

Committee Name and Date of Committee Meeting

Health and Wellbeing Board 26 January 2022

Report Title

The Borough That Cares – Strategic Framework

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Anne Marie Lubanski, Strategic Director of Adult Care, Housing and Public Health

Report Author(s)

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Ward(s) Affected

Borough-Wide

Report Summary.

Carer organisations came together in May 2020 to ensure a joined-up response to the Covid 19 Pandemic. The Unpaid Carers Group formed to support the emergency response work and this ensured the carer partnership was as strong as it could be in the most extreme of circumstances. The aim of all the organisations involved in the partnership conversations was to support carers through the pandemic.

These organisations remained connected and through 2021 shaped and created our Strategic Framework for 2022-2025. A draft strategic framework is now ready for consideration by the Health and Wellbeing Board.

Recommendations

1. Health and Wellbeing Board note the progress made by the strategic group and offer comment on the ethos and approach
2. Health and Wellbeing Board endorse the framework enabling the document to be considered by other board / forums / organisations
3. Health and Wellbeing Board agree to a call back date in March 2022

List of Appendices Included

Appendix 1 – The Borough That Cares Strategic Framework 2022-25

Background Papers

Consideration by any other Council Committee, Scrutiny or Advisory Panel

Name of Committee – Click here to enter a date.

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Council Approval Required

You should refer to [Appendix 9 of the Constitution – Responsibility for Functions](#) – to check whether your recommendations require approval by Council, as well as Cabinet or a committee. You should take advice from Democratic Services if you are not sure.

No

Exempt from the Press and Public

No

The Borough That Cares – Strategic Framework

1. Background

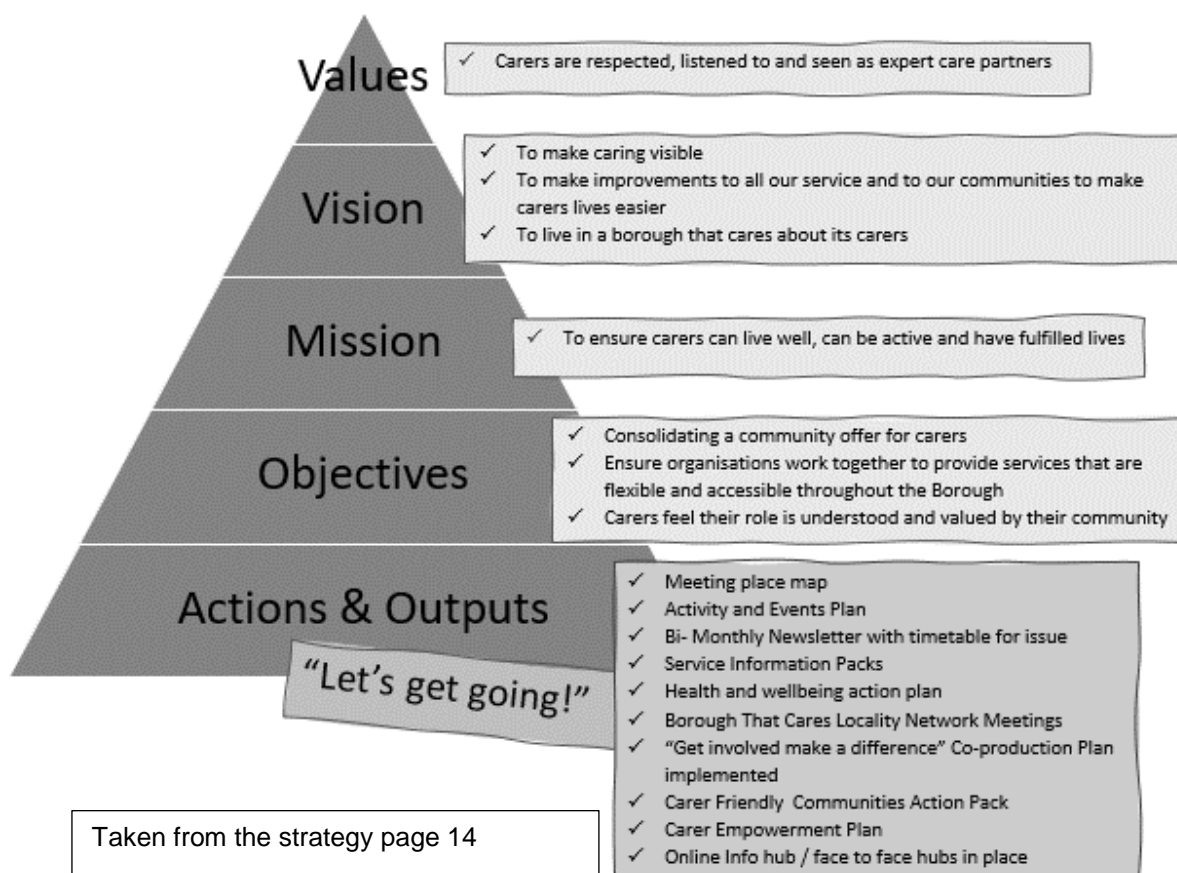
- 1.1 March 2020 the Health and Wellbeing Board set off the vision to have a refreshed carer strategy. The week after the information was presented to the Health and Wellbeing Board the council mobilised resources appropriate for the management of the Covid 19 Pandemic and this had significant impact on the proposed refresh timeline.
- 1.2 Work on a new strategy started to gain momentum in September 2020 and carried through to March 2021. At this point partners felt comfortable with the idea of a new strategy being ready for June 2021.
- 1.3 We were unable to meet this milestone because partner agencies; most of which are voluntary sector organisations had to prioritise operational activity. Resources for partners were often stretched as they had to balance the day-to-day with strategic duties as well as Covid 19 compliant emergency responses.
- 1.4 On the ground activity did take place within this period and previous reports into Health and Wellbeing Board have reflected on the sterling work partners were able to carry out. June 2021 – December 2021 was a productive and busy time; whereby we maximised as much as possible on connecting with carers, getting services feeling secure and protecting time to discuss our strategic framework.

2. The process

- 2.1 Since May 2020 there have been regular conversations, workshops, meetings and task groups all of which focused on creating the new carer strategic framework. Throughout all the talking a key statement recurred; the need for “something different” to help make real impact for carers.
- 2.2 Partners were aware of the previous carer strategy and the complex and extensive delivery plan. It was difficult to show the “on the ground impact” and resources often ended up going into evidencing and quantifying activity rather than championing and celebrating positive people-centred outcomes.
- 2.3 Focus group sessions with partners suggested that a new strategic approach “kept it all simple” but allowed work programmes to evolve and grow. Strategy fatigue was evident in the conversations and organisations wanted more than workshops, consultation, a strategy with a delivery plan and key performance indicators. They wanted a dynamic way of working together; a framework that would nurture the organisational relationships; a collaborative workspace for carers to share their lived-in experience and it needed to encompass all the unpaid caring roles.

3. Ethos of the framework

3.1 The purpose of the strategic framework is to ensure carers can live well, be active and have fulfilled lives. It recognises that carrying out an unpaid carer role can be rewarding and life affirming; that being a carer means you are in a position of unwavering trust and sometimes this can be overwhelming.



3.2 Carers told us we need to keep the plan simple and focus on things that make a real difference to carers. By taking a community development approach balanced with preventative practices we aim to support carers to flourish and therefore protect precious formal support resources for when a carer hits a crisis point.

4. Structure of the framework

4.1 The framework defines how we will create a carer friendly borough; it sets out 3 areas of focus that will be delivered over the next three years. It acknowledges the impact of the pandemic on services and how time is needed to recovery and reflect on the things we paused, stopped, started.

4.2 After many conversations, workshops and planning sessions we can now share what will happen and when. The road map (page 13 of the strategy) lays out the actions and outputs that will move us to reach the overall aim of creating a social movement that is created by carers for carers.

5. Let's Get Going!

5.1 We need to ensure carers are involved in making key decisions about action plans and the delivery of services. Work will focus on what everyone agrees is important not just the priorities of one group. Everyone will be involved all the way through the work – from planning to delivering to evaluating. This is about real-life impact and change for carers; the strategic framework has been created from the individual stories of the people who know best about caring - carers.

5.2 The draft strategic framework is ready for comment and endorsement by the board but it is important to note there is still work to do with carers out in the field to test out their views on the strategy. In the virtual spaces we have worked in we have been able to workshop ideas, thoughts and aspirations; but we want a stronger carer input. Partner agencies have ensured carer input but it is important to note that a lot of agencies have been acting as advocates for the carer voice. Therefore, we recognise this framework is the starting point in the journey.

Accountable Officer(s)

Jo Hinchliffe Service Improvement and Governance Manager

Approvals obtained on behalf of:-

	Named Officer	Date
Chief Executive		Click here to enter a date.
Strategic Director of Finance & Customer Services (S.151 Officer)	Named officer	Click here to enter a date.
Assistant Director of Legal Services (Monitoring Officer)	Named officer	Click here to enter a date.
Assistant Director of Human Resources (if appropriate)		Click here to enter a date.
Head of Human Resources (if appropriate)		Click here to enter a date.

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