

Public Consultation on Parent Carer Support Pathway

6 January 2020 to 9 February 2020

Version: 1.0

Date Issue: 05.12.19

Author / Team: Matt Greenhalgh (Interim Service Manager: Children with Disabilities)



About this consultation

Warwickshire County Council has a duty to ensure the needs of Parent Carers, with a disabled child, are assessed and supported. This consultation covers how an assessment is undertaken and the outcomes it achieves.

The current Parent Carer Assessment pathway has been in operation for a number of years and has evolved, not from a formal process / procedure, but on a reactive basis depending upon the request.

We are asking for feedback on:

- a proposed new Pathway
- renaming from Parent Carer Assessment to Parent Carer Support Pathway
- the material used to explore a carer's needs (Wellbeing Check Questions)
- the outcomes offered in order to provide support to parent carers of children with disabilities.

We want to involve the public in contributing to the development of a pathway that provides a person-centred assessment that delivers the right service at the right time.

Anyone who is interested can respond to this consultation including but not limited to the general public, current recipients of the Parent Carer Assessment, any parent that that may be affected by this change now or in the future, professionals / organisations working with parent carers, business and community representatives and other local authorities.

We aim to implement changes to the Parent Carer Assessment, renaming it Parent Carer Support Pathway, from June 2020.

What we are consulting about

If you are a parent carer of a child (0-18) with a disability and have parental responsibility, you have the right to request a parent carer needs assessment and Warwickshire County Council has a statutory obligation to complete this assessment. The assessment considers your needs as a parent carer, your wellbeing and things that could make looking after your child easier.

The pathway and processes for an assessment has not been reviewed or updated for a significant period of time. As part of a review we have considered feedback from a survey of parent carers, reviewed the current process in detail with representatives from Children and Families social care practitioners and SENDIAS, and engaged with the parent carer forum. We have also considered the processes to support adult carers as this will help to align (where possible) the Parent Carer Support Pathway with the Adult Carers pathway. This will ensure that when young people transition into adult services the Parent Carers receive a seamless service.

Currently, outcomes from assessments are restricted to a financial award only, omitting any tailored support that may be beneficial to parent carers needs. In addition, the nature of the assessment itself has led to families being assessed through a formal social care assessment which people tell us is not always appropriate.

Information available for parents to research a Parent Carer Assessment on Warwickshire County Council's offer has been limited and difficult to find. We are proposing that there will be information on the Warwickshire website to navigate parents through the application process. There will also be the opportunity to make an online application or request a practitioner to make contact. In addition, Customer Services at Warwickshire County Council will receive calls and pass you onto the appropriate practitioner to assist with an enquiry or to conduct a Wellbeing Conversation.

Feedback on the current process has been gathered from practitioners, parents and partners which has clearly indicated the issues that need to be addressed. It is this feedback that has helped to shape the proposal which we are sharing as the foundation for this consultation.

- The proposal is to move away from an Assessment process to one that is based on a Wellbeing Conversation that meets need with targeted and focused support.
- We are proposing that the name changes from Parent Carer Assessment to Parent Carer Support Pathway which is conducted using a Carers Wellbeing Conversation (see supporting documents).
- Currently, requests are made through MASH (Multi Agency Safeguarding Hub) and this can begin a pathway of up to fourteen steps. Our new proposal has a maximum of 5 steps and there is direct access to the team that will be conducting the Wellbeing Conversation.

- In some cases, Social Care assessments (Section 17) may still be identified as appropriate, but a more holistic approach is being considered to ensure that all the family's needs are met. This will allow the focus to move away from the sense of having to meet a threshold and move towards a guided 'Wellbeing Conversation'
- The application form that the assessment was based on was very long and did not provide a robust framework of assessment. Most applications also resulted in a full social care assessment that hadn't been requested. The new questionnaire provides a guided Wellbeing Conversation that takes a holistic view of carers and enables the practitioner to identify areas where support can be provided.
- The outcomes have always resulted in a financial award only and how this could be spent is unclear. The proposal for outcomes will follow a tiered approach. There are separate levels of support proposed, that can be combined if required, to ensure all parent carer needs are met. Firstly, signposting to a suitable organisation, support group or specialist service will be explored. Secondly, a one-off payment will be considered for a specific service, activity or piece of equipment in order to assist a carer and resolve an area of difficulty. Thirdly, if the Wellbeing Conversation identifies a full social care assessment is required to support the family, this can then be conducted (this would not be exclusive to but in addition to other tiered support).

We are asking for feedback on the proposals. Feedback will be fully considered in finalising a revised Parent Carers Support Pathway.

Supporting Information

The following information has been supplied to enable you to consider your response:

- Public Information Document
- Frequently asked questions
- Equality Impact Assessment
- Carers Wellbeing Conversation (draft questions)
- Proposed Pathway diagram
- A summary of Parent Carers Assessment Questionnaire feedback

How to take part

We welcome your comments on any of the proposed changes to the Parent Carer Assessment. You can feedback in the following ways:

- Complete the survey online using your computer, a tablet or an internet enabled mobile phone by visiting www.warwickshire.gov.uk/ask
- Request a paper copy of the survey by telephone (01926 415106) or email parentcarerconsult@warwickshire.gov.uk and return it to the postal address below. You can also request an alternative format or language this way.
- Feed back to us directly:
 - By emailing parentcarerconsult@warwickshire.gov.uk
 - By writing to us at:

Children with Disabilities Team (Consultation)
Warwickshire County Council
Saltisford Building 1
Ansell Way
Warwick
Warwickshire
CV34 4UL

Drop in sessions are being scheduled. The session will include a short presentation, followed by a brief Q&A session. Once dates and venues are confirmed, further details will be published on www.warwickshire.gov.uk/ask or can be requested by phone / email.

Closing date

The consultation will close on 09 February 2020

What will happen after the consultation

Once the consultation has closed, we will collate and analyse the responses, and these will be used to assess the suitability of the proposed changes to the Parent Carer Support Pathway. Our recommendations will be considered by Warwickshire County Council Cabinet.

Information will be posted on the Council's website www.warwickshire.gov.uk/ask

If agreed we aim to implement any changes to the Parent Carer Support Pathway from June 2020.

Privacy statement.

Survey questions are anonymous. If you complete this survey online the IP address used to submit answers will be automatically collected but will not be used in any analysis of responses. Questions for the purpose of equalities monitoring are included in the survey. You do not have to give us this information.

Following the end of the consultation we shall publish the results, and this may include quotes of comments which will be anonymous.

Information you provide in any additional correspondence to the online survey, including personal information, may be disclosed in accordance with the Freedom of Information Act and/or Environmental Information Regulations. If you want the information that you provide to be treated as confidential and not shared, including your contact details, please tell us why, but be aware that, under the legislation, we cannot always guarantee confidentiality.

All data will be treated in accordance with Warwickshire County Council's data privacy policy.

If you would like further information, visit www.warwickshire.gov.uk/privacy or contact our Customer Service Centre on 01926 410410.