

Committee Name and Date of Committee Meeting

Delegated Officer Decision – 24 May 2022

Report Title

Caring for Carers t/a Crossroads Care Rotherham – Carers Information and Support Service Grant Funding Proposal

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

No

Strategic Director Approving Submission of the Report

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

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Ward(s) Affected

Borough-Wide

Report Summary

Crossroads Care Rotherham delivered a Carers Information and Support Service (CISS) to support carers through external grant funding from a variety of funding sources during financial year 2021/22. This funding is due to come to an end on 30th May 2022. Crossroads Care Rotherham are facing a deficit of between £97,000 - £102,000 for the majority of 2022/3. They have indicated that they cannot afford to continue to provide these services beyond 30th May 2022 and will have to make three members of staff redundant, along with ceasing their therapeutic offer.

The organisation has been in dialogue with Officers for several months and are asking for Council assistance with funding in the region of £92,018 to pay wages and fund therapeutic services for 12 months.

A carried forward underspend of £75,000 from the 2021/22 Better Care Fund has been identified that could be awarded to Crossroads Care Rotherham as a one off grant, on condition that they seek to fundraise to provide the service post May 2023.

Crossroads Care Rotherham have indicated that twelve month's service from June 2022 to May 2023 could be provided if a grant of £75,000 is awarded.

Recommendations

1. That Crossroads Care Rotherham be awarded a one-off grant of £75,000 to enable them to continue to employ staff to provide the Carers Information and Support Service for 12 months from June 2022.

List of Appendices Included

Appendix 1 Record Of Officer Executive Decision

Background Papers

Consideration by any other Council Committee, Scrutiny or Advisory Panel

Name of Committee – Click here to enter a date.

Name of Committee – Click here to enter a date.

Council Approval Required

No

Exempt from the Press and Public

No

Crossroads Care Rotherham – Carers Information and Support Service (CISS) Funding Request

1. Background

- 1.1 Crossroads Care Rotherham have delivered a range of services to support carers through external grant funding from a variety of funding sources during financial year 2021/22. This funding is due to come to an end on 30th May 2022. Crossroads Care Rotherham are facing a deficit of between £97,000-£102,000 for the majority of 2022/3. They have indicated that they cannot afford to continue to provide these services beyond 30th May 2022 and will have to make three members of staff redundant along with ceasing their therapeutic offer.
- 1.2 The organisation has been in dialogue with Council Officers for several months, though the scale and urgency of the challenge of replacing lost grant funding was outlined in an email sent by the CEO of Crossroads Care Rotherham, Kate Davis to Ian Spicer dated 27th April. Crossroads Care Rotherham were initially seeking financial support of £102,778.24 from the Council to make up the grant shortfall, thereby enabling a further 12 months provision of services to support unpaid carers.
- 1.3 Crossroads Care Rotherham have sought to achieve assurance of funding to bridge the gap and have now put the existing staff members working on the carer's services on a four week redundancy notice. Effective from Friday 29th April 2022.
- 1.4 Given the direct request for the Council to provide funding was received several days prior to the redundancy notice deadline, the Council was not in an immediate position to guarantee this level of funding. The value of the ask exceeds procurement thresholds, and any grant process would require the necessary due diligence to take place before award.
- 1.5 Having previously received grant funding through the Contain Outbreak Management Fund (COMF), Crossroads Care Rotherham were hoping for a continuation of this funding stream. However, Officers have reviewed the remaining uncommitted expenditure and there would be insufficient funds to meet the request to any reasonable extent.
- 1.6 Officers have been actively exploring further options for funding, looking at possibilities through the Better Care Fund, a joint budget with the Council and Rotherham CCG. An amount of £75,000 has been identified as carried over underspend from 2021/22

1.7 Crossroads Care Rotherham have revised their proposal for spend as follows

Role	Hours	Monthly wage	Annual wage	National Insurance Contribution	Pension	Total £
Information and Support Officer	30	1835.09	22021.06	1959.67	471.63	24,452.36
Volunteer Co-Ordinator	37	2217.01	27136.2	2729.5	625.09	30,490.78
Administrator	30	1129.63	13555.49	685.6	217.66	14,458.76
Core Cost Contribution		840.94	10293	641.58	182.16	11,116.74
					Sub total	80,518.64
Therapy Costs @£30	7					10,500
Pivotal walking facilitator @£20		1				1,000
					Total	92,018.64

1.8 The above costings are for a 12 month period.

1.9 A grant of £75,000 would be utilised to pay the salaries of the staff as above plus a contribution to core costs. Crossroads Care Rotherham would be expected to fundraise or source other income to fund the therapeutic services.

2. Key Issues

2.1 The focus of the request for funding for Crossroads Care Rotherham is to support the services offered to carers at the start of their caring journey. This is a critical point in enabling carers to build the resilience, skills and knowledge that they need to cope with the responsibility of 24/7 care. This is more vital than ever given the impact of Covid-19. Crossroad Care Rotherham's offer is well established and includes virtual and face to face services that provide respite and support carers to care.

2.2 The requested level of funding would secure the staff for a further 12 months from June 2022, delivering to 650 carers and cared for people. This is an inclusive, all age offer supporting all ethnicities, disabilities and health conditions. In addition, 45 regular volunteers support the service delivery actively contributing to the work of the organisation.

2.3 The specific services offered by Crossroads Care Rotherham are detailed below:

Carers Groups	4 x monthly face to face support groups which allow people to meet and form friendships with other carers in a similar situation to themselves. The sessions are based at Crossroads HQ. Carers have direct access to support from staff including Care Support Workers to
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	<p>look after cared-for people who attend with their carers, allowing carers a break from being 100% responsible for their cared-for person that afternoon.</p> <p>59 Carers and cared-for people currently attend carers groups on a regular basis.</p>
Carer Activities and Events	<p>Carers Groups include a wide range of volunteer-led activities such as crafts, music, nail painting, quizzes, knitting, laughing yoga and guest speakers providing information and support. Crossroads also organise one off events and activities – for example picnics, walks, carers steering group. Charity events e.g. Christmas Fayre, Summer Music Festival etc.</p>
Complementary Therapies	<p>Volunteer professional therapists offer massage and hypnotherapy treatments on an individual appointment basis plus group yoga/fitness and meditation sessions. All aim to relieve immediate stress and anxiety. The yoga and meditation sessions equip carers with ongoing strategies to use themselves to promote relaxation. In a recent survey conducted by Crossroads, 85% of carers rated their treatment as excellent or good and 96% would recommend to other carers. Over a 12-month period 199 carer therapies were delivered to 112 people.</p>
Volunteering opportunities	<p>Crossroads support carers and cared-for people and others who feel able to volunteer to do so. This is a very positive experience for these individuals as they may have been turned away by other charities when they have applied to volunteer. Support for the volunteers requires an enhanced level of support from the Crossroads kite mark plus accredited Volunteer Programme and up to 56 people benefit from this service each year.</p>
Carers Information and Support Service	<p>Crossroads provide a short-term intervention and support for unpaid carers, providing information signposting and practical support with the aim to build carers resilience. Referrals come from GP Link workers and other statutory services and carer forums. Examples of support provided includes information about being a carer, access to therapies, support and activity groups, assistance with benefits and sign posting to other relevant services and someone to talk to who understand their care needs. Since establishment in August 2020 over 65 people have benefitted from this service.</p>
Carers Training	<p>Crossroads deliver virtual and face to face sessions on subjects such as This is Me, Herbert Protocol and suicide awareness sessions. They run 4 sessions a month with varying attendance. This enables individual carers to develop skills and knowledge and connect with other carers with similar concerns by participating in carers training sessions.</p>
Carers grants to fulfil carer specific needs	<p>Crossroads have supported 120 Carers to access individual grants of up to £300 from the Carers Trust. Recent grants have been awarded to support carers in the purchasing of household items including cookers, fridges, beds, washing machines, essential home repairs, cost associated with accessing courses and purchasing IT, software, phones, driving lessons, and short breaks away for carers.</p>

Welfare and Befriending Service	This volunteer-led service includes both home visiting and telephone support and provides connections to combat social isolation among carers. Crossroads are currently supporting 28 people through this service.
Counselling services for carers	Provided in partnership with MIND to help carers cope better with the pressures of their caring responsibilities. In the last year 36 people have benefitted from this specialist service.

Crossroads Care Rotherham currently have 98 people on a waiting list to access carers support services.

3. Options considered and recommended proposal

- 3.1 Crossroads Care Rotherham were asked what steps they had taken to secure funding from other sources and advised that in September 2021 they were in receipt of £60,000 to fund the salaries attached to the services for a further 9 months. Due to Covid restrictions a limited range of services were offered. During this time, applications were made to Carers Trust and South Yorkshire Community fund which provided £20,000 to fund a range of therapies for 6 months to run alongside a £60,000 grant from the Council .
- 3.2 Due to secured funding for CISS ending in May 2022, Crossroads Care Rotherham made a funding application to Garfield Weston in October 2021. In March 2022 they were notified that they had been unsuccessful and therefore approached the Council. Simultaneously a funding application was submitted in April 2022 to Reaching Communities however they were notified on 12th May 2022 that this too was unsuccessful.
- 3.3 It is proposed that a one off grant of £75,000 is paid to Crossroads Care Rotherham to secure the staff resource for 12 months.

4. Consultation on proposal

- 4.1 Cllr Roche, Cabinet Member for Adult Social Care, NHS Rotherham CCG, the Council's Adult Care Carer's Lead and the Provider have been consulted on the proposal.

5. Timetable and Accountability for Implementing this Decision

- 5.1 Crossroads Care Rotherham has indicated that the staff will be made redundant at end of May 2022. They are seeking approval from their Board of Trustees to use monies from their reserves to continue the service for the month of June 2022 if this decision is delayed.
- 5.2 A Grant Agreement will be agreed and issued, and the Council's Adult Care Commissioning Team will monitor the expected outcomes and outputs.

6. Financial and Procurement Advice and Implications (to be written by the relevant Head of Finance and the Head of Procurement on behalf of s151 Officer)

6.1 The Better Care Fund Plan is agreed annually by the Health and Wellbeing Board. In 2021/22 the BCF underspent by £3.769m. This is mainly due to slippage in delivery of approved schemes under the Disabled Facilities Grant (DFG) and planned activity within the Improved Better Care Fund (iBCF) as well as other ringfenced grant. The funding must be agreed as part of the BCF, as such, any unspent funding is carried forward each year. If approved the grant to Crossroads will be funded from underspend and submitted as part of the Better Care Fund Plan in 2022/23.

6.2 As the proposed recommendation in this report is to provide a grant funding arrangement, there are no direct procurement implications. Grant funding arrangements are used to support activity being undertaken by an organisation, but where the nature of the legal relationship created is to spend the money in accordance with the grant for the specific purpose/activity agreed between the parties .

7. Legal Advice and Implications (to be written by Legal Officer on behalf of Assistant Director Legal Services)

7.1 The prospective grant recipient does not appear to be providing the Council with any kind of service, so a grant arrangement rather than a services arrangement appears appropriate.

7.2 Officers may wish to consult Legal Services to prepare an appropriate grant agreement.

7.3 There are likely to be subsidy control issues relevant to this grant. Before entering into the grant, the prospective grant recipient must demonstrate to the Council how the proposed grant complies with subsidy control law.

8. Human Resources Advice and Implications

8.1 None for the Council

9. Implications for Children and Young People and Vulnerable Adults

9.1 There are circa 30,000 unpaid carers in Rotherham. There are circa 6262 known to the Council and of these 3164 are over 65 years of age.

Not supporting this recommendation would significantly increase the risk to vulnerable adults and their natural forms of support (unpaid carer stress). Any reduction in informal support may increase the demands on formal provision and Adult Care and Integrations assessment services.

10. Equalities and Human Rights Advice and Implications

10.1 Section 13 of the Equality Act 2010 protect carers from direct discrimination or harassment because of their caring responsibilities as a result of being associated with someone who is protected by the law because of their age or disability.

11. Implications for CO2 Emissions and Climate Change

11.1 This proposal has no impact on emissions.

12. Implications for Partners

12.1. Non provision of the CISS could lead to an increased demand on partner organisations for both advice and support and for more expensive formal care services should an unpaid carer be no longer able to fulfil their caring role.

13. Risks and Mitigation

13.1 Risks

Crossroads Care Rotherham are a regulated Service and rated 'Outstanding'. Should the service fail to sustain a high quality provision will exit the market.

Ordinarily Crossroads Care Rotherham's finances are healthy, and they are a key conduit to increasing the unpaid carers offer independent of the Council

- Failure to provide this one-off grant could lead to the loss of the main provider of support to unpaid carers in the Borough.
- The draft Carers Strategy states our intention to maintain and improve our offer to unpaid carers. The proposal supports the objectives set out in the strategy and to renege on this commitment may cause public dissatisfaction.
- Crossroads Care Rotherham provide an unofficial carers centre in the centre of town, the closure of the RMBC Carers centre and alternative options is currently being considered as part of the draft Carers Strategy work.
- Rotherham CCG currently commission the provider to provide a Carers Resilience Service which could also be at jeopardy should Crossroads Care Rotherham not be supported.
- Staff will be made redundant.

13.2 Mitigation

Crossroads Care Rotherham have been informed that should the grant be approved it is a one off grant that will allow them time to fundraise to continue to employ the staff post May 2023.

Crossroads advise that they have recently re-appointed a Fundraising and Business Development Officer and are updating their Sustainability Plan

Commissioners will set outcomes and KPIs in line with the implementation plan associated with the draft Rotherham Carers Strategy

14. Accountable Officers

Nathan Atkinson – Assistant Director, Strategic Commissioning

Approvals obtained on behalf of Statutory Officers: -

	Named Officer	Date
Chief Executive	Sharon Kemp	Click here to enter a date.
Strategic Director of Finance & Customer Services (S.151 Officer)	Named officer	Click here to enter a date.
Head of Legal Services (Monitoring Officer)	Named officer	Click here to enter a date.

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