

## Health and Wellbeing Board Paper

### 1. Reference Information

Paper tracking information	
<b>Title:</b>	Surrey Carers Strategy 2021-24
<b>Related Health and Wellbeing Priority:</b>	<ul style="list-style-type: none"> <li>• Helping people in Surrey to lead healthy lives</li> <li>• Supporting the mental health and emotional wellbeing of people in Surrey</li> <li>• Supporting people in Surrey to fulfil their potential</li> </ul>
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<b>Sponsor:</b>	<ul style="list-style-type: none"> <li>• Cabinet Member for Adults (Board Member)</li> <li>• Deputy Cabinet Member – Health (previous post)</li> </ul>
<b>Paper date:</b>	2 June 2021
<b>Related papers</b>	<ul style="list-style-type: none"> <li>• Annex 1 - Surrey Carers Strategy 2021-2024 Final draft (v6.3): April 2021</li> </ul> A Quality and Equality Impact Assessment has been completed and is available on request

### 2. Executive summary

The Surrey Carers Strategy describes what partners and services across Surrey will do, working together, over the next three years (2021-24) to improve the experience and lives of adult unpaid carers in Surrey. The strategy is underpinned by a new vision for carers in Surrey, and a set of values and priorities that are based on what carers have told us matters most to them.

The Surrey Carers Strategy 2021-24 aligns to the priorities and areas of focus identified in the Surrey Health and Wellbeing Strategy, including: identification, prevention and early intervention; improving support for carers (including physical, mental and emotional wellbeing); enabling carers and the person/s they care for to live as independently as possible; supporting carers to lead balanced and fulfilling lives; helping carers be socially connected and not feel isolated; and empowering carers to live well.

The Surrey Health and Wellbeing Board is asked to approve the Surrey Carers Strategy 2021-24, and support the delivery of the vision, values and priorities across Surrey.

## 3. Recommendations

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It is recommended that the Surrey Carers Strategy 2021-24 be ratified and adopted as a system-wide strategy for Surrey.

That the relevant Proper Officer(s) in consultation with the Chairman:

1. Approves the Surrey Carers Strategy 2021-24
2. Supports and promotes the implementation of the Surrey Carers Strategy 2021-24 as the Surrey-wide strategy to inform the ongoing development, delivery and improvement of services for carers in Surrey
3. Adopts the values identified in the Surrey Carers Strategy 2021-24, which were developed in partnership with carers and partners across Surrey
4. Agrees the strategic priorities 2021-24, which were developed based on what carers have said matters most and would make the biggest difference to them, and the specific commitments made in order to deliver against these priorities
5. Supports the proposal for delivering the Surrey Carers Strategy 2021-24, which will see the development of a system-wide and local action plans, and the monitoring of the strategy through the Carers Strategic Partnership Board and the Joint Carers Strategic Commissioning Group
6. Notes and agrees the proposal for the development of a Young Carers Strategy, which will dovetail with the Surrey Carers Strategy to create a truly all-ages approach.

## 4. Reason for Recommendations

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The recommendations listed are critical in establishing a Surrey-wide approach to carers, and will enable achievement of the ambition that carers are seen as a priority and responsibility across Surrey – ‘carers are everybody’s business’. The Surrey Carers Strategy creates the necessary framework to inform delivery of key requirements, actions and improvements for carers, including those outlined in the Surrey Health and Wellbeing Strategy, at national level and, importantly, by carers themselves.

In order to ensure that we have high quality, consistent and accessible services and support available for Surrey’s unpaid carers, it is essential that we have a clear and cohesive vision, universal values, and priorities that put carers at the centre. The Surrey Carers Strategy 2021-24 draws together each of these key things, creating an approach – and set of commitments – that can be understood and owned by partners across the system.

## 5. Detail

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Health and social care partners, carers living in Surrey, and representatives of a number of organisations supporting them have informed the refresh of our strategy for supporting adult carers. The Surrey Carers Strategy 2021-24 provides the chance to reaffirm our commitment and determination to help unpaid carers continue caring if they are willing and able, and to support their health and wellbeing by achieving outcomes they have identified matter most to them.

The Surrey Carers Strategy 2021-24 covers the general principles that apply to all adult carers. We want carers supported across the whole system, and for carers to be seen as everybody’s business. The strategy sets a new vision and priorities for

2021-24, which will build on those in the 2016-2020 strategy, taking account of progress and feedback from our carers and many varied organisations supporting them within Surrey.

**Our vision:** “Surrey should be a place where carers are recognised, valued and supported, both in their caring role and as an individual. Carers will be respected as partners in care, will have a strong voice that influences improvement, and will be able to access the support they need, when they need it, in the way that works best for them. This support will be available equally to all carers.”

**Our values:**

- Carer focused
- Inclusivity
- Whole family
- Collaboration
- Every contact counts
- Continuous improvement

**Strategic priorities:**

- Commission high quality services
- Promote carers’ rights
- Increase visibility of carers
- Strengthen carer voice
- Support working carers
- Effective communication and engagement

The strategy presents the commitments of Surrey County Council, Surrey Heartlands CCG, and Frimley CCG (for the areas of Surrey within this CCG). These partners will develop an action plan to ensure delivery of the strategy and the commitments made for 2021-24. Surrey Heartlands Integrated Care System will work together with local service providers and other partners, including borough and districts councils, to look at how they can best meet the aims of this strategy and how they can work together to improve carer services and outcomes for their local populations. Agreed actions will be regularly monitored, updated and reported within local governance frameworks. The Surrey Heartlands Integrated Care System will monitor progress through the Carers Strategic Partnership Board and the Joint Carers Strategic Commissioning Group.

The Surrey Health and Wellbeing Strategy identifies carers as one of the five population groups (and of the four specific target groups of people which are often overlooked or most at risk), and outlines specific priorities, areas of focus and outcomes for carers in Surrey. The Surrey Carers Strategy 2021-24 aligns to the three main priorities in the Surrey Health and Wellbeing Strategy: helping people in Surrey to lead healthy lives; supporting the mental health and emotional wellbeing of people in Surrey, and; supporting people in Surrey to fulfil their potential. In addition, it should support delivery of all of the system capabilities identified in the Surrey Health and Wellbeing Strategy, including the specific areas of suggested focus for the carer population group ([Appendix 2c](#)).

A Young Carers Strategy is currently in development: this considers the specific experience of young carers and the needs they present, and commits to ensuring the support available to them is appropriate, tailored and readily accessible. The Young Carers Strategy will dovetail with the Surrey Carers Strategy, to create a truly all-age approach.

## **6. Challenges**

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Adopting a system-wide, integrated approach to carers is essential in ensuring delivery of the Surrey Carers Strategy. The strategy needs to be adopted Surrey-wide, but used to enable change and delivery at place – continued engagement at different levels of the system and at place will be key to gaining buy-in.

Carers are represented in all areas of our population. This strategy covers the general principles that apply to all adult carers. We want carers supported across the whole system, and for carers to be seen as everybody's business. In order to achieve this, the Carers Strategy seeks to take account of and link to other strategies. Equally, the expectation is that carers are reflected in all other system strategies.

## **7. Timescale and delivery plan**

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The Surrey Carers Strategy covers the period 2021-24. As partnerships are still evolving and are still working through their own local priorities to meet local needs, as a system we are not mandating a timescale for delivering these improvements. We will work with local partnerships to ensure improvements are delivered as soon as possible in line with this strategy. Statutory bodies need to report on progress towards statutory and contractual obligations and will require commissioned providers to report against key performance indicators (KPIs).

We currently report quarterly through the Health and Wellbeing Strategy Prevention Board on carer activity and half yearly to the Integrated Care Partnership boards; separate performance reports are taken through governance channels for social care and for health care. We will develop a joint local Carers Outcomes Framework that addresses national performance measures and those identified locally. In addition, each partner will use an agreed set of measures, to include those developed to monitor outcomes specific to their service/s. These will be reported on using their local governance procedures, with oversight through contractual monitoring arrangements.

Finally, a joint 'carers dashboard' is in development which will draw together the performance data from the different parts of the system, providing a high level overview of progress. This will be presented to the Carers Strategic Partnership Board.

## **8. How is this being communicated?**

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The strategy has been developed in partnership, supported and heavily informed by regular engagement and involvement. The main engagement activity took part in two phases: the first from January to June 2020, and the second from October 2020 to January 2021. Focused communication with a range of stakeholders across different communities in Surrey also informed the development of the Quality and Equality Impact Assessment. The launch of the strategy, following approval, will follow the same integrated communications plan, developed in partnership with health and social care communication and engagement teams.

## **9. Next steps**

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- Design of a citizen-friendly document, summarising the strategy and key commitments; development of an Easy Read version

- The Young Carers Strategy will be presented to the Surrey Health and Wellbeing Board for approval once drafted, in line with the intention to develop a truly all-ages strategy and approach for the future in Surrey.

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