

Comments on Adult Social Care performance in supporting carers to
ASC Select Committee 24th October 2013

We thank the Committee for allowing us to submit this written comment due to our unavailability to attend.

We are pleased to see that all locality teams are continuing to improve on the numbers of adult carers open cases. We know that the area numbers hide some disparity in performance between teams but understand these are being addressed by area managers and the Carers and Practice Performance Manager, Mikki Toogood. The impact of the AP2 Carer roles is continuing to be very positive with some excellent feedback from both our teams at Action for Carers and our local partner carers support organisations that their expertise and willingness to problem solve jointly with ourselves is improving both process and outcomes for carers. We hope that the remaining vacancies for these posts can be filled soon.

Mikki's team have also undertaken some excellent co-design work with our Young Carers forum on reviewing the young carers' assessment process and documentation, which has been a model of good practice. The number of young carers identified by teams continues to rise although the absolute number is still very small in relation to the likely number of young carers in families known to teams. The recent publication by Think Local, Act Personal of "*Making it Real for Young Carers*" to which our young carers in Surrey made a major contribution, emphasises the importance of whole family working and the need to involve young carers in decisions about care and support in their family. We will be expecting to see evidence of this good practice being adopted by all teams here.

It is still disappointing that there is not more comparable data from Surrey & Borders Partnership Trust on the numbers of carers assessments undertaken and outcomes for carers, so we can better understand their performance. We do however welcome the current review of the Carers Liaison workers to consider an expansion of the scope of their role to ensure carers don't slip through the net between primary and secondary services when they need social care support, which is in response to carers expressed concerns.



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Going forward, the Care Bill's expanded duties in relation to support for carers is encouraging, and carers will expect to see some early evidence of the council's commitment to developing further services and support to meet this duty. Plans are already underway jointly with the Carers Commissioning Manager John Bangs to hold a co-design event in early 2014 to gather carers' views to inform and help shape this future support for carers. Carers will be hoping that the Council will continue to prioritise this as there is now established evidence that as well as improving carers lives and those they care for, that sufficient support to carers through early interventions and a range of specific services is cost effective by reducing carer breakdown and subsequent calls on statutory services.

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