



Lambeth

Your Care. Your Way.



# Lambeth Carers' Strategy 2008 - 2013





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# 1. Introduction to the new Carers' Strategy for Lambeth

## Welcome to Lambeth's Carers' Strategy

Lambeth Council and the Lambeth Primary Care Trust (PCT), working with our statutory and voluntary partners and Carers, are pleased to present the 2008 to 2013 Carers' Strategy.

The strategy demonstrates our commitment to Carers and gives direction for developing support and services for Carers over the next five years. The local authority, NHS and voluntary partners and Carers have worked in partnership to develop this strategy. To demonstrate the importance that the partners place on supporting Carers they have agreed that assessments and services to Carers are included in the 35 indicators that they will be judged on in the Local Area Agreement.

Lambeth experiences wide cultural diversity and this makes it an exciting, culturally rich and vibrant place to live. It is estimated from the 2001 census that there are approximately 18,500 Carers in Lambeth. Just over half work full or part time, and 45% consider that their health is only fairly good or not good. Many of these Carers come from black and minority ethnic (BME) communities, with a disproportionate number coming from the Asian communities. The value of the care that these informal Carers provide is estimated to be £268 million (at 2007 prices).

There are 1,719 people registered with Lambeth Carers and 1,386 recorded as Carers with the Council. In 2007/08 the Council and Lambeth PCT planned to invest £4.1 million in services to support Carers.

The development of this strategy incorporated research with Carers directly and with voluntary organisations representing Carers. It has highlighted the differing experiences of Carers:

- Some care for those with mental health issues, physical or learning disabilities, whilst others have the additional complication of caring for someone with a dual/complex diagnosis.
- There are Parent Carers caring for a child with a disability and Older Carers where the role of caring can move between partners, depending on each person's current state of health.
- Carers can be family, friends or neighbours, or can be partners within marriage or civil partnerships.
- Lambeth is also aware of the number of Young Carers that live in the borough. Young Carers can carry burdensome responsibilities and often under-achieve at school.



To be able to carry out their caring role Carers have said that they need:

- Recognition and respect
- Information and advice
- Clear and accessible assessments of their needs
- Support to help them maintain their own health
- Breaks from caring
- Support so that they can work, or continue with their education or training
- Services that enable them to participate in their communities and facilitate social inclusion
- Financial advice
- Flexible housing solutions that also recognise the needs of the Carer

This Strategy sets out proposals to meet these needs. These include:

- Carers' Charter
- Carers' Hub to provide information, advice and support
- Range of services to provide Carers with a break
- Carers' Card that provides recognition, and also links to services to respond in the case of an emergency
- Education, training and support in providing care
- Support to continue in work or education
- Access to leisure activities and community involvement
- Improved information and access to flexible housing solutions

We aim to develop a more detailed strategy, providing a safety net to ensure that Young Carers' needs are identified and met so that they can enjoy the process of growing up.

Unfortunately we cannot afford to continue spending money on all the services as we do now as well as developing new services. Although we have been able to find some new sources of funding we still need to make some decisions on what we will change or stop doing. To make sure that the priorities set out in this strategy are those of Carers themselves we consulted with Carers from 4 December 2007 - 29 February 2008, giving them the opportunity to provide feedback and input to the detail of this Strategy.

We believe that by working together we will enable Carers to achieve the recognition and support that they deserve.



**Steve Reed, Leader**  
London Borough of Lambeth



**Caroline Hewitt, Chair**  
Lambeth Primary Care Trust



## 2. What do we mean by Carer? Who is a Carer?

*"Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid."<sup>1</sup>*

- A Carer is someone who gives help and support to a relative, child, spouse, partner, sibling, parent, neighbour or friend who, due to disability, illness or frailty, is unable to manage living in their own home without help.
- Carers are unpaid, may be of any age and they may live with, or apart from, the cared for person.

The caring responsibilities of some Carers span the lives of their sons, daughters or siblings from birth continuing through into adulthood.

**Carers fall into the following categories:**

- Adult Carers: an adult caring for another adult such as a husband, wife, partner, son, daughter, friend or relative.
- Parent Carers of Children with Disabilities: an adult who cares for a child with a long-term illness or a disability.
- Young Carers: a young person under the age of 18, who is in some way affected by the need to take physical, practical and/or emotional responsibility for the care of another person.

**Carers UK estimates that:**

*"Three in five people will become a Carer during their lifetime."*

### Why do we need a Carers' Strategy?

- Nationally, the work of Carers saves the NHS, Social Services and other statutory bodies in excess of £87 billion a year<sup>2</sup>.
- In 2001 it was estimated that Carers in Lambeth provided labour worth £225.2 million. Assuming 3% inflation this would amount to £268 million in 2007.
- Recent research by Carers UK, reflecting the experiences of Carers providing very substantial amounts of care, found 77% of respondents stating they had become worse off financially since becoming Carers (Source: Without Us, Calculating the Cost of Carers Support, Carers UK).
- In 2000, 65% of the value of long term care was provided through unpaid support from Carers, 25% was paid for by the state and 10% was met privately.

Nationally the importance of the role that Carers fulfil has been recognised through:

- The establishment of a Carers' Grant and a specific grant for services to support Carers in crisis situations.
- Flexible support through voucher and grant schemes.
- Extending direct payments to Carers.
- Measuring the performance of councils in how many Carers have an assessment and how many breaks are provided.
- Carers' Equal Opportunities Act 2004.



A key factor in the Government's focus on Carers is a requirement for local councils to work with Carers and their local Carers' organisations to develop a local Carers' strategy.

***Lambeth's Carers' Strategy aims to:***

- Articulate what Carers say they need to support them in their caring role.
- Outline how the Council and PCT will invest now and in the future in services to meet those needs.
- Set out how we will know if what we are doing is achieving the outcomes for Carers set out in the strategy.

**How does becoming a Carer affect people's lives?**

Some of the major effects on a person who undertakes a caring role may include:

- Carers are unpaid and the role has no recognised status.
- It is a 24 hour job, 365 days of the year with no time off.
- Fewer or no job and education opportunities.
- Financial hardship.
- Exclusion from social activities.
- Stress, both physically and mentally. This often leads to health problems such as backache, severe tiredness, isolation and depression and anxiety.



### 3. What Carers say they need

Carers have been involved in the development of this strategy. Several groups of Carers contributed through the Carers' Forum.

Statistical evidence was also used from national research undertaken by Carers UK and the Princess Royal Trust for Carers. The 2001 census also asked people about their caring roles.

We used all available information to look at what people need and to develop a menu of services to achieve the right outcomes for Carers to support them in their caring role.

Carers in Lambeth have consistently said that the most important thing they need is good quality and reliable support for the people that they care for, in sufficient quantity to enable them to have opportunities for themselves.

To be able to carry out their caring role, people have said that what is important to them is:

- Recognition and respect.
- Information and advice.
- Clear and accessible assessments of their needs.

- Support to help them maintain their own health.
- Breaks from caring.
- Support so that they can work, or continue with their education or training.
- Services that enable them to participate in their communities and facilitate social inclusion.
- Financial advice.
- Flexible housing solutions that also recognise the needs of the Carer.

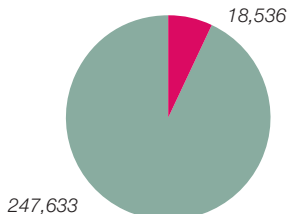
The following sections set out the facts and figures for each of these areas; the current position; and proposals on how to develop services to meet identified needs in the future.

#### What people in Lambeth told us in the 2001 census

In the 2001 census, 18,536 people said that they had a caring role. This represents 7% of people living in Lambeth. It is generally accepted that there is 20% under-reporting in the census, which indicates that there may actually be more than 21,000 Carers in Lambeth.

#### Provision of unpaid care by the people of Lambeth

- 7% provide care
- 93% provide no care

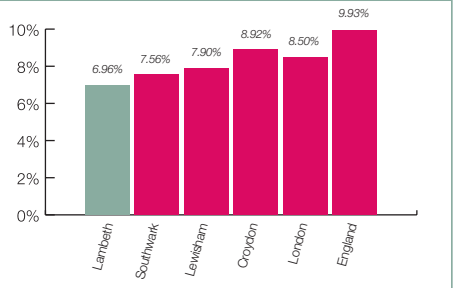




Compared to neighbouring London Boroughs, London and England as a whole, there are fewer people who identify themselves as

Carers, which may reflect the comparatively 'younger' population in Lambeth or alternatively fewer people identifying themselves as Carers.

### Comparison of provision of unpaid care

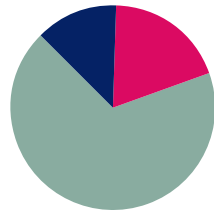


If the proportion of the population in Lambeth providing unpaid care matched the average across England, there would be almost 8,000 more Carers in Lambeth.

In the 2001 Census people were asked how many hours of care they provided in a week. Carers in Lambeth provided care in varying degrees.

### Hours of care provided each week by Carers

- 13% provide 20-49 hours care a week
- 19% provide 50+ hours care a week
- 68% provide 1-19 hours care a week



In 2001 almost 3,500 people said that they provided 50+ hours per week of care. Lambeth Carers operates a Carers' Register, enabling Carers to join the register and benefit from support and advice. In June 2007 there were 1,719 people on the register. The Council

provides Carers' assessments and services for Carers where they meet certain criteria (relating to the dependency of the person that they are caring for). In September 2007 there were 1,386 people recorded on Lambeth's social care system as Carers.



## Diversity of Carers in Lambeth

Several groups often face additional barriers to accessing information, support and services:

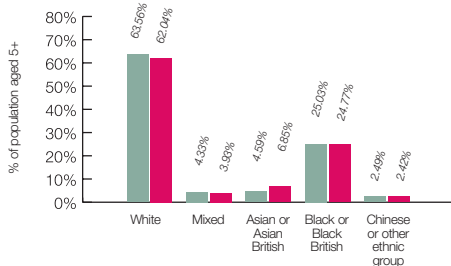
- Carers from Black and Minority Ethnic (BME) groups.
- Carers whose first language is not English.
- Carers of people within same sex relationships or civil partnerships. There has often been a perception that services could be hostile or unhelpful to lesbian or gay people/couples.

- Those people who have a caring role but may not define or recognise themselves as a Carer and, therefore, may be unaware of the support and services available.
- Carers with disabilities, including a learning disability.
- Carers who may have difficulties reading and writing.

The ethnicity of Carers in Lambeth reflects a national picture where Carers from an Asian background are more likely to become Carers than any other ethnic group.

### Comparison of ethnicity of Carers with Lambeth population as a whole

- All people aged 5+
- People who provide care



The age profile of Carers in Lambeth shows that:

- The majority of Carers (84.87%) are of working age.
- There were 483 Carers aged under 15 in Lambeth in 2001 of whom 37 were providing 50+ hours of care per week.
- There were 106 Carers aged over 85 of whom 44 were providing 50+ hours of care per week.

The population in Lambeth is young, diverse and there is a significant percentage of people who are transitory. However, the 85+ population is due to grow by 21% (600 people) by 2028 to 3,400 people<sup>3</sup>.

There are concentrations of Carers in different parts of the Borough. More Carers live in Norwood and Coldharbour than in other wards, although the highest density of Carers is in Streatham.

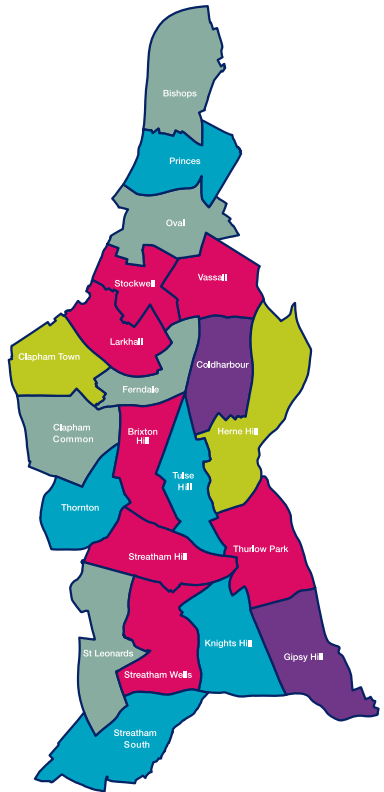
3. ONS 2004 based sub-national projections (revised 2007)



## Census 2001: Number of Carers by Ward

Carers providing 50+ hours unpaid care a week

- 112 - 123
- 124 - 150
- 151 - 171
- 172 - 198
- 199 - 233



These facts and figures set the context for the Lambeth Carers' Strategy for the next five

years. The following section sets out our values, aims and commitments - our Carers' Charter.



## 4. Carers' Charter

### Our Values

*We believe that Carers should be:*

- Treated as partners in care by all agencies.
- Given a choice in the amount of care they give and are not compelled to care, or to continue caring, if they no longer feel able or want to do so.
- Confident in the arrangements in place for when they are no longer able to provide care themselves.
- Encouraged to identify themselves at the earliest possible stage, and are empowered to ask for the services they require.
- Consulted and involved in planning and decision-making about their needs and determining the types of services available, and invited to evaluate services.
- Aware of eligibility criteria and have equal access to services regardless of age, gender, disability, class, race, culture or sexual orientation.

### Our Aims

*We want to:*

- Improve and sustain the **health, emotional and economic well being** of Carers.
- Help Carers **enjoy** and improve their quality of life and **achieve** better satisfaction through increased choice and control.
- Provide systems and services so that Carers can **stay safe** - maintaining their dignity and respect and increasing their freedom from discrimination or harassment.
- Enable Carers to **make a positive contribution** to their local communities and to be involved in decision making in the development of policies and services.

### Our Commitment

*We will:*

- Take positive steps to improve the recognition and status of Carers by changing and improving the ways that agencies work in planning and delivering services.
- Work in partnership with Carers and agencies to raise awareness of Carers' issues.
- Ensure that we recognise the major role played by Carers in supporting people in the community who are frail, ill or disabled and the need for Carers to be recognised and valued.



## 5. Recognition and Respect

*"Before respect exists one has to be recognised."*  
**A Lambeth Carer**

Carers say that they want people and organisations to recognise and respect:

- Carers in their own right.
- The particular needs of Young Carers.
- The particular needs of Parent Carers.

*To recognise that:*

- Carers have the choice as to whether or not they provide care.
- Carers have the right to educational and career opportunities, and should not have to sacrifice those opportunities.
- They need support to continue in their caring role.
- Their needs should be assessed and met in their own right.
- They have skills and expertise, which should be respected. That they know the cared for person very well, and that their skills and knowledge should be taken into account in any assessment and care planning of the cared-for person.
- They make a highly valuable and valued contribution to the community.

Of the 18,536 people who assessed themselves as Carers in the 2001 Census, almost 3,500 people said that they provided 50+ hours per week of care. In June 2007 there were 1,719 people on Lambeth Carers' register.

The Council provides Carers' Assessments and services for Carers where they meet certain criteria (relating to the dependency of the person that they are caring for). In September 2007 there were 1,386 people who had received a Carer's Assessment and a service.

*There appear to be:*

- A significant number of people who are coping on their own, with or without a network of their own support.

*and/or*

- A significant number of Carers who do not know about the support available, or do not consider that the support available meets their needs.

### **What are we doing now to recognise and respect Carers?**

Carers have ongoing representation and actively participate in the decisions and developments that may affect them. Carers in the borough are represented through various forums, partnership boards and other council and PCT meetings.

GP practices are encouraged to operate Carers' Registers. In 2006/07 78% of Lambeth practices maintained a Carers' Register



## What do we propose to do in the future?

By working with staff and partner organisations we will review our processes and systems to ensure that we recognise and respect:

1. Carers in their own right.
2. Their contribution and value to the local community through raising their profile by supporting annual national Carers' Week events and promoting the importance of Carers through the media and through Council and PCT publications such as Lambeth Life. We will launch the Lambeth Carers' Awards.
3. A Carer's need for advice, support and breaks, education, employment, leisure. This will be supported through the development of a Carers' Hub that will provide information, support, advocacy and access to a range of support services.
4. The impact on Carers in all relevant future developments, policy decisions, protocols, service developments, and in particular to reflect the needs of the diverse population in Lambeth through Equality Impact Assessments.
5. That Carers have the choice to care or not.
6. The particular needs of Young Carers and Parent Carers which involves working with schools to identify and support their particular needs. Specifically to develop a Young Carers' Strategy.
7. Carer involvement and participation by:
  - Supporting the Carers' Forum.

- Consulting the Carers' Forum concerning any policy and other developments affecting Carers.
- Actively promote Carers on the partnership boards for disabilities, older people, mental health, learning disabilities, and children and young people.

Specific proposals for investment by April 2012:	Each year
Carers' Week	£5,000
Carers' Forum	£20,000
Carers' Advocacy Service	£30,000
Carer involvement in quality audit of local services	£5,000

## How will we know if we have been successful?

Increased numbers of Carers being identified through:

- Lambeth Carers' Register - increase to 8,000 over the next five years; plus exploring links to Carers' Registers in GP practices.
- Improved satisfaction through Carers surveys regarding choice, flexibility and responsiveness, in particular reflecting age, gender and cultural issues.
- Number of positive articles in the media/other publications in a year.
- 60 Carers supported through the advocacy service.



## 6. Information and Advice

*"It would be nice to equip and train Carers and give them the tools and information to carry out their role to the best of their ability."*

**A Lambeth Carer**

Lambeth's Carers should have information that is relevant, up-to-date, accessible (eg available in various formats, languages, Braille) and delivered on time.

- Information should be provided before, during and after care is provided.
- The Council, NHS and voluntary organisations should signpost Carers' services as needed.
- Advice and support is provided in a range of venues and times to suit Carers' needs and lifestyles.

Carers' said that they wanted information and advice on a range of subjects, including medical and specialist advice and training to help them look after the cared for person.

Availability of information in different languages is also a priority.

### **What are we doing now to provide information and advice to Carers?**

- The Council and the PCT jointly commission Lambeth Carers, a voluntary organisation run by Carers for Carers, to provide advice and support to Carers. The service includes the maintenance of the Lambeth Carers' register, quarterly newsletters and general advice and information for Carers.

The level of investment in 2007/08 is £122,400. This contract is due to terminate at the end of June 2008. In June 2007 there were 1722 people on Lambeth Carers' mailing list and it responded to 121 telephone enquiries, 48 emails and three face-to-face enquiries during the month.

- The Alzheimer's Society also provides advice and support to people caring for people with Alzheimer's disease. The value of its contract in 2007/08 is £31,400.
- Lambeth Drugs Action Team provides £40,000 to fund a family engagement worker to support Carers of people with drug or alcohol problems.
- Mencap provides information and support to 325 Carers of people with a learning disability. The value of this contract is £30,000, funded through the Learning Disability Development Fund.
- A three-year contract at £168,500 per year was let to Making Space in August 2007 for services for Carers of people with mental health problems. Part of that contract is to provide Carers with specific information and advice on the medical condition of the person that they are caring for and how best to support the care in partnership with NHS professionals.



- The Council also commissions Disability Advice Service Lambeth (DASL) to provide advice and support to Carers who opt to take up direct payments to organise their own services. This element of the contract funded through the Carers' Grant is for £38,000 per year. In September 2007 there were 24 Carers receiving a direct payment, the majority of them being parent Carers. 150 Carers had been contacted through face-to-face contact work between October 2006 and September 2007.
- Workshops and advice are provided for Carers of children and young people with disabilities. £5,000 is invested in this service, benefiting 30 Carers.
- St. Christopher's Hospice provides an information and advice service to families and Carers covering all aspects of end of life care. This service is funded by the PCT.

### What do we propose to do in the future?

1. Review advice and information services directed to Carers across all services with the Carers' Forum, for example, locations and the level of service. Use to assist in specification and redesign of Carers' advice services that will be part of the Carers Hub to be completed by the end of May 2008.
2. Re-commission general Carers advice and information services as part of the Carers' Hub to be operational from January 2009.
3. When redesigning advice and support to link to existing specialist services (eg services commissioned from Alzheimer's Society and Mencap) and the development of older people's resource centres, the new Extra

Care Community Hubs, Healthy Living Centres and GP Practices.

4. Review literature provided to Carers, including format and availability.
5. Development of a Carers' information pack for staff from all organisations to give to Carers when they have been identified.
6. Update the directory of services for Carers.
7. Work with Health Professionals to ensure that Carers are recognised, equipped and supported in their caring role. Consider the development of an Expert Carer scheme.

Specific proposals for investment by April 2012:	Each year
Carers Hub	
- Carers' Register	£50,000
- General information and advice including Carers' directory of services	£70,000
- Specific telephone/online advice service	£30,000
Specialist information and advice	£220,000
Self-Directed Support/Direct Payments advice	£38,000
Development of Carers' information pack	£6,000
Training in specific conditions/development of Expert Carer Scheme	



### **How will we know if we have been successful?**

- Increased numbers on the Carers' Register to 8,000 in five years.
- Increased numbers of people receiving general information and advice to 300 per month.
- Increased numbers of Carers supported on Direct Payments to 38.
- Increased numbers of Carers reporting that they feel better equipped to continue caring where it is appropriate for them to do so.



## 7. Clear and accessible assessments of their needs

*"At first point of contact, such as GPs, wards and A&E, someone should approach Carers and offer an assessment, explaining to them the benefits. Also there should be a realistic offer of services to Carers, otherwise it will be a pointless exercise."*

**A Lambeth Carer**

### **Carers' Assessments should:**

- Be timely and regularly reviewed where ongoing care is being provided.
- Have assessment procedures which are well thought out, transparent and easily accessible and respect the rights and views of the Carer and the cared for person.
- Involve and listen to Carers themselves and address all needs including safeguarding, employment issues, housing and financial needs. Carers should be advised as to entitlements, eligibility criteria and complaints procedures.
- Positively promote individuals and support Carers in participating in self-directed support both in their own right and in their participation in the cared for person's Action Plan.
- Be given a copy of their assessment and care plan.

*"As a Carer, I get given a huge amount of information. But it's not information I need - it's help."*

### **What are we doing now to provide Assessments of Carers' needs?**

The number of Carers' Assessments in 2006/07 was 983. The target for 2007/08 is 1200. The

number receiving a service as a result of the assessment or review in 2006/07 was 719.

The information systems for capturing the number of Carers that receive an assessment, either through the council, through the NHS or other voluntary sector organisations are not robust.

Targets have been set within the mental health Carers' contract to increase the number of Carers Assessments from 200 to 400 over three years.

The Council is working with voluntary sector organisations (eg, the Alzheimer's Society) to develop a simple assessment form so that all assessments can be captured.

### **What do we propose to do in the future?**

1. Increase the number of Carers' Assessments by:
  - Training and supporting Health and Education professionals to recognise triggers to appropriately refer Carers for an assessment.
  - Training and supporting social care professionals in the council and the voluntary sector to undertake assessments and record that they have been completed.



- Develop and implement a self assessment system for Carers, linked to a resource allocation system as part of the roll out of self-directed support.
  - Develop and implement an assessment system for voluntary sector organisations to capture information on assessments that they undertake.
2. Increase the volume and range of services provided following a Carers' assessment. Other sections in this strategy set out how this is proposed through information and advice, breaks from caring, support in maintaining health, financial advice, support to remain or become economically active, to have a social life and access to suitable housing.
- Increase the number of Carers receiving a service as a result of assessment by 20% per year from the 2006/07 baseline of 719.
  - 100% of Carers assessed under the Fair Access to Care Services (FACS) criteria have a copy of their assessment - recorded on Framework, the Council's information system for social care.
  - 100% of Carers assessed under the Fair Access to Care Services (FACS) criteria have a copy of the cared for person's care plan, including respite - recorded on Framework.
  - 100% of Carers are aware of the complaints process.
  - 100% of Carers assessed are aware of services available including Direct Payments and grants for assessed need.
  - 100% of Carers are aware of the Fair Access to Care Services (FACS) criteria.

Specific proposals for investment by April 2012:	
Increase the number of Carers' assessments to 2,400 each year	£248,000
Training and support for health, education and social care	£30,000
Support for self assessment system for Carers	£30,000
Voluntary sector assessment and monitoring system	£ 5,000

### How will we know if we have been successful?

- 1,200 assessments completed in 2007/08, increasing by 20% per year over the next five years.



## 8. Support to help Carers maintain their own health

*"A Carer can only maintain their health when they have the time. TIME is a crucial element of being a Carer because your time is spent mostly in caring. Your health is eventually neglected. GPs are becoming aware what it is to be a Carer but I do not think hospitals have adjusted to Carers' needs but hospitals have a lot on the agenda."* **A Lambeth Carer**

### **Carers have told us that:**

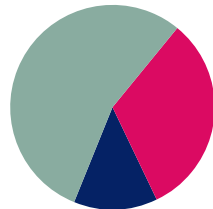
- Carers have their own physical and mental health needs.
- Caring can produce negative effects on a Carer's health and that these effects should be acknowledged. Also that services need to be developed to support Carers' health and well-being in their role as Carers.
- They need the Council and the Primary Care Trust to work closely to deliver 'joined up' and responsive support services to Carers in Lambeth.

- There is a requirement for health care staff to be aware of and trained in the needs of Carers.
- They need to know that care arrangements will be put in place if they are ill or so that they can attend their own doctor and hospital appointments
- They sometimes need someone to talk to for emotional and other problems without having to be put on a waiting list.

In the 2001 census 5% of Carers in Lambeth (957 Carers) assessed themselves as permanently sick or disabled. 40% of Carers report back pain, strain or injury.

### **Analysis of the health of Carers living in households**

- 54.79% are in good health
- 31.98% are in fairly good health
- 13.23% are not in good health

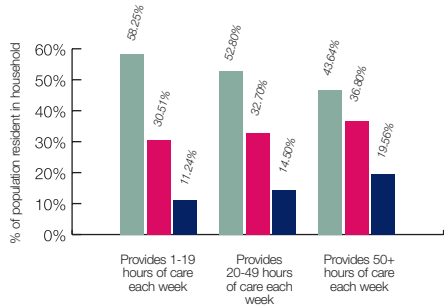




The more care that a person provides, the more likely it is to affect their own health.

### Comparison of health of Carers with increasing hours of care provided

- In good health
- In fairly good health
- Not in good health



How services are deployed to support Carers in maintaining their own health needs to reflect where Carers live.

### What are we doing now to support Carers to maintain their own health?

- Health assessment available through General Practitioners (GPs).
- Support to Carers through Carers' groups at GP practices.
- All health care practitioners include Carers as part of the care plan of individual patient.
- Appointment of Community Matrons to support people who care for someone with long-term conditions.
- Community staff will involve Carers to agree on the management of a patient's care.
- Health care professionals contribute to facilitating Carers' groups at health centres and GP practices.
- Training and advice to Carers on management of people with long term conditions, including lifting safely and on the management of medicines.
- End of Life care services provide psychological support to Carers pre and post bereavement, particularly:
  - St Christopher's Hospice, which worked with 77 bereaved families or Carers in 2006/07.
  - Waterloo Counselling Service.



## What do we propose to do in the future?

1. The PCT will:
  - work with Lambeth Carers and GPs/Primary Care to investigate how Carers are supported and sign posted to specialist Carers' services.
  - investigate offering regular health checks to Carers.
  - develop links to emotional support and breaks services.
2. Provide specific training for Carers in lifting safely.
3. Develop a Carers' Card Scheme. If a Carer becomes ill or has a serious accident when away from the person that they care for, they will be carrying a card saying they are a Carer and that the person they care for may be at risk. This will alert emergency services to contact the Council's Careline scheme, who will either respond or contact a key holder. Emergency respite services will be available for people in their own homes or in an extra care or residential setting if they are needed.

Specific proposals for investment by April 2012:	Each year
Carers' groups based in GP Practices	
GPs' practice-based registers (included in Quality Outcomes Framework - QOF)	£38,000
Emotional Support	£60,000
Advice on healthy lifestyles	£50,000
Manual handling training for Carers	£20,000
Emergency Respite service	£180,000

## How will we know if we have been successful?

- All Carers who themselves have a long term health condition have a specific care plan and have a Carers' Emergency Card.
- Reduction in hospital admissions for Carers and the people for whom they are caring.
- Increased number of Carers receiving regular healthy lifestyle advice to 6,000 a year within three years, recorded on GP practice registers.



## 9. Breaks from caring

*"I don't have any breaks. I've never been told about what's available, and I don't know how to access them. I'm a single parent and I do this all on my own."*

**A Lambeth Carer**

**Carers have told us that they need:**

- Access to planned, flexible and emergency breaks.
- Breaks with or without the person that they care for.
- Financial support for them to organise their own breaks.
- Confidence in the quality and reliability of respite care.
- A range of specialist breaks available for Parent Carers and siblings of Children with Disabilities.
- A range of specialist breaks for Young Carers.

### Case Study

Ms R began caring for her father when, aged 82, a series of strokes left him with severely restricted mobility. This was accompanied by a sudden onset of dementia. This left Ms R increasingly anxious about leaving him on his own. Ms R's mother had died 15 years previously.

Ms R initially continued with her job. She found however that working and caring became impossible to juggle, and that it did not give her the time she felt her father's care now required. She therefore gave up her job, indefinitely suspending a successful professional career.

Ms R subsequently began receiving respite breaks from Crossroads, a local respite provider, for a few hours per week. Her father then had several major illnesses in succession, ultimately being admitted to hospital before finally returning home needing 24 hour care. A revised care package was then provided by Social Services, involving increased respite.

Although Ms R's father continued to deteriorate, Ms R's commitment as her father's Carer, with the help of the Social Services' care package, has, to date, enabled him to remain at home.



## What are we doing now to support Carers through opportunities for breaks from caring?

In 2006/07 there were 6,012 breaks provided to 624 Carers through a flexible grants, the community-based sitting service, family based respite and residential respite. The target for 2007/08 is 7,000 respite breaks at a cost of £1.2 million of the Carers' Grant. In addition it is planned to spend £1.4 million from mainstream council budgets on Carers' breaks. The cost per break varies from £500 per week in residential care (higher for more complex needs) to £20 per hour for respite support provided at home.

The PCT also provided short-term assessment places that also provided specialist respite breaks for continuing care. The PCT also commissioned Lambeth Crossroads to provide respite to Carers of terminally ill people. During 2006/07 20 Carers were provided with support at a cost of £27,000. Together with the Council's Children and Young People's Services department, the PCT supported 10 families in 2007/08 at a cost of £60,000 and the PCT contributed £130,000 to breaks for Carers of people with a learning disability.

The Drug Action Team has funded £30,000 for services to support Carers of people with drug or alcohol misuse problems.

In the 2001 Census more than 3,400 people said that they were providing 50+ hours of care per week and a further 2,400 providing between 20 and 49 hours of care per week. Current information systems may be under-reporting the numbers of Carers receiving a break. However it would appear that there are a significant number of Carers in Lambeth who are not currently accessing the services.

## What do we propose to do in the future?

1. To continue to purchase a range of breaks for Carers including:
  - A community-based sitting service for 200 Carers for an average of 4 hours a week.
  - Residential respite breaks for a maximum of 6 weeks a year for 300 Carers.
  - Respite arrangements with another family for an average of 2 weeks per Carer. This would support 400 Carers.
  - Flexible grants of £200 a year for 900 Carers with the aim of increasing to 1,500 Carers when funding is available.
  - Targeted breaks for Carers of people with mental health needs.
  - Targeted breaks for Carers of people with learning disabilities.
  - Specialist breaks for Young Carers.
  - A range of specialist breaks and holidays for parents of children and young people with disabilities.
2. To also actively promote flexibility through the increased uptake of Carers using direct payments and give the direct payments support services a specific role to promote and support Carers in receiving direct payments.
3. To investigate developing new respite breaks facilities for Carers of older people with local day-care providers and extra care providers.



4. To continue to support Parent Carers of children with disabilities via a range of community and residential specialist breaks. In particular, to develop an inter-agency approach to community based support for parents of autistic children.
5. To develop assistive technology for Carers. That is, the use of technology applications in the home, such as alarms and sensors, enabling Carers more flexibility and mobility, whilst avoiding risk to the person that they care for.

### How will we know if we have been successful?

- Increase in numbers of Carers receiving breaks to 1,800 over five years
- Carers reporting that they receive breaks when and where they need them.
- Reduction in people entering residential or nursing home care due to Carer no longer able to cope.

Specific proposals for investment by April 2012:	Each year
Flexible grants and direct payments	£180,000
Assistive Technology	£20,000
Respite care at home (including End of Life)	£809,000
Family based respite	£400,000
Respite based in day care facilities	£681,000
Residential respite	£600,000

This represents a disinvestment of £445,000 from residential respite in order to pay for more flexible grants, assistive technology and respite care provided at home.



## 10. Support so that Carers can work, or continue with their education or training

*"Once the disabled person is in suitable, beneficial and reliable, stable support services, a Carer will have space to pick up their education, training, employment..."*

**A Lambeth Carer**

### *Carers have told us that:*

- They know they have the right to remain in employment if they wish, but they often feel that they have no option other than to give up work.
- They want the council, PCT and other Carer support services to provide active support and care for the person that they are caring for in order for this to be achieved.
- Parent Carers want schools to be more understanding.
- They need flexible working or training arrangements to fit around their caring responsibilities.
- Carers, especially Young Carers, want to be supported to remain in education whilst continuing in their caring role.

### Case Study

Mr Q is the sole Carer for his 91-year-old mother who has severe Alzheimer's disease. His mother has become chronically obsessive and suffers from delusional behaviour. She has been verbally abusive to a number of people who have called at the house and, on occasion, has physically attacked Mr Q. Although Mr Q's mother is physically mobile, she is self-neglecting and a potential danger to herself, both through her forgetfulness and her delusional ideas. She also objects on principle to any form of medication.

Mr Q has taken considerable time off from his job to care for his mother. He feels he is now getting to a point where he owes it to his employer to resign. His mother frequently telephones him at work and demands that he returns home to deal with a perceived crisis. Neighbours are less supportive than they used to be, several having experienced verbal abuse from Mr Q's mother. They have also been frequently disturbed by her knocking on their doors in the early hours of the morning.

Mr Q has been prescribed sleeping pills by his GP to help him sleep through the night.

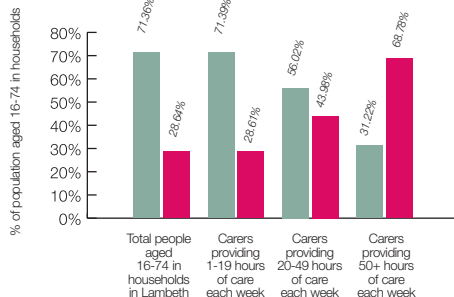


Over 53% (9132) of working age people who said that they were Carers in the 2001 census

worked full or part time. 782 combined work with 50+ hours of caring each week.

### Comparison of economic activity among Carers with that of working-age population in Lambeth

- Economically Active
- Economically Inactive

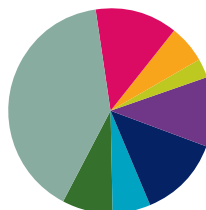


The more care that people provide, the less likely they are to be economically active. In a national survey<sup>4</sup>, 87% of working age Carers who care 20+ hours per week said that they

would like to return to work, but four out of five of them felt that it would be difficult or impossible for them to do so.

### Analysis of economic activity undertaken by Carers in Lambeth

- 40% Full time (employee or self-employed)
- 13% Part-time (employee or self-employed)
- 6% Unemployed
- 3% Full-time Student
- 11% Retired
- 13% Looking after home/family
- 6% Permanently sick/disabled
- 8% Other



There were 438 full time students who were Carers of whom 38 provided 50+ hours of caring each week.

4. It Could Be You: A Report on the Chances of Becoming a Carer (Mike George, Carers UK)



## Case Study

The Young Carer is a nine-year-girl who helps to care for her older brother who is terminally ill. Although mother is the primary Carer she suffers from depression and physical injuries resultant from lifting and manual handling.

The Young Carer is unable to participate in social activities and there is no one to take her to or from friends' houses, for days out or to the park, or shopping. Additionally she has been out of school since September 2006 as there is no-one to take or collect her and it is not safe for her to cross the major road between home and school.

Increasingly the Young Carer is demonstrating behavioural issues resultant from social isolation, lack of appropriate social skills, lack of motivation, low self esteem and self confidence.

## What are we doing now to support Carers to work or continue in education?

Provision of day care, community meals, a shopping service and personal care at home is provided to service users where they meet the Fair Access to Care Services (FACS) eligibility criteria, and forms part of their agreed Care Package. The provision of these services is planned with informal Carers to link in with work and/or educational commitments.

In Lambeth Adult Carers can access the Adult Guidance Service. This can assist them with information and advice on educational and training opportunities, including part-time courses at local colleges and training centres. It can also help them with constructing a CV, completing an application form or preparing for a job interview. The service is for those aged 20 and over.

Young Carers have access to homework/ afterschool clubs.

Assistive technology is increasingly being installed in people's homes in Lambeth to support Carers in managing risks while they are at work. Such risks include falls, leaving the gas on or water running, wandering out of the house, fire and intruders.

## What do we propose to do in the future?

1. Carers' Assessments address employment issues for Carers.
2. Where Carers access the Council or NHS services, changes in their economic status are recorded.
3. Enable Carers' breaks to be planned and/or flexible so Carers can continue in employment and education if they wish.



4. Develop a Young Carers Strategy to specifically enable Young Carers to continue in their education.
5. Adult Carers continue to access advice and support around what courses and training are available to support them back into employment via the Adult Guidance Service in Lambeth.
6. Links are built with the Department of Work and Pensions at a local level to support Carers to return to work.
7. Further develop Carers' support policies for Carers employed by the council and PCT to enable them to continue in employment.
8. Commission Carers' advice and support services outside working hours, such as at evenings and weekends
9. Provide Assistive Technology to manage risk that will support 40 installations for working Carers a year.

Specific proposals for investment by April 2012:	Each year
Assistive Technology	£20,000

### How will we know if we have been successful?

- Increased number of working age Carers able to remain economically active.
- Increased numbers of Carers supported back into employment or full time education.
- Increase in educational attainment of Young Carers.



## 11. Services that enable Carers to participate in their communities and facilitate a social life

*"To participate in community leisure or social activities, my financial status will hold me back. We need financial support or free access."*

**A Lambeth Carer**

### *Carers have told us that they need:*

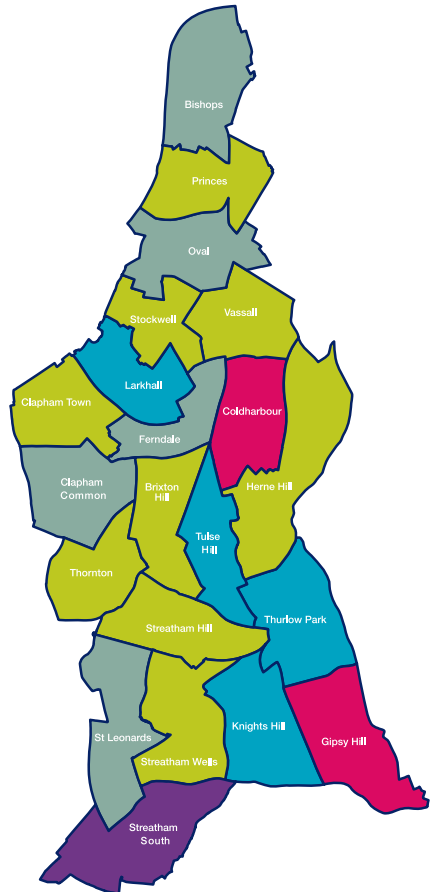
- Good information on the range of accessible transport options available to them.
- Transport for Carers and the person that they care for that is flexible and responsive to their needs.
- Access to leisure facilities.
- Appropriately adapted leisure facilities when supporting the cared for person.
- Support networks.



## Census 2001: Number of Carers by Ward

### All Carers

- 697 - 801
- 802 - 905
- 906 - 1010
- 1011 - 1114
- 1115 - 1218





## What are we doing now to enable Carers to participate in their communities?

- There are several transport schemes that are available to Carers in Lambeth when travelling with the person they are caring for:
  - The Taxi Card providing discounted taxi journeys.
  - The Freedom Pass for people meeting the criteria (eg aged 60+, with a physical disability).
  - Dial a Ride for discounted pre booked journeys on accessible transport.
  - Carers accompanying people who have a Disabled Person's Railcard are entitled to 33% discount on their travel.
  - The Blue Badge scheme enables Carers to park almost anywhere when the person that they are caring for is eligible for the blue badge.
- Holiday playschemes for Young Carers and siblings of young people with a disability.
- Leisure breaks through Lambeth Mencap.
- Lambeth Carers provide activities, events and support groups to address isolation among Carers.

## What do we propose to do in the future?

1. To continue to provide Taxi Cards, Blue Badges and links to Dial a Ride. The Council will also continue to provide transport to daycare centres, residential respite and other breaks.
2. Specific leisure breaks that provide facilities for the person being cared for while the Carer is able to participate in sport as part of the London 2012 drive to increase participation in sport.

3. Provide sitting services specifically for 26 Carers to participate in community activities for 4 hours a month.
4. Evaluate the outcomes for Carers of Age Concern Lambeth's befriending scheme.
5. Introduce discounts to leisure facilities for Carers when funding has been identified. £50,000 would provide 384 Carers with a £5 a week discount 26 times a year.
6. Commission the Carers Hub to facilitate support groups in local communities, initially targeting Streatham, Norwood and Coldharbour, home to the highest density of Carers.

Specific proposals for investment by April 2012:	Each year
Services to support Carers to participate in sport (2012 initiative)	£50,000
Sitting services for Carers to join in community activities	£25,000
Leisure breaks	£185,000
Carers' Befriending service	£23,000
Holiday play schemes	£60,000

## How will we know if we have been successful?

- Increased participation of Carers in sport.
- Increased participation of Carers in community activities.
- Reduced levels of depression in Carers.



## 12. Financial advice

*“A lot of people are unaware they are entitled to this or don’t know the system. People need advice and advocacy.”*

**A Lambeth Carer**

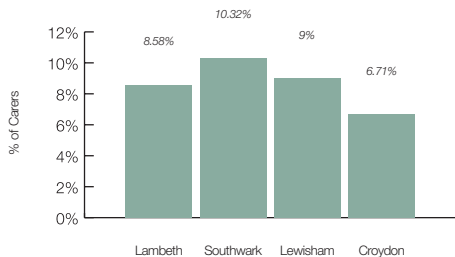
Carers have said that they need access to quality specialist advice and support to maximise benefits for the cared-for person and themselves, in their role as Carer.

There are a range of benefits that are available to people with disabilities and their Carers. These include Disability Living Allowance, Attendance Allowance and Carers’ Allowance. The former allowances are not means tested or

taxable. Of the Carers identified in the 2001 Census a maximum of 3,417 appear to be eligible for the Carers’ Allowance and the payments to 1,590 made in February 2007 represent 46.5% of these.

In comparison to neighbouring London Boroughs, fewer Carers in Lambeth are claiming Carers’ Allowance than in Southwark or Lewisham.

**Assessment of percentage of Carers in receipt of Carers’ Allowance in Lambeth and neighbouring boroughs in February 2007**





## What are we doing now to provide financial advice to Carers?

Lambeth Carers provides financial advice to Carers as part of its general advice services. More than £1 million additional benefit income was secured for Carers in 2006/07 and this is expected to increase to around £1.2 million in 2007/08. In July 2007 Lambeth Carers supported 19 Carers with new benefits claims and 55 renewals or appeals.

The Council also invests in advice services within local communities throughout the Borough that includes specific financial advice.

The Council, PCT and Supporting People<sup>5</sup> proposes to invest £370,000 each year for the next two years in the 'Every Pound Counts' campaign - an advice service to help people in specific groups (including Carers) ensure they receive all the benefits they are entitled to. This initiative's overall objective is to maximise income from welfare benefits for 3,600 people between April 2007 and March 2010.

## What do we propose to do in the future?

1. To have a range of services to help Carers maximise their benefits, across a number of voluntary sector organisations.
2. To include the provision of financial advice in the specification for the Carers' Hub.
3. To deliver the three-year 'Every Pound Counts' benefits take up service to maximise income for older people, people with disabilities and long-term ill health, and Carers.

Specific proposals for investment by April 2012:	Each year
Every Pound Counts	£100,000

## How will we know if we have been successful?

- Increased take up of the Carers' Allowance
- Increased take up of benefits generally

5. A Government-funded partnership between the Council, PCT and Probation to provide housing support to vulnerable people.



## 13. Flexible housing solutions that also recognise the needs of the Carer

*"From experience the council is slow to respond to Carers and the people they care for. Sometimes the correct information is not registered and they fail to understand the needs of Carer and the person who is being cared for."*

**A Lambeth Carer**

Carers have told us that they need housing allocation, home improvements and housing

policy to recognise and respect the role and needs of the Carer.

### Case Study

A mental health service user who lives with his Carer is assessed by their Care Co-ordinator. The Care Coordinator identifies housing as a critical need to ensure the effective delivery of treatment and care for both the user and Carer. As part of the Care Programme Approach (CPA) the Care Coordinator convenes a meeting with the housing department to address this need.

A major obstacle arises when it is discovered that Housing is able to re-house the user, but is unable to do anything for the Carer. The Carer is an integral part of ensuring the effective care and support of the user. Without their support the user would most likely relapse and be readmitted into inpatient services. The crucial role of the Carer is not recognised by the housing department and as a result their housing situation is not meaningfully addressed; to the long-term detriment of both the user and Carer.



The supply of suitable accommodation, set against the demand for housing, is a London-wide issue. Lambeth is a very densely populated area, leading to a significant local housing shortage, particularly ground floor accommodation with gardens for families with disabled children with behavioural problems (eg autism). Additionally, adapted flats, for such needs as those in wheelchairs, are not currently 'ring-fenced'. Therefore these flats can currently be allocated to anybody, even if they do not have a disability. There is also a specific shortage of two-bed properties, which are often what is needed when the Carer is the spouse or relative living with the person with a disability.

### What are we doing now to provide flexible housing solutions for Carers?

The Council's allocation policy (introduced in 2004), is focused towards the cared for person, allocating points based on their disability.

When the medical advisor is making an assessment, Carers are taken into consideration. Before the medical advisor can make a decision about awarding an applicant an extra bedroom for a Carer, they are required to look at:

- The needs assessment and existing care package received from adult social care services.
- The Occupational Therapist's home visit report.
- Reports received from specialists.
- The medical referral form.
- The home visit carried out by the housing medical officer.

The Council is also moving to choice based lettings, which is based on a points allocation system. A person seeking a council property, or to move from one council property to another, is allocated points based on their need. The council will issue a weekly newsletter, showing available council houses and flats. People seeking to move will be able to regularly see what properties are available. If they see a property they like, they can put in an offer. This is similar to the open property market. The newsletter will be available online and at places such as libraries and council offices.

### What do we propose to do in the future?

1. To advise Carers and Carers' organisations about details of the allocations policy, medical assessment and criteria, and choice based lettings.
2. To develop a system to identify adapted properties in all tenures in the borough.
3. To develop a housing register that specifies Carers' needs.
4. Invest in adaptations to people's homes so that Carers can continue to provide care in their own homes.
5. Develop transitional care facilities so that Carers can live with the person that they care for while their home is being adapted. Four Extra Care flats could be made available for this which would cost £41,600 a year when funding can be identified.
6. Work with older Carers to develop long term plans that include housing options.



Specific proposals for investment by April 2012:	One off	Each year
Accessible database of adapted properties across all tenures	£20,000	
Adaptations to people's homes	Additional funding to be identified nationally	
Transitional care facilities enabling earlier hospital discharge		£41,600
Two bedroom accommodation in extra care housing	Included in planning requirements	
Long term planning with Older Carers		£46,000

### How will we know if we have been successful?

- Reduced delayed hospital discharges due to housing needs.
- Reduced admission to residential and nursing home care.
- Increase in people being cared for at home.



## 14. Summary Action Plan

The following table summarises the proposed actions and indicates how each of the actions contributes to achieving the outcomes set out in the Carers' Charter (Section 5). Once the actions have been finalised as a result of consultation, they will form the basis for a fully costed Commissioning Strategy.

	Timescale (commencing, building up over 5 years)	Be Healthy	Stay Safe		Enjoy and Achieve		Economic Well Being	Make a positive contribution
			Maintaining Personal Dignity and Respect	Freedom from Discrimination or Harassment	Improved quality of life	Increased choice and control		
<b>Carers' Charter</b>	June 2008		✓	✓				
<b>Carers Hub</b>	Early 2009 for virtual hub, 2010 for hub based at Woodlawn, Streatham	✓						
<ul style="list-style-type: none"> <li>• Carers' Register linking with GP Practice registers</li> <li>• Information and advice</li> <li>• Supporting self assessments</li> <li>• Financial advice</li> <li>• Support networks</li> <li>• Advocacy</li> <li>• Brokerage to support self-directed support</li> </ul>		✓	✓	✓	✓	✓	✓	✓
<b>Recognition and Respect</b>								
<ul style="list-style-type: none"> <li>• Carers' Forum</li> <li>• Carers' Week</li> </ul>	Early 2009 June 2008		✓ ✓		✓	✓		✓ ✓
<b>Carers' Assessments</b>								
<ul style="list-style-type: none"> <li>• Self-Directed Support</li> <li>• Training and support for formal care professionals</li> <li>• Voluntary sector assessment and monitoring system</li> </ul>	2009/10 Ongoing Winter 2008	✓	✓	✓	✓	✓		✓

	Timescale (commencing, building up over 5 years)	Be Healthy	Stay Safe		Enjoy and Achieve		Economic Well Being	Make a positive contribution	
			Maintaining Personal Dignity and Respect	Freedom from Discrimination or Harassment	Improved quality of life	Increased choice and control			
<b>Maintaining Health</b> <ul style="list-style-type: none"> <li>Information on healthy lifestyles</li> <li>Regular health checks</li> <li>Practice based support groups</li> <li>Manual handling training</li> <li>Access to emotional support</li> </ul>	Early 2009 2009/10 Ongoing Ongoing 2009/10	✓ ✓ ✓ ✓ ✓			✓ ✓ ✓ ✓	✓	✓	✓	
<b>Breaks from caring</b> <ul style="list-style-type: none"> <li>A community based sitting service</li> <li>Residential respite breaks</li> <li>Specialist respite for people with disabilities under the age of 65</li> <li>Direct payments for Carers</li> <li>Targeted breaks for Carers of people with learning disabilities</li> <li>Specialist breaks for Young Carers</li> <li>A range of specialist breaks and holidays for parents of children and young people with disabilities</li> <li>Assistive Technology</li> </ul>	Winter 2008 increasing from 2009 Reduce from 2008 Ongoing  New services tendered Summer 2008 Young Carers strategy 2009 Ongoing  April 2009	✓ ✓ ✓  ✓  ✓			✓ ✓ ✓  ✓ ✓ ✓  ✓	✓ ✓ ✓  ✓ ✓ ✓  ✓	✓ ✓ ✓  ✓ ✓ ✓  ✓	✓ ✓ ✓  ✓ ✓ ✓  ✓	✓ ✓ ✓  ✓ ✓ ✓  ✓

	Timescale (commencing, building up over 5 years)	Be Healthy	Stay Safe		Enjoy and Achieve		Economic Well Being	Make a positive contribution
			Maintaining Personal Dignity and Respect	Freedom from Discrimination or Harassment	Improved quality of life	Increased choice and control		
<b>Work and Education</b> <ul style="list-style-type: none"> <li>Record changes in economic status</li> <li>Link support to work/education commitments</li> <li>Access to courses and training through Adult Guidance service</li> <li>Carers in the workplace policies</li> </ul>	2009						✓	
	2009			✓			✓	
	2009			✓			✓	
	Ongoing			✓			✓	
<b>Involvement</b> <ul style="list-style-type: none"> <li>Accessible and affordable transport</li> <li>Support facilities to enable participation in sport and leisure</li> <li>Holiday playschemes</li> </ul>	Ongoing						✓	
	2010	✓		✓			✓	
	Ongoing			✓			✓	
<b>Financial security</b> <ul style="list-style-type: none"> <li>Maximisation of welfare benefits through Every Pound Counts campaign</li> <li>Advice surgeries</li> </ul>	Spring 2008						✓	
	Early 2009						✓	

	Timescale (commencing, building up over 5 years)	Be Healthy	Stay Safe		Enjoy and Achieve		Economic Well Being	Make a positive contribution
			Maintaining Personal Dignity and Respect	Freedom from Discrimination or Harassment	Improved quality of life	Increased choice and control		
<b>Flexible housing</b> <ul style="list-style-type: none"> <li>Advise Carers and Carers' organisations about details of the allocations policy, medical assessment and criteria, and Choice Based Lettings</li> <li>Develop a system to identify adapted properties in all tenures in the borough</li> <li>Invest in adaptations to people's homes so that Carers can continue to provide care in their own homes</li> <li>Develop transitional care facilities so that Carers can live with the person that they care for while their home is being adapted</li> <li>Assess the need for two bedroom accommodation to be provided in Extra Care housing and sheltered housing.</li> </ul>	Ongoing	✓			✓			
	2009				✓			
	Ongoing			✓				
	2010			✓				
	Autumn 2008			✓				



## 15. Investment Plan

This investment plan is based on what Carers have told us is needed in Lambeth. However resources are limited and we will not be able to afford everything. We have taken advice from Carers to make sure that we are getting the best possible outcomes from the money that is available.

Identifying current levels of investment in services to support Carers has presented challenges. It has not been possible, for example, to identify specialist advice and training currently provided by all health professionals. However we have been able to identify £4.1m invested in specific services for Carers from all agencies in 2007/08.

This is from the following sources:

	£'000s
Carers' Grant	1,632
Carers' Emergency Grant	221
Learning Disabilities Development Fund	30
Adults' and Community Services	1,518
Children and Young People	226
Primary Care Trust	405
Drugs Action Team	70
<b>Total</b>	<b>4,102</b>



The investment by the council across service user groups is set out in Annex 2, and a summary of investment proposals is set out in Annex 3.

We have been able to identify additional funding of £226,000 to fund new priorities, mainly through the PCT's five year commissioning strategy. We have also identified scope for some disinvestment from respite breaks in residential care homes amounting to £545,000 that we have used to increase the number of Carers assessments and also the volume and range of services available for Carers.

We have also invested in services to promote recognition and respect for Carers and will involve Carers in commissioning a Carers' Hub and emergency respite service in 2008/09 that will bring together a range of support for Carers through one point of access.

We believe an additional investment of £50,000 by the council in leisure will be secured through 2012 developments.

	Additional Investment 2012/13	Total Investment 2012/13
Recognition and respect	£60,000	£60,000
Information and advice	£20,000	£408,000
Assessments	£189,000	£313,000
Maintaining health	£68,000	£348,000
Breaks from caring	£-232,000	£2,690,000
Support to work or continue education	£20,000	£20,000
Community involvement	£55,000	£343,000
Financial advice		£100,000
Housing	£46,000	£46,000
<b>Total</b>	<b>£226,000</b>	<b>£4,328,000</b>

The current national policy framework for Health and Social Services is outlined below. It provides the background to the specific guidance relating to Carers.

- Community Care White Paper: Caring for People 1989 (Department of Health)
- The Government's response to the Education and Skills Select Committee's ninth report of session 2004-05: Every Child Matters
- Modernising Social Services 1999 (Department of Health)
- NHS Plan 2000 (Department of Health)
- National Service Framework - Mental Health 1999 (Department of Health)
- National Service Framework - Older People 2000 (Department of Health)
- Framework for the Assessment of Children in Need and their Families 2001 (Department of Health, Department for Education and Employment, Home Office)
- Valuing People: A New Strategy for Learning Disability for the 21st Century 2001 (Department of Health)
- National Care Standards Commission April 2002 (Care Standards Act 2000 - Department of Health)
- Fair Access to Care Services 2002 (Department of Health)
- Our health, our care, our say: a new direction for community services
- The New Deal for Carers
- A New Outcomes Framework for Performance Assessment of Adult Social Care: Council for Social Care Inspection
- Supporting and Involving Carers September 2006 (National Treatment Agency)

### National Legislative Context

- The Carers (Equal Opportunities) Act 2004
- Disabled Persons Act 1986
- The Children Act 1989
- Carers (Recognition & Services) Act 1995
- Carers and Disabled Children Act 2000
- The Amendments to the Mental Health Act 1983
- The Human Rights Act 1998
- The Disability Discrimination Act 1995
- The Disabled Person (Services and Representation) Act 1986
- The Health and Social Security Amendment Act 1983

## Annex 2: Current London Borough of Lambeth Investment

Activity	Carers grant 07/08 £	Carers mainstream 07/08 £	Carers total 07/08 £	Carers total 08/09 £
Age Concern - Forget Me Not	25,850	0	25,850	23,294
Lambeth Chinese	15,368	0	15,368	13,848
Fix Yourself a Break (in house)	30,000	0	30,000	30,000
Lambeth Chinese counselling	1,278	0	1,278	0
Jamyang	3,518	0	3,518	0
Waterloo Action Centre Carers	3,885	0	3,885	0
Respite at home service	452,176	0	452,176	388,176
Residential Respite - spot	155,088	0	155,088	155,088
Residential Respite - spot	45,316	0	45,316	45,316
Age Concern - Befriending	0	35,000	35,000	35,000
Residential Respite - block (Exelcare)	0	320,000	320,000	320,000
Alzheimer's Society	0	31,365	31,365	31,365
Lambeth Carers	0	61,200	61,200	61,200
<b>Total Older People</b>	<b>732,478</b>	<b>447,565</b>	<b>1,180,043</b>	<b>1,103,287</b>
Revitalise - contribution to cost	9,451	6,249	15,700	15,700
Saturday Service	19,509	17,011	36,520	36,520
DASL - Direct Payments Advisor	38,023	0	38,023	38,023
Residential Care - Respite	90,853	34,147	125,000	125,000
Day care - Lambeth Resource Centre	0	220,350	220,350	220,350
Day care - Stockwell Day Centre	0	198,740	198,740	198,740
Day care - Central Hill Day Centre	0	211,750	211,750	211,750
<b>Total Physical Disabilities</b>	<b>157,836</b>	<b>688,247</b>	<b>846,083</b>	<b>846,083</b>

## Annex 2 (cont): Current London Borough of Lambeth Investment

Activity	Carers grant 07/08 £	Carers mainstream 07/08 £	Carers total 07/08 £	Carers total 08/09 £
Windmill Gateway - Leisure activities	9,342	0	9,342	9,342
Lambeth Mencap - Breakaway project	171,459	0	171,459	154,314
Lambeth Mencap - Adult placement	38,916	0	38,916	38,916
Respite Provision (28% PCT funded)	13,261	465,948	479,209	479,209
<b>Total Learning Disabilities</b>	<b>232,978</b>	<b>465,948</b>	<b>698,926</b>	<b>681,781</b>
<b> </b>				
CESP (Rethink)	13,668	0	13,668	13,668
LEO Carers Group (SLaM)	5,125	0	5,125	0
Forensic Carers Group (SLaM)	5,125	0	5,125	0
Staffing	24,958	0	24,958	0
Making Space	133,287	0	133,287	168,495
<b>Total Adult Mental Health</b>	<b>182,163</b>	<b>0</b>	<b>182,163</b>	<b>182,163</b>
<b> </b>				
Family Link	110,545	0	110,545	110,545
Contact A family	80,000	0	80,000	80,000
Employment of staff	30,000	0	30,000	30,000
Charlie Chaplin	60,000	0	60,000	60,000
Young Carers (crossroad)	45,819	0	45,819	45,819
Young Carers (crossroad)	0	26,822	26,822	26,822
Crossroad - Dom Care	0	59,183	59,183	59,183
Family Link	0	140,347	140,347	140,347
<b>Total Children and Young People</b>	<b>326,364</b>	<b>226,352</b>	<b>552,716</b>	<b>552,716</b>
<b> </b>				
Carers Emergency Respite Grant	221,000		221,000	221,000
<b> </b>				
<b>Total Available</b>	<b>1,852,819</b>	<b>1,828,112</b>	<b>3,680,932</b>	<b>3,587,030</b>

## Annex 3: Summary of Investment proposals planned for 2012

	2007/08	Proposed 2012/13	Variance	Hub
	£'000	£'000	£'000	£'000
<b>Recognition and Respect</b>				
Carers' Week	0	5	5	0
Carers' Forum	0	20	20	20
Carer involvement in quality audit of local services	0	5	5	0
Carers' Advocacy Service	0	30	30	30
<b>Sub Total</b>	<b>0</b>	<b>60</b>	<b>60</b>	<b>50</b>
<b>Information and Advice</b>				
Carers' Register	50	50	0	50
General information and advice	70	70	0	70
Specialist information and advice	208	220	12	0
Specific telephone/online advice service	22	30	8	30
Self-Directed Support/Direct Payments advice	38	38	0	38
<b>Sub Total</b>	<b>388</b>	<b>408</b>	<b>20</b>	<b>188</b>
<b>Assessments</b>				
Training and support for health and social care professionals	0	30	30	0
Additional Assessments	124	248	124	0
Self Assessment system for Carers	0	30	30	0
Voluntary Sector assessment and monitoring system	0	5	5	0
<b>Sub Total</b>	<b>124</b>	<b>313</b>	<b>189</b>	<b>0</b>
<b>Maintaining Health</b>				
Carers groups based in GP Practices	0	0	0	0
GP Practice based registers	38	38	0	0
Emotional Support	21	60	39	60

## Annex 3 (cont): Summary of Investment proposals planned for 2012

	2007/08	Proposed 2012/13	Variance	Hub
	£'000	£'000	£'000	£'000
<b>Maintaining Health (cont)</b>				
Health advice for Carers	0	50	50	50
Manual handling training for Carers	0	20	20	20
Emergency respite scheme	221	180	-41	0
<b>Sub Total</b>	<b>280</b>	<b>348</b>	<b>68</b>	<b>130</b>
<b>Breaks from Caring</b>				
Flexible grants and direct payments	80	180	100	0
Assistive Technology	0	20	20	0
Community sitting services	586	809	223	0
Family based respite	430	400	-30	0
Respite based in day care facilities	681	681	0	0
Residential respite	1,145	600	-545	0
<b>Sub Total</b>	<b>2,922</b>	<b>2,690</b>	<b>-232</b>	<b>0</b>
<b>Support to work or continue education</b>				
Assistive Technology	0	20	20	0
<b>Sub Total</b>	<b>0</b>	<b>20</b>	<b>20</b>	<b>0</b>
<b>Participation in social and community activities</b>				
Services to support Carers to participate in sport	0	50	50	0
Sitting services for Carers to join in community activities	20	25	5	0
Befriending	23	23	0	0
Holiday Play Schemes	60	60	0	0
Leisure Breaks	185	185	0	0
<b>Sub Total</b>	<b>288</b>	<b>343</b>	<b>55</b>	<b>0</b>

## Annex 3 (cont): Summary of Investment proposals planned for 2012

	2007/08 £'000	Proposed 2012/13 £'000	Variance £'000	Hub £'000
<b>Financial Advice</b>				
Every Pound Counts	100	100	0	100
<b>Sub Total</b>	<b>100</b>	<b>100</b>	<b>0</b>	<b>100</b>
<b>Housing</b>				
Long term housing planning - older Carers	0	46	46	0
<b>Sub Total</b>	<b>0</b>	<b>46</b>	<b>46</b>	<b>0</b>
<b>Grand Total</b>	<b>4,102</b>	<b>4,328</b>	<b>226</b>	<b>468</b>
<b>Sources of Finance</b>				
Carers' Grant	1,632	1,632	0	0
Carers' Emergency Grant	221	200	-21	0
Learning Disabilities Development Fund	30	81	51	0
Adults' and Community Services	1,518	1,520	2	257
Children and Young People	226	226	0	0
DAAT	70	70	0	0
PCT	405	550	145	211
Housing	0	0	0	0
Leisure (2012 bid)	0	50	50	0
Transport	0	0	0	0
<b>Sources of Finance</b>	<b>4,102</b>	<b>4,328</b>	<b>226</b>	<b>468</b>
<i>Surplus/Deficit(-)</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>

## Annex 3 (cont): Summary of Investment proposals planned for 2012

	2007/08	Proposed 2012/13	Variance	Hub
	£'000	£'000	£'000	£'000
<b>Value for Money investments where funding stream not identified</b>				
Flexible grants for 600 Carers to organise breaks	0	120	0	0
Specific support for parent Carers in schools	0	0	0	0
Leisure Discount Cards	0	50	0	0
Taxi Cards for hospital/medical appointments	0	0	0	0
Accessible database of adapted properties	0	20	0	0
Transitional Care facilities enabling earlier hospital discharge	0	42	0	0
<b>Total</b>	<b>0</b>	<b>232</b>	<b>0</b>	<b>0</b>



Your Care. Your Way.

For further copies of the Strategy or copies of the summary document, please contact:

Customer and Community Relations  
Adults' and Community Services  
London Borough of Lambeth  
10 Wandsworth Road  
London SW8 2LL  
Tel: 020 7926 5555

[www.lambeth.gov.uk/carers](http://www.lambeth.gov.uk/carers)

If you would like this information in large print, braille, audio tape, in pictures and symbols, or in a community language please call **020 7926 5555**.

**Spanish**

Si desea esta información en otro idioma, rogamos nos llame al 020 7926 5555

**Portuguese**

Se desejar esta informação noutro idioma é favor telefonar para 020 7926 5555

**French**

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 5555

**Somali**

Haddii aad ku jecdaan laheyd macluumaadkaan luqad kale, fadlan wac nambarkaan 020 7926 5555.

**Hindi**

यदि आप यह सूचना किसी और भाषा में चाहते हैं, तो कृपया 020 7926 5555 पर फोन करें।

**Urdu**

زبان میں چاہئے تو برائے مہربانی 020 7926 5555 کال کریں۔ اگر آپ کو یہ معلومات کسی دیگر

**Twi**

Se wope saa nkaeboy yi wo kasa toforo mu a fre 020 7926 5555

**Yoruba**

Ti e ba fe imoràn yi, ní èdè Omíràn, eḡ, e kàn wà l'ágogo 020 7926 5555

**Gurjarati**

એ તમને આ માહિતી અન્ય ભાષામાં જોઈતી હોય તો, કૃપા કરીને કોલ કરો 020 7926 5555.

**Arabic**

بلغة اخرى، الرجاء الاتصال بالرقم: 020 7926 5555.  
إذا رغبت في الحصول على هذه المعلومات

**Bengali**

যদি আপনি অন্য ভাষায় জানতে চান তবে এই বাংলা ভাষা, তাদের অনুগ্রহ করে 020 7926 5555 নম্বরে যোগাযোগ করুন।