



Executive
21st May 2012

**Report from the Director of Adult
Social Services**

Wards affected:
ALL

Authority to invite tenders for the procurement of carers services in a hub model to provide a central point for coordinating and/or delivering a wide range of services.

1.0 Summary

1.1 The purpose of this report is to seek Executive authority to invite tenders for a carers' services contract as required by Contract Standing Orders 88 and 89. Following a departmental review and consultation of the Council's services for carers, Adult Social Care is proposing the development and procurement of a Carers Services Hub to provide a single point of contact for carers through the coordination and delivery of a wide range of services.

1.2 In addition this report provides an analysis of the extensive consultation with carers that was undertaken jointly with NHS Brent. This is set out in Appendix A along with an equalities impact assessment in Appendix B.

2.0 Recommendations

2.1 The Executive to give approval to the pre-tender considerations and the criteria to be used to evaluate tenders as set out in paragraph 5.1 of the report.

2.2 The Executive to give approval to officers to invite tenders and evaluate them in accordance with the approved evaluation criteria referred to in 2.1 above.

2.3 The Executive to give approval to a ten week extension to the existing carers contracts detailed at Appendix D until the 15th February 2013 for the reasons set out in paragraph 5.3 of the report.

3.0 Background – Review of Carers Services

- 3.1 In October 2011, the Executive granted officers approval to extend contracts to the incumbent providers of carers services for a further eight (8) months (until 30th of November 2012) to ensure, in the short term, continuity of the range of services currently being delivered to support carers. The extension also provided officers time to review carers services and carry out a consultation with carers and stakeholders about proposed changes to services.
- 3.2 The review was informed by the findings of the Standing Commission on Carers¹. In October 2011 the Commission reviewed services for carers in Brent. This included a fact finding visit during which they spoke to a number of Council and NHS officers and a large number of carers.
- 3.3 The Commission commended the Council on a number of aspects of the service, but they also highlighted those areas that the department was seeking to improve, and made the following recommendations:
- a. Improve pathways into the service so that carers understand where to go and all carers experience similar journey through the system
 - b. Improve communication of the vision for the service
 - c. Do more to reach hidden carers
- 3.4 The Council knows that carers experience inconsistency in their journey throughout the system, and is aware of the frustrations of navigating a system without a clear pathway to access help and support. There is a need to go further in ensuring that carers have access to employment and training and provide support to prevent carers from having to give up employment due to caring responsibilities. Therefore, Adult Social Care is proposing an approach addressing the Standing Commission recommendations and which would also achieve:
- A single point of contact for carers
 - Better co-ordination of services for carers
 - Reduced duplication of services
 - Better value for money
 - Shared quality standards for carers
- 3.5 Adult Social Care is proposing that this is achieved through a 'hub model' where organisation(s) and/or a consortia contracted and involved can provide a seamless network of referral. The Carers Hub model was first developed and endorsed by the Princess Royal Trust for Carers as a best practice model. It promotes comprehensive care support and interventions used to deliver the outcomes of the National Carers Strategy.
- 3.6 It is expected that a Carers' Hub would coordinate and provide a comprehensive range of information and advice as a single point of access for unpaid carers. It would provide a reference point for all the voluntary sector organisations providing support services to carers of all client groups in the

¹ The SCoC is an independent advisory body, providing expert advice to ministers on delivering the national Carers Strategy.

borough. The Hub would also be expected to influence the commissioning and development of services to meet the needs of local carers. The hub model provides a greater degree of flexibility around the types of services that may be on offer with the possibility of an element of home based respite support for specialist groups.

- 3.7 The Council and NHS Brent commission joint services for carers through a pooled budget arrangement established under a partnership arrangement (the "s.75 Agreement") established pursuant to s.75 National Health Service Act 2006. This s.75 Agreement is in place until 31st March 2013 with a pooled budget of £677,565. Officers will shortly be commencing discussions with NHS Brent regarding future arrangements for the s.75 Agreement. The Council is committed to funding its element of the contract through existing budgets.
- 3.8 The proportion that is currently spent on information and advice services is £250,000 - £300,000. NHS Brent is considering whether it has additional funding for information and advice services. If this funding is approved through their governance structures, it foresees investing the funding through the Carers Hub. This funding would be in addition to that already identified.
- 3.9 Members should note that although Children's and Families Services do not currently envisage investing in the Carers Hub, this position may change within the lifetime of the contract.

4.0 Consultation with carers and stakeholders

- 4.1 Officers have undertaken a more comprehensive and prolonged consultation than originally anticipated at the time of the October 2011 Executive report. This consultation has been very beneficial for officers in terms of identifying carers and providers views on the priorities for service delivery. It also prepared the market for significant change; a hub model will require a developmental approach from providers in recognition of the fact that this a step change from current arrangements. However, due to the extensive nature of the work involved, it has impinged on the timetable.
- 4.2 In conjunction with NHS Brent, the Council consulted with carers and service providers throughout January, February and March 2012,² regarding the shape of the hub model, and in particular their views about the key priorities needed to improve the support available for carers in Brent. Throughout the consultation period, providers were invited to a developmental session, preparing them for the procurement process. This was in recognition of the fact that there many of the current providers of carers services are small, local voluntary organisations.
- 4.3 A more detailed analysis of the consultation findings is set out in Appendix A of this report. However it should be noted that the there was an impressive turn out both from providers and carers. The carers consultation events in

² Please see Appendix 1 for full details and analysis of the consultation process.

particular were extremely well attended with an average of 70 people at each event. To summarise:

- The proposal was first presented at the Carers Rights Day on 5th December by the Head of Integrated Commissioning. This was accompanied with a questionnaire which all carers were encouraged to complete and return. This questionnaire was also made available on the Council's website from the start of February.
- Officers ran an event with providers at the Carers Partnership Board on the 1st February 2012. At the workshop officers presented the hub model, and providers worked together to identify on what they felt to be the most crucial priorities for a Carers Hub. The current providers represent a diverse client group of carers for all the Adult Social Care client groups. Officers returned to the Carers Partnership Board the following month to discuss the outcomes of the workshop and the first consultation event with carers and service users.
- Two consultation meetings with carers were held on the 27th February and 8th March jointly hosted by Brent Council and the PCT. These sessions were held in afternoon and late evening, in different venues, to facilitate carers needs. Approximately 70 people attended each event representing a diverse mix of age and ethnicity and provided support to a range of clients across the Adult Social Care client groups.

4.4 The consultation provided an excellent opportunity to work with providers and carers to describe and define the hub model. Carers are not opposed to the hub model as long as it demonstrates improvements to services for carers in Brent. In particular carers voiced their current frustrations with difficulties in how statutory agencies communicate with them, confusion about where to get information from and the quality of that information. A hub model would provide a single point of access for carers to get high quality information and be sign-posted in a consistent way to any relevant agencies.

4.5 Officers asked carers and providers were asked to identify key priorities from the priorities listed on the Carers Hub model (see Appendix C). Whilst officers recognise that all of the priorities are important, the funding allocation means it is necessary to prioritise those that carers feel are fundamental to delivery. Those priorities are set out in more detail in Appendix B and include the following:

- Information and advice
- Access to health and wellbeing services
- Whole family support
- Money and benefits advice
- Access to work and training
- Caring support and training
- Emergency support

The Carers' Hub may also include an element of short break services for specialist groups.

4.6 In addition to those service priorities detailed in paragraph 4.5, the following services may be developed and subsequently procured through the Carers Hub:

- Emotional support and counselling;
- Advocacy;
- Brokerage;
- Housing support
- Peer and community support;
- Activities and clubs;
- Education and 1:1 support;
- Carers shaping policy and services
- Carers assessments and supporting carers to manage the provision of care

5.0 Pre-Tender Considerations

5.1 In accordance with Contract Standing Orders 89 and 90, pre-tender considerations have been set out below for the approval of the Executive.

Ref.	Requirement	Response
(i)	The nature of the service.	Provision of carers services in a hub model, which could be a sole provider, a sole provider with sub-contracting arrangements, a consortium (which identifies a lead organisation) which may also include an element of sub-contracting.

(ii)	The future estimated value of the contract	<p>To deliver the key priorities listed in paragraph 4.5 an annual spend of £250,000 - £300,000 from the s75 Agreement pooled budget will be invested in the contract, with a potential total value over the initial 3 year term and two 1 year extensions of £1.25million - £1.5million.</p> <p>There is a possibility that the value of the contract may be greater as:</p> <ul style="list-style-type: none"> • The additional services named in paragraph 4.6 may also be procured and officers envisage an approximate annual spend of no more than £250,000 on these services throughout the lifetime of the contract. • As detailed at paragraph 3.7, NHS Brent may invest further funding through the Carers' Hub. • As detailed at paragraph 3.8, Children's and Families Services may invest in the Carers Hub within the lifetime of the contract. 	
(iii)	The contract term	An initial term of 3 years followed by discretionary extensions of 1 year + 1 year	
(iv)	The tender procedure to be adopted.	<p>A two stage restricted tender process in accordance with the Council's Standing Orders.</p> <p>As Social Care transactions are 'Part B Services', under the Public Contract Regulations 2006 ("the Regulations"); the Regulations apply only in part to the tender namely, (adoption of a technical specification and forwarding a Contract Award notice etc.)</p>	
(v)	The procurement timetable	<p>Indicative dates are:</p> <ul style="list-style-type: none"> • Adverts placed • Expressions of interest (Pre-Qualification Questionnaire) returned 	<p>11.06.12</p> <p>13.07.12</p>

		<ul style="list-style-type: none"> • Shortlist drawn up in accordance with pre-determined minimum standards as to financial standing and technical competence • Invite to tender • Deadline for tender submissions • Panel evaluation • Report recommending Contract award circulated internally for comment • Executive approval • Contract start date 	<p>06.08.12</p> <p>10.08.12</p> <p>31.09.12</p> <p>03.9.12 – 25.09.12</p> <p>15.10.12 (subject to date of meeting)</p> <p>19.11.12 (subject to date of meeting)</p> <p>15.02.13</p>
(vi)	The evaluation criteria and process	<p><u>Stage 1: pre-qualification stage</u></p> <p>Shortlists are to be drawn up in accordance with the Council's Contract Management Guidelines by a pre-qualification questionnaire (PQQ).</p> <p>The pre-qualification will test the capacity and capability of potential bidders as well as potential bidder eligibility to take part in the Procurement. This will include the following:</p> <ul style="list-style-type: none"> • Professional conduct • Economic and financial standing • Insurance • Resources • Health and safety • Quality assurance • Equality • Environmental • Business continuity • Previous experience and references 	

		<ul style="list-style-type: none"> • Safeguarding Adults policies <p>The outcome of this stage will be a list of pre-qualified bidders for the Procurement and a short-list of bidders to be invited to tender.</p> <p><u>Stage 2: Invitation to Tender (ITT)</u> For those that are selected by Stage 1 there will follow an Invitation to Tender (ITT) stage.</p> <p>Tenders will be evaluated on the basis of the most economically advantageous tender and the contract awarded using the following criteria</p> <p>1. Quality Quality will consist of 40% of the evaluation weightings. The quality assessment will be evaluated using the following criteria:</p> <ul style="list-style-type: none"> • Proven ability to meet the outcomes of the Service Specification for this procurement • Approach to the delivery of the service • Resource mobilisation and start up commitment plans if awarded a contract and ongoing management of the hub in relation to how carers can develop the hub model • Approach to ensuring standards are achieved • Development of good working relationship with the Council and its partners • Proposed plans for ensuring continuity of service <p>The relative weighting given to each individual evaluation criteria will be stated in the tender documentation.</p> <p>No less than three, but up to half of the tenderers who pass the minimum quality threshold will be invited to present to a panel comprised of service users and officers, which will evaluate tenderers presentations on a theme to be confirmed in the tender documentation. The intention is to involve service users in the evaluation of the</p>
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		presentation, with the results fed back to the main evaluation panel. 2. Price Price will consist of 60% of the evaluation weightings assessed through the application of a formula that underpins a proportional scoring which will award the maximum of 60% to the lowest priced tender
(vii)	Any business risks associated with entering the contract	No specific business risks are considered to be associated with agreeing the recommendations in this report.
(viii)	The Council's Best Value duties	This procurement process and on-going contractual requirement will ensure that the Council's Best Value obligations are met.
(ix)	Any staffing implications	See sections 7 below
(x)	The relevant financial, legal and other considerations	See sections 4, 5 and 6 below

5.2 The Executive is asked to approve these proposals as set out in the recommendations and in accordance with Standing Order 89.

5.3 The Executive is asked to extend existing contracts detailed at Appendix D with providers for a further 10 weeks. Existing contracts are due to expire on the 30th November. A ten week extension for all contracts would mean a contract end date of the 15th February. The extension is sought due to officers carrying out a more in-depth and comprehensive consultation than previously anticipated, which has been crucial in defining stakeholder priorities and shape of the Carers Hub.

6.0 Financial Implications

6.1 Spend on the carer's services for 2011/12 was £677,565. The NHS contribution towards this 11/12 expenditure was £195,000.

6.2. Expenditure falls into two main areas: £300,000 for information and advice services and £377,565 on home-based respite services for carers.

6.3 The committed expenditure for 2012/13 is £750,918 as detailed in appendix D. The NHS contribution towards the 2012/13 carer's services expenditure is £200,000.

7.0 Legal Implications

- 7.1 The contract for the Carers' Hub is a Part B services contract for the purposes of the Public Contracts Regulations 2006 ("EU Regulations"), and is thus only subject to partial application of the EU Regulations to include requirements in relation to technical specifications and the need to publish a Contract Award Notice.
- 7.2 The estimated value of the contract over its term (including possible extensions is in excess of £500k. As such the contract is a High Value contract for the purposes of Council Contract Standing Orders and Financial Regulations and thus Executive approval is required to invite tenders and to evaluate tenders for the contract.
- 7.3 Once the tendering process is undertaken, Officers will report back to the Executive in accordance with Contract Standing Orders explaining the process undertaken in tendering the contract and recommending award.
- 7.4 In the present case, a number of contractors are currently providing elements of the service being procured. As a result, the Transfer of Employment (Protection of Employment) Regulations 2006 ("TUPE") may apply if the contract is awarded to a new contractor where immediately before the change of contractor, there is an organised grouping of employees situated in Great Britain which has as its principal purpose the carrying out of the activities concerned on behalf of the Council and where the employees are assigned to that organised grouping. Subject to the right of the employee to object to transferring, the employee's contract of employment will transfer to new contractor. Further information concerning the staffing issues is detailed in Section 9.
- 7.5 As detailed in paragraph 3.7, there is currently an agreement under section 75 of the National Health Service Act 2006 with NHS Brent with regard to commissioning joint services for carers. A pooled budget is operated and it is proposed that monies from that pooled budget will fund the contract. As the existing s.75 Agreement expires on 31 March 2013, Officer will explore with NHS Brent the extension of the existing arrangement or the commencement of a new arrangement and will report back to Members on future s. 75 arrangements.
- 7.6 The Executive on 15 February 2011 gave approval for the award of 8 respite care and support contracts as detailed at Appendix D to incumbent providers for a period of one year from 1 April 2011 to 31 March 2012. To enable adequate consultation with stakeholders, the Council's Children and Families department and NHS Brent, the Executive on 17 October 2011 granted an extension to those contracts for a further eight (8) month period, to expire on 30 November 2012. As detailed in paragraph 4.1, Officers have undertaken a more comprehensive and prolonged consultation than originally envisaged with the result that it is now anticipated that the new contract will not

commence until 15 February 2013. Officers therefore seek a further 10 week extension to the contracts to enable their expiry to coincide with the commencement of Carers' Hub contract.

- 7.7 The respite care and support services are deemed Part B services for the purposes of the EU Regulations. Where such services are of interest to providers located in other EU Member States, they must be procured in line with EU Treaty principles of non-discrimination, equal treatment, fairness and transparency in the award process. Therefore, a contracting authority that makes a direct award of such Part B contract without adequately advertising the contract or indeed seeks to extend such contracts where this is not provided for in the contract will be in breach of the EU Treaty principles.
- 7.8 The proposed extension of contracts goes beyond the period of extension (if any) provided for in the current contracts. It is arguable whether the service contracts in issue would be of interest to providers located in other EU Member States, but there is a low risk of challenge to the Council given the lack of competition in extending existing respite support services contracts from other providers in the market capable of delivering the services. However, it is for Members to weigh up the limited potential for challenge against the need for current contracts to be extended by a limited period to enable their expiry to coincide with the commencement of a new competitively procured contract.

8.0 Diversity Implications

- 8.1 An equalities analysis has been completed (see Appendix B) in accordance with the Equality Act 2010.

9.0 Staffing Implications

- 9.1 There may be TUPE implications arising from the award of the Contract. The assumption is that TUPE may apply to those staff providing a service that will be included in the tender process. Such staff may transfer to a new employer under TUPE as a result of the proposed tendering process. Appropriate consultation with current employers will commence as soon as possible.

Background Papers

Executive Report titled Commissioning Adult Carer Services dated 17th October 2011

Contact Officers

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Appendix A: Carers Consultation Report

1.0 Introduction/Background

- 1.1 The Council knows that carers experience inconsistency in their journey throughout the system when trying to access carers' services. In October 2011 a government appointed Standing Commission on Carers was invited to review carers' services in Brent. This included a fact finding visit during which they spoke to a number of Council and NHS officers and a large number of carers.
- 1.2 The Commission commended the Council on a number of aspects of the service but they also highlighted those areas where we know we must do better and made a number of recommendations including:
- Improve pathways into services so that carers understand where to go
 - Ensure all carers experience a similar journey through the system
 - Improve how we communicate our vision with carers
 - Do more to reach hidden carers
- 1.3 In order to meet the recommendations, Council officers proposed the development and procurement of a Carers Services Hub model where organisations contracted and involved can provide a seamless network of referral.
- 1.4 The Carers Hub model was first developed and endorsed by the Princess Royal Trust for Carers and promotes comprehensive care support and interventions used to deliver the outcomes of the National Carers Strategy. The aims of a Carers Hub are to achieve:
- A single point of contact for carers
 - Better co-ordination of services for carers
 - Reduced duplication of services
 - Better value for money
 - Shared quality standards for carers
- 1.5 At Carers' Rights Day on 5th December, the Head of Integrated Commissioning announced the attention to begin a consultation process with carers about potentially commission a Carers Services Hub.

2.0 Consultation Methodology

- 2.1 A survey questionnaire about the role of a Carers Hub, and the preferred priorities was made available in paper and online formats. The paper surveys were first distributed at Carers Rights Day in December. It was distributed throughout January and at both of the public meetings until the 9th March. Carers were also encouraged to complete the questionnaire online via the Council's Consultation Tracker.
- 2.2 Council officers ran a number of public events including two meetings with current providers of carers' services in Brent, and two public meetings with carers. Officers ran an event was held with providers at the Carers Partnership Board on the 1st February 2012.
- 2.3 At the workshop officers presented the hub model, and providers worked together to identify on what they felt to be the most crucial priorities for a

Carers Hub. The providers identified the following as their top five priorities for inclusion in a Carers Hub. It should be noted that officers asked the organisation to list only their top five, as investment in a hub model must be limited to the most crucial priorities.

- 1) Helping people identify themselves as carers
- 2) Skilled advice and information
- 3) Physical support such as respite/short breaks
- 4) Training for carers
- 5) Emotional support and counselling, including education and support for children and young carers

- 2.4 Officers returned to the Carers Partnership Board the following month (7th March) to discuss and reflect on the outcomes of the workshop, discuss the potential procurement timetable (should Executive approve the proposals) and an overview of the first consultation event with carers and service users.
- 2.5 For the two public meetings the Council invited stakeholders, who were predominantly carers from Brent Carers database. These events were held on Monday 27th February (5pm – 8pm) at Brent Town Hall, and Thursday 8th March (12pm – 2.30pm) at Pitader House. There was an estimated 70 stakeholders in attendance at each meeting.
- 2.6 Following presentations by the Council and NHS on “setting the scene” and “the vision for carers’ service” carers had an opportunity to ask a number of questions. Notes were made of stakeholder comments. Carers were particularly interested to access the Standing Commission on Carers report and to complete the “Proposal for a Carers Services Hub” questionnaire accessible as a hard copy at the event, or online on the consultation tracker www.brent.gov.uk/consultation.
- 2.7 Stakeholders were then invited to take part in an exercise rating the importance of service elements.

3. Forward planning

3.1 The key themes that emerged from the surveys were:

- In general carers were in favour of having one place from which to access information and advice and in particular knowing who to contact. They also see it is an opportunity for more ‘equal access’ to services
- In terms of how the hub could best meet carers’ outcomes, respondents listed respite, emergency services, whole family support and better support for working carers as being crucial. Some respondents also pointed out what they felt was missing from the hub. This included a drive to improve the Council’s services when carrying out carers’ assessments, retaining those organisations that have local knowledge and supporting a mediation service for the carer and cared for.
- In line with the priorities identified at the public meetings the key priorities for respondents of the survey are respite, information and advice, whole family support, access to health and wellbeing services, carer training and support and emotional support and counselling
- Some respondents felt that the hub is missing a focus on mediation and also establishing closer links with GPs.
- There is a concern that the Council will not be able to deliver even the crucial priorities of the Carers Hub, due to the financial climate. Carers

sought reassurance that this is not another red-tape exercise and that it will reduce bureaucracy. One respondent recommended that carers are kept up to date on the changes through regular communications channels.

- There is also substantial support for Brent Carers.

3.2 The key themes that emerged for the public meetings were:

- Questions related to the need to for improved communication by the Council identification of carers and problems, better understanding about thresholds and eligibility criteria for accessing services and the need for more respite care. Stakeholders at these meetings also highlighted difficulties with the One Stop Shop service, and what they saw as duplication and lengthy financial assessments. There were also many comments/concerns about GP responses, and particularly those residents with GPs across borough boundaries. Stakeholders emphasised that this exercise should not waste resources, but build on carers services currently in place.
- There was concern about including services for carers of mental health within the hub as this currently sits outside mainstream carers services.
- There were general criticism of the lack of 'streamlined knowledge', between social workers and GPs particularly around direct payments and personal budgets.
- Many stakeholders present also noted that for a long time, they had not thought of themselves as carers, there is a need to help people identify themselves as carers.

3.3 Officers carried out a 'ratings exercise' at each of the public meetings (including the meeting with the Carers' Partnership Board). The following priorities are a combination of the outcome of the two public meetings and provider workshop. It should be noted that officers asked attendees to list only their top five, as investment in a hub model must be limited to the most crucial priorities.

- Respite/short breaks
- Information and advice (including money and benefits advice)
- Access to health and wellbeing services
- Whole family support
- Emotional support and counselling

Carers were also voiced the need for better emergency support

4. Overall Conclusions

4.1 It can be concluded from the consultation exercise that there has not been any real opposition to the Carers Hub proposals. Instead, carers are more concerned with a service that delivers real improvements for carers' lives. In some cases there was support of the proposal and carers viewed accessing all services through a single point favourably.

4.2 The main criticisms that came to light throughout the consultation process was the lack of communication at all levels with carers, confusion about accessing correct information, the quality of information from GPs and the role/influence of GPs

4.3 There was recognition from all stakeholders that carers need greater support, and respite/short breaks is fundamental to achieving this.

4.4 Stakeholders advised that there should be much better clarification on carers assessments, the process and timescale involved, and better working and communication between NHS staff, Council staff and GPs.

5. Recommendation

5.1 Given the feedback from the consultation which is broadly in favour of the proposals, this report recommends that officers continue to move forward with the Carers Hub model, taking into account stakeholder views of how this could best be achieved.

5.2 Officers are working to hold a feedback event with stakeholders discussing the outcomes of the consultation. Pending approval by the Executive for commencing procurement, officers will invite carers to be involved in the process, with further details of this to be outlined at the feedback event.

Appendix B: Equalities Impact Assessment

Department: Adult Social Care	Person Responsible: Pauline Mason
Service Area: Integrated Commissioning	Timescale for Equality Impact Assessment :
Date: 19 th March 2012	Completion date: 4 th April 2012
Name of service/policy: Reviewing Carers Services – Carers Service Hub	Is the service/policy/procedure/project etc: New <input checked="" type="checkbox"/> <input type="checkbox"/> Old
Predictive <input checked="" type="checkbox"/> Retrospective <input type="checkbox"/>	Adverse impact <input type="checkbox"/> Not found <input checked="" type="checkbox"/> Found <input type="checkbox"/> Service/policy/procedure/project etc, amended to stop or reduce adverse impact Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Is there likely to be a differential impact on any group? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Please state below:
1. Grounds of race: Ethnicity, nationality or national origin e.g. people of different ethnic backgrounds including Gypsies and Travellers and Refugees/ Asylum Seekers Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	2. Grounds of gender: Sex, marital status, transgendered people and people with caring responsibilities Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
3. Grounds of disability: Physical or sensory impairment, mental disability or learning disability Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	4. Grounds of faith or belief: Religion/faith including people who do not have a religion Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
5. Grounds of sexual orientation: Lesbian, Gay and bisexual Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	6. Grounds of age: Older people, children and young People Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Consultation conducted - Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Person responsible for arranging the review: Pauline Mason	Person responsible for publishing results of Equality Impact Assessment: Pauline Mason
Person responsible for monitoring: Steven Forbes	Date results due to be published and where: Published in an appendix to Executive report on the 21 st May 2012 on Brent Council's website
Signed:	Date: 4 th April 2012

Please note that you must complete this form if you are undertaking a formal Impact Needs/Requirement Assessment. You may also wish to use this form for guidance to undertake an initial assessment, please indicate.

1. What is the service/policy/procedure/project etc to be assessed?

Carers Review – Carers Services Hub

2. Briefly describe the aim of the service/policy etc? What needs or duties is it designed to meet? How does it differ from any existing services/ policies etc in this area

The aim is to procure services for carers based on the outcomes of a departmental review of the Council's services for carers. Together with a review by Standing Commission on Carers October 2011, the department identified a number of recommendations to improve services. In order to meet the recommendations we are proposing the development and procurement of a Carers Services Hub model where organisations contracted and involved can provide a seamless network of referral. This model allows services to be provided in a more personalised way. The Carers Hub model was first developed and endorsed by the Princess Royal Trust for Carers and promotes comprehensive care support and interventions used to deliver the outcomes of the National Carers Strategy.

The aims of a Carers Hub are to achieve:

- A single point of contact for carers
- Better co-ordination of services for carers
- Reduced duplication of services
- Better value for money
- Shared quality standards for carers

A Carers Hub would improve pathways into services so that all carers experience a similar journey through the system and all carers know where to go. It would provide a reference point for all the voluntary sector organisations providing support services to carers of all client groups in the borough. The Hub would also be expected to influence the commissioning and development of services to meet the needs of local carers.

The department is currently consulting and engaging with carers and a variety of stakeholders to shape the hub and inform us about the type of services needed to improve the support available for carers in Brent.

This EIA assess the impact of the proposals and the Carers Hub should the Executive grant approval to begin a procurement process. The findings are based on an extensive consultation held with carers over a three month period.

3. Are the aims consistent with the council's Comprehensive Equality Policy?

Yes, implementing the proposed changes to carers services will have a positive impact on all carers and service users. The aim is to make services seamless and consistent for all carers in Brent, and to ensure that carers experience a similar journey throughout the system.

4. Is there any evidence to suggest that this could affect some groups of people? Is there an adverse impact around race/gender/disability/faith/sexual orientation/health etc? What are the reasons for this adverse impact?

The proposed Carers Services Hub seeks to improve access to services for all carers regardless of race/gender/disability/faith/sexual orientation/health. Therefore, no adverse impacts have been identified for any groups. The proposed new service provision aims to address some of the frustrations that carers experience when accessing the system, particularly the inconsistency in their journey throughout the system, without a clear pathway to access help and support.

5. Please describe the evidence you have used to make your judgement. What existing data for example (qualitative or quantitative) have you used to form your judgement? Please supply us with the evidence you used to make your judgement separately (by race, gender and disability etc).

There are over 23,000 unpaid carers in Brent, some providing substantial levels of care per week. These carers provide care and support to older people, adults with disabilities, those with mental ill health, learning disabilities and substance misuse issues and children with disabilities. This review and proposed hub model will be developed to help people regardless of client group to identify themselves as a carer. It will have a single point of access so that carers have a more equitable experience. A consultation was conducted on two different days with an extremely large attendance of 70 people at each event. The attendees were from a range of ethnicities including Asian, Black African, Black Caribbean, White British, White Irish and carers of all client groups.

6. Are there any unmet needs/requirements that can be identified that affect specific groups? (Please refer to provisions of the Disability Discrimination Act and the regulations on sexual orientation and faith, Age regulations/legislation if applicable)

None have been identified

7. Have you consulted externally as part of your assessment? Who have you consulted with? What methods did you use? What have you done with the results i.e. how do you intend to use the information gathered as part of the consultation?

We conducted an extensive consultation with stakeholders about the proposal, how it impacts on their needs and seeking their views on how we shape the Carers Hub.

- The proposal was first presented to more than 150 carers at the Carers Rights Day on 5th December by the Head of Integrated Commissioning, with time for questions and answer session. This was accompanied with a questionnaire which all carers were encouraged to complete and return. The questionnaire included requests for monitoring information. This questionnaire was made available online on the Council's Consultation Tracker from the start of February. There was limited response to both forms of questionnaire, with a total of 11 completed questionnaires.
- An event was held with providers at the Carers Partnership Board on the 1st February 2012 to present and discuss the benefit of a Carers Hub and identify the key priorities for carers in Brent and the ways in which a hub could deliver these. It also sought views of the providers on what they felt the crucial priorities are. This list of priorities was then compiled and presented at the carers consultation events so that carers are aware of what the organisations providing services for them identified as priorities.

- The current providers represent a diverse client group of carers for all the Adult Social Care client groups.
- Two consultation meetings with carers were held on the 27th February and 8th March jointly hosted by Brent Council and the PCT. These sessions were held both afternoon and late evening, in different venues, to facilitate carers needs.
- Approximately 70 people attended each event. We asked all attendees to complete and return monitoring information but the response was minimal (5) to non-existent. However, based on discussions and questions and answers session, it could be seen that the carers represented a diverse mix of age and ethnicity and provided support to a range of clients of different ages with varying disabilities and thresholds, including those with mental health needs.
- The consultation closed 2 weeks ago and we are currently completing a consultation analysis which will inform the priorities for delivering the Carers Hub proposal and will be an appendix of the Executive report.
- Additionally we are organising a follow up session which carers and providers will be invited to discuss outcomes of consultation and what our future plans are. The Carers Partnership Board is also a key vehicle for discussing and disseminating the results.

8. Have you published the results of the consultation, if so where?

The results of the consultation will be collated and included as part of the final report to the Executive regarding the procurement of the Carers Services Hub. Following the meeting of the Executive on the 21st May, the report will be available on the Brent Council website democratic services pages.

9. Is there a public concern (in the media etc) that this function or policy is being operated in a discriminatory manner?

The council is not aware of a public concern about the Carers hub model being operated in a discriminatory manner.

10. If in your judgement, the proposed service/policy etc does have an adverse impact, can that impact be justified? You need to think about whether the proposed service/policy etc will have a positive or negative effect on the promotion of equality of opportunity, if it will help eliminate discrimination in any way, or encourage or hinder community relations.

N/A

11. If the impact cannot be justified, how do you intend to deal with it?

N/A

12. What can be done to improve access to/take up of services?

The service will be universally accessible service, for all carers. If Executive approve the procurement we will seek provider(s) who will put publicity mechanisms in place to ensure the service is adequately advertised and promoted, and that as many carers as possible are aware of the Carers Services Hub as the first point of contact

13. What is the justification for taking these measures?

These measures are in line with the recommendations made by the Standing Commission on Carers which reviewed the service in October 2011. One of the key recommendations made was around improving access to services for carers through a single point, and better coordination of services with a clear pathway to access health and support. The Carers Hub model is based on a best practice model devised by the Princess Royal Trust for Carers and has been implemented in a number of local authorities, including Kensington and Chelsea and the London boroughs of Lambeth, Barnet, Islington and Haringey. The London borough of Richmond is in the process of tendering for a Carers Hub. Development and delivery of the hub model will address the recommendations of the Standing Commission on Carers and the

priorities to be delivered by the hub will be those identified throughout the consultation with stakeholders, insofar as the budget allocation can deliver these.

14. Please provide us with separate evidence of how you intend to monitor in the future. Please give the name of the person who will be responsible for this on the front page.

The service will be formally monitored by the Council's contract managers on a quarterly basis. The provider will be required to collate the following information (this is not an exhaustive list):

- Direct/indirect activity, with breakdown by:
 - Ethnicity
 - Age
 - Gender
 - Disability
 - Sexual orientation
 - Marriage and civil partnership
 - Faith and belief
 - Transgender
 - Pregnancy and maternity
- Number of carers who have benefited from the service
- Number of families from hard to reach groups supported
- Referrals
- Feedback from service users

15. What are your recommendations based on the conclusions and comments of this assessment?

No adverse impacts have been identified into any groups.

The Carers Hub would be regularly monitored, through regular and ongoing consultation and the quarterly monitoring meetings and reviews to ensure that any future/possible adverse impacts are avoided.

Should you:

1. Take any immediate action?
2. Develop equality objectives and targets based on the conclusions?
3. Carry out further research?

16. If equality objectives and targets need to be developed, please list them here.

N/A

17. What will your resource allocation for action comprise of?

The funding for this service has been allocated through the Carers Grant via the pooled budget arrangement with NHS Brent (PCT)

If you need more space for any of your answers please continue on a separate sheet

Signed by the manager undertaking the assessment:

Full name (in capitals please):

Date: 4th April 2012

PAULINE MASON

Service Area and position in the council:

Integrated Commissioner, Adult Social Care

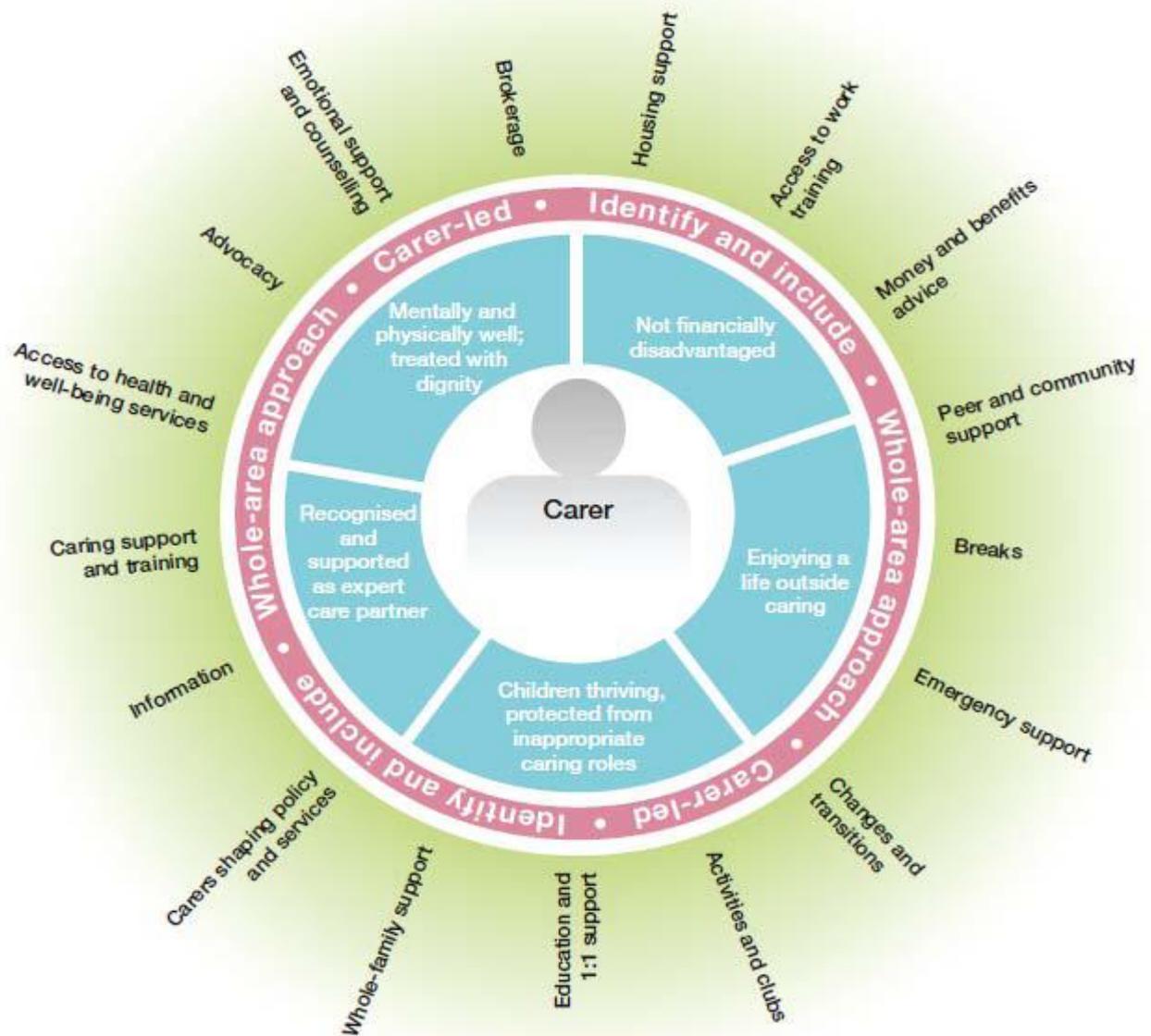
Details of others involved in the assessment - auditing team/peer review:

Council Diversity Team

Once you have completed this form, please take a copy and send it to: **The Corporate Diversity Team, Room 5 Brent Town Hall, Forty Lane, Wembley, Middlesex HA9 9HD**

Appendix C: Carers' Hub Model

The Carers' Hub is a model of comprehensive carer support and interventions devised by the Princess Royal Trust for Carers. A Carers' Hub would coordinate and provide a comprehensive range of information and advice as a single point of access for unpaid carers. It would provide a reference point for all the voluntary sector organisations providing support services to carers of all client groups in the borough. The Hub would also be expected to influence the commissioning and development of services to meet the needs of local carers.



Appendix D

The eight organisations detailed below are contracted to provide respite and support services to carers of adults with disabilities and long term health conditions for the annual contract value detailed:

Provider	Service	Annual Contract Value in £
Crossroads West London (formally Brent Crossroads)	Respite at home OP/PD & long term health conditions	149,943
Friends of African Caribbean Carers &	Sufferers of Dementia Respite at Home dementia	106,168
Asian People Disability Alliance	Respite/Befriending Service	90,343
National Autistic Society	Respite at Home includes Service	92,085
Brent Carers Centre	Range of services including Info/Advice young carers /counselling training	180,183
Elders Voice	Respite Day Care - & Pilot outreach service	56,196
Harrow Helpline	Carers Emergency Support	28,000
St Luke's Hospice	Supporting Carers caring for someone at End of life	38,000
Help Somalia Foundation	Identifying & Supporting Carers to access support	10,000
Total		750,918