that carers looking after people with mental health issues particularly valued support in an emergency, whether it is the first episode of someone's illness or a relapse. Carers are particularly concerned by a lack of information and the exclusion they experience as a result of confidentiality and consent issues. This can also be affected by a lack of continuity in terms of staffing and a lack of coordinated working, which place extra burden on carers especially at times of crisis. Many carers do not access services because of the stigma that they experience as carers of a person with mental health issues and there is an opportunity for work to be undertaken in the borough to address this at some level. Carers value the emotional and practical support they receive from the Carers Assessors within the mental health service and Brent Carers Centre but would appreciate more ongoing support for the person they care for who they felt looked after their specific needs as carers.

Carers said they also want concessionary travel and a parking scheme available for carers in the borough.

Carers said they want more opportunities to meet with health and council officers to hear about and influence service developments and improvements. Events such as Carers' Rights Day and Parent Carers' Rights Day where particularly valued by carers, it provided an opportunity to hear about a range of issues that affect their lives or the lives of the people they care for. Carers

said they also needed a website to provide a place where they can exchange information, and newsletters to keep them up to date on new developments.

Brent's definition of a carer

A carer is someone who supports a relative, partner or friend who cannot manage without this support because of illness, frailty or disability.

Our vision for carers in Brent

Our vision is for carers to be recognised as key partners and seeks to create and sustain an environment that enables carers to be supported in their caring role for as long as is practically possible; and as individuals access to the same opportunities to take part in society.

Brent Council and NHS Brent strategic priorities

To support carers caring for people with a range of disabilities including physical /sensory impairments/ learning disabilities, drug and alcohol misusers, mental health and other long term health conditions and illness including dementia, stroke and cancer

To support the delivery of care closer to home

To support carers caring for people at End of Life / palliative care

To prevent people going into residential care and support people coming out of residential care

To prevent hospital admissions

To promote carers physical & mental wellbeing

Provide carers breaks so that services are provided in a personalised way; and enable carers to combine their caring role with work or other commitments

To improve Primary Care's ability to support carers more consistently

Ensure comprehensive information and advice to carers is available

Improve commissioning of services for carers and partnership working across agencies

Joint Executive Team

Terms of Reference

Introduction

The Joint Executive team (JET) is a Joint Senior Officers group and as such is responsible for the planning and strategy recommendations to the Adults Strategic Partnership Board.

Purpose of the Group

The purpose of the group is to provide a forum in which the Council and NHS Brent can work together to plan, deliver, commission and monitor services in relation to adults.

Aims of the JET

The Brent JET will work together to:

- Agree joint strategy across the Council and NHS Brent to improve outcomes for adults within Brent
- Maximise Value for Money by ensuring appropriate planning and commissioning arrangements
- Plan for joint service provision and develop harmonised approaches to service provision for adults across Brent to develop improved and modernised services
- Provide a regular forum in which the Council and NHS Brent can share information, including, but not restricted to, financial and performance monitoring information
- Maintain oversight of the relevant work streams across the council and the PCT
- Ensure that there is appropriate facilitation available to the Adults Strategic Partnership Board, and to ensure relevant reports are presented to the ASPB
- Maintain financial and performance oversight of all joint agreements

Delivering outcomes

The JET will be responsible for the delivery of good outcomes for adults in service delivery, purchasing and commissioning and will maintain an overview of performance in relation to those outcomes. It will work with other officers and partners where required to deliver outcomes.

Membership

The JET will be chaired by the Director of Housing and Community Services, Brent Council. Membership will consist of senior officers from Adult Social Care in the Council and from NHS Brent.

Each member must be at a level of seniority to have delegated decision-making responsibilities for the organisation they represent.

Members of the group are to nominate substitutes where they are not able to attend future meetings of the group in order to prevent non-attendance. Any substitutes must be at a sufficiently senior level to hold delegated decision-making responsibilities for the organisation they represent.

The group's membership will be formally reviewed every 12 months.

The membership for the year 2009-10 will consist of:

- The Chief Executive of NHS Brent
- The Director of Housing and Community Services, Brent Council
- Assistant Director, Community Care, Brent Council
- Assistant Director, Quality and Support, Brent Council
- Assistant Director, Finance and Resources, Brent Council
- Director of Commissioning, Brent Primary Care Trust
- Director of Finance, Brent Primary Care Trust

Quorum

The quorum at all meetings of the JET shall be 50% of the full membership. If, at any time, there is not a quorum present, the meeting shall not proceed.

Frequency of meetings

Meetings will be held monthly

Accountability

In addition to individual accountability to the employing organisation of each representative the group as a whole will be accountable to Partners For Brent.

Accountability for aspects of the group's function outside the LAA will continue to be maintained via current and future performance management frameworks for statutory partners.

Communications

In taking the lead in relation to adults as the Joint Senior Officers Group the group will ensure that communications with stakeholders, including service users and carers, are effective and in particular that there are arrangements in place to ensure that:

- The agreed joint priorities are understood by staff

- The agreed joint priorities are appropriately consulted on
- The JET will utilise existing consultation and communication mechanisms where appropriate

Administration Arrangements

The JET will be administered by Brent Council, who will provide administrative support for meetings such as agenda preparation, circulation and minute taking.

Agendas and all associated papers will be distributed (in hard copy if required) to all group members and nominated substitutes 7 days in advance of a forthcoming meeting. Formal minutes will be produced after each meeting and will be distributed (in hard copy if required) to all group members and nominated substitutes within 10 days of the meeting taking place.

Brent Carers Partnership Board TERMS OF REFERENCE

Purpose

The Brent Carers Partnership Board (CPB) reports to the Strategic Adults Social Care Board and is one of the 5 themed sub groups that lead the joint commissioning agenda on behalf of Brent Council, NHS Brent, other NHS Trusts, the voluntary sector, independent sector and most importantly, service users and carers.

Aims

The aim of the Carers Partnership Board is to work with carers, and partners to ensure carers are recognised and valued, that their needs are identified and met; improve health and well being of carers in the borough by developing and monitoring the strategic direction, service development and performance of health and social care services. The partnership will also provide the overall strategic direction for developing support and services for carers.

Terms of Reference

- To ensure that a local Carers Strategy is developed and produced
- Monitor and review the Carers Strategy Action plan
- Monitor the work of organisations which provide services to carers
- To report to senior managers and relevant Boards on a regular basis to secure agreement to the strategic priorities identified in the Carers Strategy
- To provide a progress report to the Strategic Adults Social Care Board
- Keep other Boards informed of the work of the Carers Partnership Board
- Ensure young people in a caring role and parent carers are supported particularly through transition
- Ensure that services are commissioned and delivered through effective partnership working and consultation
- Raise the profile of carers and carers needs in Brent
- Monitor and evaluate local services to ensure that they are delivering best value and meet agreed local, regional and national targets, and plan for new developments
- Ensure information about local services is up to date and disseminated to the wider community
- Share information about needs, activity and plans within the Board and with the wider community
- Jointly identify projects which may fill gaps in services and consider innovative ways of meeting those gaps
- Oversee the co-ordination and quality of carer consultation, carer involvement and evaluation of services
- Be involved in the formulation of partnership bids and the setting of priorities for the commissioning of services which have an impact on carers'
- Contribute to decisions on the efficient and effective use of grant funding

Delivering Outcomes

The partnership will reflect the views of Brent's diverse communities and ensure systems are in place to monitor progress on developments and performance to ensure they improve the lives of carers.

Membership:-

Post holder	Organisation
Assistant Director of Transformation	LB Brent
Chief Officer	Brent Carers Centre
Assistant Director Partnerships,	NHS Brent
Aiming High Co-coordinator	LB Brent Children & Families
Carers	
(2) Carers of people with mental health issues (2) Carers of older people (2) Carer of people with learning disabilities (2) Carer of people with physical disabilities (2) Parent Carers	
A range of provider organisations supporting carers including	Asian People Disability Alliance; Brent Carers Centre; Brent Crossroads; Elders Voice, Friends of African Caribbean Carers & Sufferers of Dementia

Chairing arrangements

The chairing of this meeting will be shared between the Assistant Director Quality & Support and Brent Carers Centre in the first year.

After this time, the co-chair will fall to a carer who will co chair the meeting with the Assistant Director of Quality & Support Brent Council.

Role of the chair & co-chair

- To report back progress to JET/Strategic Adult Social Care Board
- To co-ordinate the planning and administration of the Board Meetings
- To promote carers issues are given prominence on corporate agendas at the PCT and LB Brent
- To ensure relevant, accurate and timely data and information

Operation of the group

- The group will meet every two months
- The agenda for each meeting will be split in two – the first half will concentrate on key strategic issues relating to carers and or the people they care for; the second half will concentrate on performance management of the strategy implementation and action plan
- There will be standing agenda items that address issues specifically raised by carers and the voluntary sector organisations
- Sub groups may be appointed on a task and finish basis to ensure that specific actions are addressed
- Carers will be supported to take part in the Board as necessary for example through training, and one to one support, respite provided to the person they care for and expenses covered for attending meetings.

Decision making process

Decisions will be reached by consensus wherever possible. Voting and decision making procedure will be used as a last resort, if there is no consensus.

Quorum

The quorum at all meetings of the CPB shall be 25% of the full membership. If at any time, there is not a quorum present, the meeting shall not proceed.

Accountability

The Brent Carers Partnership Board will report to the Adult Strategic Partnership Board & the Carers Grant & Commissioning Decision Panel.

Administration Arrangements

The Carers Partnership Board will be administered by NHS Brent, who will provide administrative support for meetings such as agenda preparation, circulation.

Agendas and all associated papers will be distributed in hard copy to all group members and nominated substitutes 7 days in advance of a forthcoming meeting. Formal minutes will be produced after each meeting and will be distributed in hard copy to all group members and nominated substitutes within 10 days of the meeting taking place. Within 48 hours of the meeting an action sheet will be circulated to group members outlining the actions agreed at the meeting.

REVIEW OF TERMS OF REFERENCE

These terms of reference will be reviewed every 2 years.
January 2010

Getting help from adult social care

To receive help carers need to be assessed. This is an opportunity for carers to discuss their specific needs the One Stop Service can refer carers for a carers assessment.

Young carers over the age of 16 providing support to an adult or older person can also have their needs assessed.

- A. The persons for whom they care for is over 18 and is eligible for, or has had, a community needs assessment.

[and]

- B. The carer must be aged 16 years and over and provide or intend to provide "regular and substantial" amount of care.

[and]

- C. The carer is not providing personal assistance for payment in cash or kind.

[and]

- D. The carer is not a volunteer working on behalf of a voluntary organisation.

The council has a duty to inform carers of their rights to an assessment. Carers can request a separate assessment and receive services in his or her own right even if the person they care for refuses support.

Eligibility criteria for services provided by Brent Council

Brent Council has the power to provide services to carers. Carers eligible for services from adult social care must demonstrate that:

- they are providing "a substantial amount of care on a regular basis"
- there is a critical or substantial risk to the sustainability of the caring role.

The practice guidance of the Carers 2000 Act requires Adult Social Care departments to grade the "extent of risk to the sustainability of the caring role" into four categories Critical, Substantial, Moderate and Low.

In Brent carers can be eligible for services in their own right if there is a Critical or Substantial risk to their caring role breaking down now or in the future without support being provided. (see appendix) Carers with moderate to

Brent One Stop Service is the gateway to council services. They also signpost to other services not provided by the council.

People can access the service in person; through the internet or by telephone.

Now there's just one phone number for Brent Council's adult social care service 020 8937 4300 or email customer.services@brent.gov.uk

Fair Access to Care Services is the national eligibility criteria governing access to Adult Social Care service. It grades the level of need into four categories. Critical Substantial, Moderate or Low.

These four categories of carers' need are aligned with those that apply when disabled people are being assessed under the community care legislation.

The critical band covers risks that threaten life if action is not taken.

The substantial band covers risks that will result in independence being severely compromised if action is

low needs will be provided with information and maybe not taken.
signposted to other agencies.