

Report of: Director of Adults and Health
Report to: Executive Board
Date: 27/06/2018
Subject: Leeds Commitment to Carers

Are specific geographical areas affected? If relevant, name(s) of area(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. Unpaid carers are crucial both to our communities and to the sustainability of health and social care in Leeds, and if Leeds is to be the best city for health and wellbeing, it has to be the best city for carers! The Leeds Commitment to Carers seeks to address inequalities faced by carers by raising awareness and encouraging action at both an organisational and community level to better identify, recognise and support carers.
2. This report outlines the progress Leeds City Council is making in terms of its own commitment to carers.
3. Each directorate has had discussions within their leadership teams around the importance of identifying and supporting carers, particularly those who are balancing their caring role with working for Leeds City Council. The actions that have been agreed and are being pursued are summarised in Appendix 1.
4. Leeds City Council's commitment to carers is further demonstrated by:
 - Ongoing development of the Carers Staff Network

- Carer Awareness sessions being delivered to staff teams by the Carers Staff Network
 - Event in Carers Week for Leeds City Council staff who are also carers
 - Participation in the Leeds Working Carers Employers Forum
 - Facilitating umbrella membership of Employers for Carers which means NHS partners and SME's in Leeds can also benefit from membership
 - Enabling free access for all Leeds carers to the Digital Resource for Carers
5. Identification of and support for working carers is a prominent theme in council's commitment to carers and the commitments made by other organisations. This has clear wellbeing and financial benefits for carers who are able to remain in work as well as important benefits for Leeds City Council as an employer, for example:
- Attracting and retaining staff
 - Reducing stress, sick leave and absenteeism
 - Reducing recruitment and training costs
 - Increasing resilience and productivity
 - Improving service delivery
 - Producing cost savings
 - Improving people management and staff morale
6. The Leeds Commitment to Carers contributes towards the ambitions in the Leeds Health & Wellbeing Strategy, particularly how we put in place the best conditions in Leeds for people to live fulfilling lives. Identification of carers and support to maintain and improve carers' physical and mental health and wellbeing are identified as priorities in supporting strong, engaged and well-connected communities

Recommendations

1. Executive Board is asked to:
- Note the progress to date that has been made by Leeds City Council and the Leeds Carers Partnership in relation to the Leeds Commitment to Carers
 - Continue to promote the Leeds Commitment within Leeds City Council directorates and Elected Member Lead Portfolio areas

1. Purpose of this report

- 1.1. The purpose of this report is to show the progress made by Leeds City Council and the Leeds Carers Partnership¹ in relation to the Leeds Commitment to Carers.

2. Background information

- 2.1. In June 2017, Executive Board received a report from the Director of Adults and Health which introduced the Leeds Commitment to Carers. Executive Board resolved:
- That each directorate of Leeds City Council be requested to consider their contribution towards making Leeds the best city for carers, and for each directorate to complete a 'Leeds Commitment to Carers' action plan.
 - That approval be given for Leeds City Council as an organisation to sign up to the 'Leeds Commitment to Carers'.
 - That a further report be submitted to a future meeting of the Board which details the actions being taken in response to the Council signing up to the 'Leeds Commitment to Carers'
- 2.2. Unpaid carers are crucial both to our communities and to the sustainability of health and social care in Leeds, and if Leeds is to be the best city for health and wellbeing, it has to be the best city for carers! The Leeds Commitment to Carers sets out what being the best city for carers could look like as well as recognising the Leeds Carers Partnership as a key strategic influencer and champion.
- 2.3. In order to demonstrate their commitment to carers, teams and organisations are asked to think about and record the things they do well for carers and the things they could do better, and then identify up to three actions they intend to take to make improvements. Their action plan is then submitted to the Leeds Carers Partnership who will either approve the action plan or ask for more information. A certificate of recognition is issued when an action plan is approved and teams/organisations are sent the Leeds Commitment to Carers logo which they are able to use. Everyone who completes an action plan will be asked to provide a short update of the progress they have made.
- 2.4. The Leeds Carers Partnership started to actively promote the Leeds Commitment to Carers in Carers Week 2017 (June 12th – 18th) and held an event on Carers Rights Day (Nov 24th) to promote it more widely, particularly to employers.
- 2.5. The Director of Adults and Health wrote to all Leeds City Council directors on behalf of the Leeds Carers Partnership in July 2017 asking that they consider their contribution and offering the support of the carers partnership in terms of helping to generate ideas.

¹ The Leeds Carers Partnership champions the needs of carers and aims to influence the way that services are planned and delivered in response to the needs and aspirations of carers. Membership of the Leeds Carers Partnership includes carers as well as staff from the public, private and voluntary sector.

3. Main issues

- 3.1. In addition to Leeds City Councils Commitment to Carers, a further 10 organisations have submitted action plans which have been approved by the Leeds Carers Partnership. Commitments tend to be focussed around 5 key themes:
- improving support for carers who are balancing work and care (working carers)
 - improving the identification and recognition of carers
 - providing carers with relevant information and signposting/referring carers to specialist information, advice and support
 - training and supporting the workforce to be carer-aware
 - supporting carers to access local resources
- 3.2. Appendix 2 sets out all the teams/organisations that have completed an action plan and a summary of the commitments they have made.
- 3.3. Each directorate of Leeds City Council has had discussions within their leadership teams around the importance of identifying and supporting carers, particularly those who are balancing their caring role with working for Leeds City Council.
- 3.4. The Carers Staff Network, which is currently supported by 2 staff from HR and one from Adults and Health, have delivered 6 carers awareness training sessions for Council staff and more are planned. The Carers Staff Network have also contributed a 'carer' perspective to the special leave policy review, national staff network day and the diversity forum.
- 3.5. The Carers Staff Network are planning to update their network page on Insite as well as once again holding an event in Carers Week specifically aimed at carers who work for Leeds City Council. Both will provide an opportunity to promote the Leeds Commitment to Carers as well as share good practice.
- 3.6. Leeds City Council is a member of the Leeds Working Carers Employers Forum which is a network of 12 Leeds based employers who are at the forefront of innovation and who are pro-active in supporting their working carers for the benefit of both the employee and employer.
- 3.7. The Leeds Commitment to Carers is underpinned by the Adults and Health Directorate association with Carers UK which includes 'umbrella' membership of Employers for Carers² and free access to the Digital Resource for Carers for any carer living in Leeds. Whereas Employers for Carers provides 'behind the scenes' support at an organisational level (for example model policies, e-learning, tool-kits) the Digital Resource offers a ready to use resource for both working and non-working carers (for example on-line guides, Jointly App, building resilience e-learning and links to local support). Both Employers for Carers and the Digital Resource for Carers can be accessed by all Leeds City Council staff using unique access codes³.

² Umbrella membership means that membership is extended to NHS partner organisations and to any SME in Leeds free of charge

³ Access codes will be on Carers Staff Network page or can be obtained by emailing ian.brookemawson@leeds.gov.uk

- 3.8. The Leeds Carers Partnership plan to continue to promote the Leeds Commitment to Carers through a range of approaches, including social media and the networks of its partner members. The Leeds Carers Partnership also plan to introduce a new toolkit which will make it easy to sign-up and which will also include promotion of Employers for Carers and the Digital Resource for Carers, and will aim to broaden participation to organisations beyond health and social care. The Leeds Commitment to Carers has its own page on the Carers Leeds website and a 'pledge form' can be downloaded from the website.
- 3.9. The Leeds Carers Partnership are also looking to facilitate a series of Learning Networks to enable teams/organisations to share ideas, report the progress they have made and how this has been achieved, and to encourage others to get enthusiastic and to do the same.
- 3.10. The Leeds Commitment to Carers has attracted both regional and national interest and Leeds City Council and Carers Leeds have been invited to lead a workshop at the Carers UK annual State of Caring Conference around the work we are doing through the Leeds Commitment to Carers to support working carers in Leeds.
- 3.11. NHS Leeds Clinical Commissioning Group have agreed to fund a post in Carers Leeds in 2018/2019 to undertake focussed work to support GP Practices to feel confident in signing-up to the Leeds Commitment to Carers

4. Corporate considerations

4.1. Consultation and engagement

- 4.1.1. The Leeds Commitment to Carers was co-produced by members of the Leeds Carers Partnership and is overseen by a steering group made up of partnership members. Membership of the Leeds Carers Partnership and the Steering Group includes carers as well as staff from the public, private and voluntary sector

4.2. Equality and diversity / cohesion and integration

- 4.2.1. Carers come from all walks of life, all cultures and can be of any age. Many carers feel they are doing what anyone else would do in the same situation that is, looking after a parent, a child, a friend, and simply getting on with it!
- 4.2.2. The provision of unpaid care is an important policy issue because it not only makes a vital contribution to the supply of care, but can also affect the health and wellbeing, employment opportunities, finances and other social and leisure activities of those providing it.
- 4.2.3. The Leeds Commitment to Carers seeks to address inequalities faced by carers by raising awareness and encouraging action at both an organisational and community level to better identify, recognise and support carers.
- 4.2.4. National estimates suggest that around 1 in 9 of the workforce are balancing employment with a caring role.

4.3. Council policies and best council plan

- 4.3.1. Effective support for carers should be seen as a key component in supporting strong communities and is at the heart of being a caring and compassionate city. Effective support for carers therefore contributes to the delivery of key outcomes in the Best Council Plan.
- 4.3.2. Effective support for carers will also make significant contributions to a number of breakthrough projects, in particular:
- Early intervention and reducing health inequalities
 - Making Leeds the best place to grow old in
 - More jobs, better jobs
 - Strong communities benefiting from a strong city
- 4.3.3. The Leeds Commitment to Carers contributes towards the ambitions in the Leeds Health & Wellbeing Strategy, particularly how we put in place the best conditions in Leeds for people to live fulfilling lives. Identification of carers and support to maintain and improve carers' physical and mental health and wellbeing are identified as priorities in supporting strong, engaged and well-connected communities.

4.4. Resources and value for money

- 4.4.1. Forward looking employers now recognise caring as an issue which will have an increasing impact on their employees and on themselves as businesses. Already 90% of working carers are aged 30 plus – employees in their prime employment years. The peak age for caring is 50-64 when many employees will have gained valuable skills and experience. Research by Carers UK has indicated that over 2 million people have given up work at some point to care for loved ones and 3 million have reduced working hours which is a real loss for employers as well as for families.
- 4.4.2. The cumulative costs to an employer of an employee leaving work are estimated to be equal to the employee's last salary, while Hay Group suggests it could cost anywhere from 50-150% of their salary⁴. During recent years, and especially during times of economic downturn, more and more employers are recognising the value of retaining working carers rather than incurring the costs of recruiting and retraining new staff.
- 4.4.3. Far from compromising business objectives, a report of the HM Government 'Carers in Employment Task and Finish Group' (2013) showed that recognising caring and adopting a flexible approach achieves impressive business results including:
- Attracting and retaining staff
 - Reducing stress, sick leave and absenteeism
 - Reducing recruitment and training costs
 - Increasing resilience and productivity
 - Improving service delivery

⁴ Cited in Supporting Working Carers: The Benefits to Families, Business and the Economy, Final Report of the Carers in Employment Task and Finish Group, HM Government, Employers for Carers and Carers UK (2013)

- Producing cost savings
- Improving people management and staff morale

4.4.4. Leeds City Council have provided funding from IBCF of £25,000 in 2018/2019 to Carers Leeds to work directly with employers to help managers and HR teams effectively support their working carers, drawing on the experience of employers in Leeds who have shared their practical experiences of supporting working carers, including the successes and challenges they have faced.

4.4.5. Leeds City Council have also provided an additional £75,000 in 2018/2019 from the IBCF to provide carers with a grant of up to £250 to promote their own health and wellbeing and/or to have a break from caring.

4.5. Legal Implications, access to information and call In

4.5.1. There are no access to information or call-in implications arising from this report.

4.6. Risk management

4.6.1. The recommendation in this report presents no adverse risks to Leeds City Council in that there are benefits to be gained for carers, for people with care and support needs, and for Leeds City Council both as a provider and commissioner of health and care services and as an employer.

5. Conclusions

5.1. Unpaid carers are crucial both to our communities and to the sustainability of health and social care in Leeds, and if Leeds is to be the best city for health and wellbeing, it has to be the best city for carers! The Leeds Commitment to Carers seeks to address inequalities faced by carers by raising awareness and encouraging action at both an organisational and community level to better identify, recognise and support carers.

5.2. This report outlines the progress Leeds City Council is making in terms of its own commitment to carers.

5.3. Each directorate has had discussions within their leadership teams around the importance of identifying and supporting carers, particularly those who are balancing their caring role with working for Leeds City Council.

5.4. Leeds City Council's commitment to carers is further demonstrated by:

- Ongoing development of the Carers Staff Network
- Carer Awareness sessions being delivered to staff teams by the Carers Staff Network
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- Participation in the Leeds Working Carers Employers Forum
- Facilitating umbrella membership of Employers for Carers which means NHS partners and SME's in Leeds can also benefit from membership
- Enabling free access for all Leeds carers to the Digital Resource for Carers

- 5.5. Identification of and support for working carers is a prominent theme in council's commitment to carers and the commitments made by other organisations. This has clear wellbeing and financial benefits for carers who are able to remain in work as well as important benefits for Leeds City Council as an employer, for example:
- Attracting and retaining staff
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 - Improving service delivery
 - Producing cost savings
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- 5.6. The Leeds Commitment to Carers contributes towards the ambitions in the Leeds Health & Wellbeing Strategy, particularly how we put in place the best conditions in Leeds for people to live fulfilling lives. Identification of carers and support to maintain and improve carers' physical and mental health and wellbeing are identified as priorities in supporting strong, engaged and well-connected communities

6. Recommendations

- 6.1. Executive Board is asked to:
- Note the progress to date that has been made by Leeds City Council and the Leeds Carers Partnership in relation to the Leeds Commitment to Carers
 - Continue to promote the Leeds Commitment within Leeds City Council directorates and Elected Member Lead Portfolio areas

7. Background documents ⁵

- 7.1. None

⁵ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Appendix 1: Leeds City Council Commitment to Carers

Organisation	Actions
Leeds City Council	<ul style="list-style-type: none"> • Seek to involve carers in all stages of care planning for the person they care for • Consider the impact of the caring role on carer's health and wellbeing • Provide carers with relevant information and signpost carers to specialist information advice and support • Raise awareness amongst staff to support working carers to self-identify • Review and promote carers awareness training • Develop a 'toolbox' for working carers • Develop a resource pack for line managers to enable them to better identify and support working carers • Improve our information about who are our working carers to improve support via 1-2-1 • Include carers wellbeing as a standard agenda item for 1-2-1 meetings • Ensure that feedback supports carers and develops line managers carer awareness • Promote and facilitate events for Leeds City Council working carers

Appendix 2: Leeds Commitment to Carers (not including Leeds City Council)

Organisation	Actions		
Willow Young Carers	Promote whole family approaches for young carers	Support young carers to be healthy and to make informed choices about their caring role	Involve young carers in the development of a new resilience based assessment tool
Department for Work and Pensions	Support DWP working carers	Market and promote local support available for Carers	Support for carers claiming benefits
Primary Care Practices in Pudsey	Improve identification and recording of carers	Educate the practice team on the role of carers in the community	Produce a case study which sets out the 'Pudsey' experience
Leeds Teaching Hospitals NHS Trust	Support carers to access local resources	Support carers to be healthy and to make informed choices about their caring role	Be a carer-friendly employer
St Gemma's Hospice	Consult with and involve carers in the development of services and strategy	Develop more carer groups with both a therapeutic and educational focus	Ensure St Gemma's is a carer friendly employer
Aspire	Provide information for carers	Identify staff who are carers	Deliver carer awareness training
Community Links	Increase (Community Links) visibility for carers	Appoint a carers champion	Be a carer-friendly employer

Morley Elderly Action (MEA)	Actively promote MEA activities to carers	Promote carer related information	Actively seek feedback from carers
Care and Repair	Improve identification and recording of working carers and training and support for line managers to recognise and deal with the issues of working carers	Introduce a Carers Policy within the Employee Handbook promoting the advice and support available to working carers	Improve identification of Care and Repair clients who are carers and ensure they receive information and advice on accessing services
Feel Good Factor Leeds	Improve carer awareness for both staff and customers	Establish a Peer Support Group	Recruit 2 carers to be 'Living Well Champions'