

Appendix Two: Evaluation of Options for the Provision of Carers Services

Outcomes and Tests

- The following outcomes and tests have been used to evaluate the options for the provision of carers services:

Outcomes	Tests	
Enables delivery of statutory duties and responsibilities <i>(Pass/ Fail)</i>	1	Promotes individual wellbeing, supports the provision of information and advice, and the identification of services, facilities and resources already available within the community, which could be used to meet needs.
	2	Enables the identification of carers of all ages within the authority's area with needs for support
	3	Supports all stakeholders - the NHS*, SCC Adult Social Care and Children's and Families to meet their statutory duties and responsibilities to carers of all ages, in terms of assessment and support planning through a whole family approach.
Supports the delivery of the Carers Strategy	4	Carer support organisations work in partnership with the Council, NHS, third sector, employers, carers, local communities and in collaboration with each other to develop a carer friendly society with a clear focus on maintaining carer health and wellbeing. To make 'All together for carers' a reality.
	5	A clear and wholistic information, advice and support offer embedded within local communities.
	6	Consistency and simplicity of operating model. A clear point of contact and access, underpinned by a clear and equitable pathway, reducing the number of times the carer is required to repeat their story, ensuring those with eligible need receive the right support, at the right time with plans to reduce or delay longer term support needs.
Financially sustainable and value for money	7	Is cost-effective and financially sustainable in the long term
	8	Delivers process and financial efficiencies to drive performance improvements.
	9	To increase reach/ the knowledge of and identification of carers (as per stat duties) - but without increasing dependency on funded services.
Offer's social value by supporting to increase individual and community resilience	10	Provide a safe, equitable and high-quality pathway, that is flexible across the county and
	11	Spreads funding across a number of carer and community support organisations with the aim of increasing our preventative offer reducing the need for costly services/ interventions.
	12	Delivers innovation and creativity to work in more modern, effective and lower cost ways.
Manages operational and	13	Supports and enhances the delivery of council and NHS* agenda's and enablers e.g. "people helping people",

reputational risk		"#doingourbit, #didyouknow, and encourages people to take responsibility for their own health and well-being, and plan for their future, so that we can support those who really need it.
	14	Takes into account the outcome of engagement with carers and other stakeholders, whilst delivering value for money for Staffordshire residents.
	15	Supports Council's strategic priorities e.g. create more better paid jobs for Staffordshire residents, inspire healthy and independent living, access to employment, education and training opportunities, support more families and children to look after themselves, stay safe and well.

Note: *Red* domains are pass/ fail tests.

2. *Specific NHS statutory duties, responsibilities and agenda's relevant to Carers are:
 - a. The social prescribing model,
 - b. The "supporting carers in general practice: a framework of quality markers" from the CQC and the use of the carers toolkit from NHS England in primary care,
 - c. The CCG's Improvement and Assessment Framework (IAF) indicator that carers with a long-term condition feel supported to manage their condition.

Discounted Options

3. Prior to the evaluation, the following options were considered in detail by the Council and the CCG and subsequently disregarded, thus not being formally evaluated:
 - a. **Option D: One commissioned provider delivers all parts of the pathway.**
 - i. Failure to align with the Carers Strategy, in terms of the Council and CCG's commitment improve relationship and collaborative working with voluntary and community sector to ensure that "All Together for Carers" becomes a reality.
 - ii. This option is not consistent with the feedback obtained from carers and other stakeholders who believed funding should be spread across a number of carers support organisations.
 - b. **Option E: The Council delivers all parts of the pathway.**
 - i. For the reasons identified above, and
 - ii. The Council does not have the internal resources to deliver the preventative support element.
 - c. **Option F: Multiple commissioned provider delivers across the pathway including on a locality and specialism basis.**
 - i. Failure to align with the Carers Strategy in terms of providing a clear, single point of contact and access, underpinned by a clear and equitable pathway, reducing the number of times the carer is required to repeat their story and reducing the number of handoffs.

Wider Discussion Points

4. During the options evaluation the following discussion points were noted by the evaluation panel as key:
 - a. Data confidence issues in respect of recording both volume and needs of carers,
 - b. A programme of training will need to be developed in order to ensure that the new pathway is fully and consistently embedded into practice,
 - c. The council needs to drive genuine partnership working to ensure that any required commissioned arrangements can be realised,
 - d. Any element of the pathway needs to align with the NHS statutory duties, responsibilities and agenda', giving particular regard to social prescribing as well as the need to align to the Councils Supportive Communities Programme. This will be achieved through the development of the specification, in partnership with the CCG.

Evaluation Summary

5. The options for the provision of carers services, as outlined in Table 1 were identified for evaluation.

Table 1: Options for the Provision of Carers Services

Option	Contact Point	Carers well-being partnership	Assessment and support planning
A	Directly provided by the Council	Commissioned externally	Directly provided by the Council and MPFT
B	Commissioned externally	Commissioned externally	Directly provided by the Council and MPFT
C	Commissioned externally	Commissioned externally	Commissioned externally

6. A summary of the evaluation against the outcomes is shown in Table 2.

Table 2: A summary of Evaluation Against the Identified Options for the Provision of Carers Services

Options	Enables delivery of statutory duties and responsibilities (Pass/ Fail)			Supports the delivery of the Carers Strategy			Financially sustainable and value for money			Offer's social value by supporting to increase individual and community resilience			Manages operational and reputational risk			Outcome
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
A	Y	Y	Y	Y	Y	Y	Y	Y	P	Y	Y	Y	Y	Y	Y	Preferred option
B	Y	Y	Y	Y	P	N	Y	Y	P	P	Y	P	P	Y	Y	
C	Y	Y	Y	Y	P	N	Y	Y	P	P	Y	P	P	Y	Y	

The *red* element indicates pass/ fail criteria.

Scoring Methodology:

Yes	Strong delivery against drivers/ tests
Partially	Partial delivery against driver/ tests
No	No or minimal delivery against drivers/ tests