



National Carers Strategy Care Partnership Managers November 2009

The purpose of this briefing is to set out what the role of the Care Partnership Managers is, and describe how they will be involved with local authorities, NHS bodies, third sector and care agencies and carers.

What is the pledge in the Strategy?

The National Strategy for Carers pledged that up to £38 million would be invested in Jobcentre Plus (JCP) services for carers. This recommendation was heavily based on Carers UK's evidence and feedback from Personal Advisers that Jobcentre Plus does not really work for carers, they are poorly understood, much of the support and training is poorly targeted and they receive a very poor service as a result. During the development of the National Strategy for Carers, Carers UK suggested a similar model to the one for Childcare Partnership Managers, which is now being implemented. Carers UK has warmly welcomed the introduction of Care Partnership Managers.

Strategy commitment:

Care partnership managers will "be able to advise on initiatives that are taking place in the local area, and will be fully aware of care services that can be offered. Furthermore, they can ensure that advisers are kept aware of such things as training opportunity that suit their clients' needs and the care facilities available in the area." (paragraph 4.23)

How many carers come through Jobcentre Plus?

Carers will come through Jobcentre Plus if they are receiving any type of benefit other than Carer's Allowance, such as Income Support, Jobseeker's Allowance, Employment and Support Allowance, or if they are a partner of someone in receipt of these benefits. Since one in eight adults is a carer (Census 2001), one in eight people coming into Jobcentre Plus is also likely to be a carer.

Carers UK is still receiving many calls from carers who have had poor experiences of Jobcentre Plus and several questions on this were submitted to the National Carers Summit on this. We have been involved in revising guidance to Personal Advisers which should, if implemented properly, make a difference.



The Care Partnership Managers could play a critical role in identifying some of these issues and improving the service that carers receive from Jobcentre Plus.

Carers and work – what is the evidence?

Three million carers currently juggle work and care out of a working age population of 4.3 million carers. This means that eight out of ten carers are of working age, i.e. aged between 16 and 65. Two million carers work full time and one million part-time. Male carers are more likely to be in work than females: six out of ten male carers work, and 90% of these work full-time.

An astonishing 400,000 people in the UK combine full-time work with caring for 20 hours a week or more, of these 200,000 are caring for 50 hours per week or more.ⁱ

Combining paid work and looking after a relative or friend causes stress and can lead to carers giving up work. An Equal Opportunities Commission survey in 2004 showed that one in five carers had given up work or turned down a job because of their caring responsibilities.

Carers UK's Real Change Not Short Change survey, which had a higher proportion of heavy end and older carers, found that more than half (54%) had given up work to care. Many had retired early due to their caring responsibilities – an average of 8 years early.

Nearly nine in ten (87%) working age carers looking after their partner and providing very substantial amounts of care had no-one in the household in paid work. The carers who responded to this survey had lost an average of £11,000 per year in earnings because of giving up work, cutting their hours or taking a more junior job.

We also know that working carers are more likely to be unqualified, and less likely to hold university degrees, than other people in employmentⁱⁱ. Working carers of both sexes are much less likely to be in higher level jobs. Almost 45% of men and 55% of women who are in paid work and caring for 20 or more hours a week are in elementary occupations, "process plant and machine operative jobs" or in sales, customer services or personal servicesⁱⁱⁱ.

Another barrier to carers combining caring with paid work is a lack of care services. A major research study of working carers found that only a quarter of them felt they had adequate support from formal services to enable them to combine work and care. Furthermore between 40 and 50 per cent of working carers say that a lack of flexibility and sensitivity in the delivery of services is hampering them. The majority of working carers say they need at least one type of formal service which they are not currently receiving^{iv}.

However, not all carers are able to work and it is critical that they are treated sensitively by Jobcentre Plus.

What will the funding be spent on?

There is up to £38 million to be spent on the work of the Care Partnership Managers. A Care Partnership Manager has been recruited for each Jobcentre Plus district throughout England, Wales and Scotland. Funding has also been allocated from this pot to train Personal Advisers on



carers' issues so that carers receive a better service. Funding is also being put towards alternative care costs for carers wanting to attend training.

What is the role of the Care Partnership Managers?

Their role is based on that of Childcare Partnership Managers, which were established a few years ago. Carers UK argued that a strategic approach needed to be made to ensure that care services, local authority assessments and support for carers all linked up to help carers who wanted to return to work or to carry out vocational study. This was based on our work with local partners as part of the Action for Carers and Employment (ACE National) project. The report from ACE Hertfordshire (link below) demonstrates how, for example, local authorities can work better to support carers.

The role of the Care Partnership Manager within their District is to:

- Increase the number of JCP customers who are carers moving into paid employment
- Build and maintain local and regional strategic partnerships to ensure that carer employment issues are appropriately identified
- Co-ordinate learning and development for Personal Advisers
- Develop an expert knowledge of carers and the barriers to work which they face to influence other stakeholders – especially within JCP
- Have a strategic role to represent JCP in forums involving carers and make an expert contribution on carers and employment
- Develop the knowledge of JCP staff with customer facing roles and employer facing roles to improve how they deal with carers looking for work and making sure that vacancies which are carer friendly are flagged up
- Identify where there is demand for learning and development within carers' occupations and seek to work with others to fill that gap
- Work with Local Authorities and other providers of care to understand what types of care provision exist, where and how they might be accessed
- Work with Local Authorities and other providers to manage the supply and demand for replacement care especially for those carers seeking to take up training opportunities.

Care Partnership Manager Priorities 2009/10

Care Partnership Managers have been in place since September 2009 and they will be focusing on building and maintaining local partnerships in particular. They will also be starting to improve awareness, learning and development throughout Jobcentre Plus.

Building and maintaining local partnerships

Working with local partnerships is key to ensuring that carer employment issues are appropriately identified and addressed. Priorities are to:

- Identify local carers' groups, gather information about their services and arrange for them to meet and network with adviser teams to ensure that advisers have the most up-to-date information on services available to carers.
- Make contact with and establish working relationships with carer leads in the local authorities or local councils.



- Make contact with and establish working relationships with NHS organisations with carer responsibilities at a strategic level, at an operational level and GP practice level throughout England, Scotland and Wales.
- Work with local authorities, health services and private sector and third sector providers of care to understand what types of care provision exist, and where and how they can be accessed.
- Assess demand for replacement care for carers wanting to undertake training and/or move into paid employment and share with local authorities and others to inform development of replacement care to meet the demand.
- Work with Jobcentre Plus advisers and partner organisations to:
 - assess local demand for training opportunities for carers
 - understand what provision currently exists, and
 - develop and implement initiatives which address any gaps in provision.

Awareness and Learning and Development

Provision of information to advisers about the kinds of support that are available to carers is being seen as a key function in their first year. This will include where to go to find advice about alternative care and, if the carer needs this advice, learning opportunities for carers, flexible and sympathetic employers etc. Advisers will also receive carer awareness training and have realistic job goals for carers i.e., full-time may be too difficult for some, but fine for others if they get the right amount of care.

Longer term development of knowledge

Longer term, they will have a role in developing an expert knowledge of carers and the barriers to work which they face to influence other stakeholders, especially within JCP, building on the research and work that has already been carried out by Carers UK.

Internally they will provide a vital role in gathering information about carers who come through Jobcentre Plus, identifying the problems that they face, finding solutions and ensuring that good practice is acknowledged and promoted.

They will also be gathering information about the care needs of the people cared for by carers and any gaps in the local provision of care. Carers UK hopes that over time, this will help to stimulate the local care market and help to promote care that is far more responsive to carers' needs.

Funding for alternative care – how will this work?

From 8th December 2009, replacement care for carers can be paid for. Like childcare, this will be to help cover “approved activity”. There is no definition for this and it is up to the Personal Adviser and the carer to determine what this is, as long as it helps the carer on their pathway to getting back to work. Approved activity could include going to interviews, undertaking training or attending a Jobcentre Plus advisory session. The only issue is that approved activity has to be agreed in advance with the Personal Adviser. It will be available to anyone who they consider having



“significant caring responsibilities” and who is not employed for more than 16 hours per week. It will be paid for in arrears and carers will have to provide receipts, which may be problematic for some carers.

Jobcentre Plus is currently considering the rules around what types of care can be paid for. Carers UK is recommending that these rules are as flexible as possible and include anything that is suitable for the cared for person such as equipment, telehealthcare, personal care, day centre care or transport.

If carers don't know what sort of care would help them, Personal Advisers will be signposting carers to organisations who can provide information, e.g. local authorities, local care agencies, carers' organisations. It is the job of the Care Partnership Manager to set up these partnership arrangements.

The DWP has recognised that this system will impose some restrictions on carers. The introduction of the system on 8th December 2009 is the first step and they are consulting Carers UK and others about the next stages. Guidance to Personal Advisers will then be revised early next year on this further work.

What is the role of local authorities, NHS and local carers' organisations?

As this briefing sets out there are a whole range of different ways that local authorities, the NHS, carers' organisations, advice providers and care providers can work with Care Partnership Managers at a local level.

How to find out who your local Care Partnership Manager is:

Care Partnership Managers have a strategic and partnership role. You can find out who your district partnership manager is by emailing:

SHEFFIELDROCKINGHAMHOUSE.CAREPARTNERSHIPMANAGERS@DWP.GSI.GOV.UK

Any carers wanting advice should be directed to Jobcentre Plus.

Further resources:

Statistics and facts about working carers:

<http://www.carersuk.org/Professionals/ResearchLibrary/Employmentandcaring>

Local demonstration projects, e.g. Hertfordshire as part of the Action for Carers and Employment Project:

<http://www.carersuk.org/Professionals/ResearchLibrary/Employmentandcaring>

Care to Take a Look – local statistics and facts about carers in an interactive tool, as well as scenarios. <http://www.caretotakealook.com/Main.asp>

Training and consultancy service



Carers UK runs training days for professionals working with carers. The courses, run by leading lawyers, policy experts and practitioners, range from introductory or advanced community care law, to carers' benefits, advocacy, etc. We also provide consultancy. Visit www.carersuk.org or call the Carers UK Training Unit on 020 7378 4942.

Carers UK Advice line

Carers UK's advice line call 0808 808 7777 (Open Wednesday and Thursday 10am-12pm and 2pm-4pm. Answerphone at other times).

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Legal information

Carers UK is a charity registered in England and Wales (246329) and in Scotland (SC039307) and a company limited by guarantee registered in England and Wales (864097). Registered office 20 Great Dover Street, London, SE1 4LX.

Carers UK's advice line is part funded by:



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ⁱ *We care. Do you?* (2005) Carers UK, London.

ⁱⁱ *Who cares wins: statistical analysis on working carers.* (2006) Carers UK, London.

ⁱⁱⁱ *More than a job: working carers: evidence from the 2001 Census.* (2006). Carers UK, London.

^{iv} *Carers, services and employment report series.*(2007) Carers UK, London.