

Market Position Statement

Carers Support Services

May 2024

Overview

In line with the Care Act 2014 and Children & Families Act 2004 the Council have a statutory responsibility to provide and commission services to support unpaid / familial Carers.

Carers play a significant and growing role in our society and save the health & care economy in Newham an average of £29k p/a per Carer in care and support costs.

Newham launched its multi-agency [Carers Strategy](#) and associated action plan in July 2021. This sets out a single, ambitious vision for improving the identification, engagement and support of Carers of all ages across Newham.

The Carers Support Service contract in Newham has been delivered by [Newham Carers Community](#) since May 2023, and it's value is £205k p/a. The service provides integrated, all-age support services to Newham Carers. It is a 3+2+2 contract that is scheduled to run until April 2030 (subject to satisfactory performance).

Demand

- The 2021 Census estimated that there were around 21,450 Carers in Newham, which was surprisingly a reduction of around 3,050 Carers when compared to 2011 data. There was however an increase in the number of Carers providing 50+ or more Care a week. This picture mirrors national trends.
- We believe that the Census figures do not provide an accurate picture of Caring activity, and that there are far more Carers in the borough due to the fact that so many Carers are 'hidden'/fail to recognise themselves as such.
- In 2023 there were 10,684 Newham carers known to the Council (5,495 young carers and 5,194 adult carers), and 7,127 Newham carers 'known' to the NHS (228 young carers and 6,889 adult carers). A project with the ICB to 'join up' this data and develop a more comprehensive dashboard that will enable us to interrogate demographic and needs profiles is underway.
- We believe that there is unmet demand for services to support younger adult and/or working Carers who are unable to access 'traditional' 9-5 services, and are developing a new Digital service to support them in their own homes and at a time and place that works for them.
- Many Carers in Newham do not speak English as a first language. We are developing strategies to better engage and support them.

Supply of Carers Support Services

Our current Carers Support Service is commissioned to support 1,500 Adult Carers and 1,000 Young Carers by the end of 2024/25 financial year.

During 2023/24 financial year (their first year of delivery) they supported 515 Carers of which:

- 64% were female
- 37% were Asian or British Asian, and
- 59% were under 50

The Carers Support Service is continuing to embed and grow its offer – and to target under-represented / new Carer groups.

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Commissioning Priority 1: Increase service reach via online / virtual services

A pilot undertaken in 2021 identified, engaged and supported 7,007 Newham Carers within a three month period. The evaluation showed that:

- 72% of the engagement with the platform happened outside of office hours, and 27% of engagement was over the weekend.
- Approx. 80% of the Carers accessing the service were between 18-55 years old.
- 75% of interactions were from mobile phones (more than the national average)
- 42% of interactions were from male Carers (much higher than the national average)

The pilot evidenced that there is demand for online Carers Support services in Newham and that this can provide valuable, cost effective and preventative support.

In 2022, as part of our new Carers Support service model Cabinet agreed funding of £50,000p/a to provide an online Carers support service that would complement our locally embedded offer.

Following a tender process in 2023 the Council did not award the contract. There are still plans in place to engage the market to establish this offer as soon as possible in 2024/25.

Commissioning priority 2: Expanded locally embedded offer

Newham's locally embedded Carers Support service contract with Newham Carers Community went live in May 2023. Since then they have been promoting and embedding their offer within the community and across the Council/other key partners.

In contract year 2 (2024/25) and beyond, the service will be looking to further expand their reach to engage 'new' carers and those who are under-represented within their current data – in particular younger adult / working age carers. They will likely work with the online Carers support service provider once commissioned to achieve this.

Newham Carers community will also be looking to deliver targeted work to support the delivery of specific objectives within our Carers Strategy i.e. to support Carers to maximise their employment/educational outcomes, and support older carers to prepare for the future.

Commissioning priority 3: Expand our offer to Carers within (and beyond) Hospital settings

Carers often tell us that services across Health and Social care can be disjointed and that they are not effectively engaged or supported during a Hospital discharge process.

In 2024 North East London (NEL) boroughs were awarded £624,000 from the DHSC 'Accelerating Reform Fund' to deliver a project to better identify and support Carers within and beyond acute settings. Newham are leading on the delivery of this project on behalf of NEL.

The project will see us employ 8 new staff to work within the main Hospital sites across NEL to identify and support Carers through the discharge process (using the NHS England Carers Hospital Discharge toolkit) and ensure that they are effectively linked in with relevant services between October 2024 – September 2025.

An externally commissioned evaluation will be commissioned to understand the impact of the project and influence ongoing work in this space at an ICS level moving forward.