



A Commissioning Prospectus
An opportunity for groups, organisations and enterprises
of all types to bid for grant funding

**Carers Support Service
Grant Programme 2015-2017**

PART OF THE ISLE OF WIGHT
VOLUNTARY & COMMUNITY
SECTOR STRATEGY



Prospectus is part of a grant-making programme supported by the Isle of Wight Council, The IW NHS and Community Action IW. The programme provides fair and transparent access to grant-funding that enables public service delivery on the Isle of Wight by voluntary, community and social organisations and enterprises of all types.

For general information about Prospectus programmes, or to request an accessible version of this document, please contact Martin Johnson at Isle of Wight Council: Tel 01983 823825 or email: martin.johnson@iow.gov.uk

For more specific information relating to this Carers Support Service Grant Programme prospectus, please contact Yvonne Millmore, Commissioning Officer or Jackie Raven, Strategic Commissioning Manager of the Isle of Wight Council Adult Social Care by telephoning the Commissioning Unit on: 01983 821000.

Isle of Wight Council

Carers Support Service - Grant Programme 2015 to 2017

Commissioning Prospectus

1. Introduction

This Prospectus is an invitation to groups, organisations and not for profit enterprises of all types to bid for grant funding that they can use to improve the lives of carers living on the Isle of Wight. The funding commissioners are the Isle of Wight Council and the Isle of Wight Clinical Commissioning Group.

What is a Prospectus?

Public sector partners on the Isle of Wight want to encourage thriving business and civil sectors (voluntary, community and not for profit organisations). They also have to ensure the best value from public funding. This has resulted in the Prospectus, our grant funding process.

This Prospectus is open to new and existing not for profit organisations.

As with all public funding, successful bidders will help the commissioners of the grant to deliver a number of outcomes in return for any grants made.

The Prospectus approach recognises the diversity of the many hundreds of possible potential applicant groups, organisations and enterprises. It is designed to be easy to use and geared to the needs of those bidding for funding.

Grants will be awarded through a competitive bidding process intended to encourage innovation, collaboration and building capacity in our communities. It particularly rewards partnership between different organisations and groups. Prospectuses also carry a local public sector commitment to offering funding opportunities that use Local Compact procurement standards to voluntary organisations and small businesses.

Delivering our plans and priorities

Applicants to this Prospectus must help the commissioners to deliver a range of local and national outcomes and priorities that support carers, these are set out within;

- The Working Together With Carers Strategy 2013 to 2016 [click here](#) for document
- NHS England's Commitment to Carers 2014 [click here](#) for document
- The Care Act 2014.
- Carers (Recognition and Services) Act 1995
- Carers and Disabled Children Act 2000
- Carers (Equal Opportunities) Act 2004

Why do we want partnership with the voluntary and community sector?

We believe that involving civil sector groups and not for profit organisations in planning and delivering local services and activities promotes stronger and more active communities as well as value for public money.

While not always the cheapest option, funding change and development in this way is shown to lead to distinctive and better services that reflect local community needs and strengths. Making grants also makes partnerships between organisations that share common objectives much easier, as well as providing volunteering and other civic opportunities that strengthen and enrich local communities.

As well as being an agent for change, innovative enterprises and a thriving and independent community sector can also be an important voice, helping us to arrange and fund (commission) more responsive services that are based on the knowledge and experience of local communities.

2. Carers Support Service- Grant Programme 2015/17

General Overview:

A new Joint Isle of Wight Carer's Strategy has now been agreed. It focuses on the things that make the most difference for carers. This strategy describes how the IW Council and the IW NHS Clinical Commissioning Group are working together to improve the lives of carers, providing them with the opportunity to be consulted about services and involved in the decision making which affects them. The Isle of Wight Carers Strategy defines a carer as 'someone of any age who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help'.

The 2011 Census indicated 16,420 people on the Isle of Wight provided at least 1 hour of unpaid care per week, meaning 11.9% of the total Island population had a caring responsibility. The South East (9.8%) and England (10.2%) both had lower levels of unpaid care provision. Of those people providing unpaid care, 4,104 provided 50+ hours of care per week (3.0% of the total population), higher than both the South East (2.0%) and England (2.4%). It is also known that there is a clear relationship between poor health and caring that increases with the duration and intensity of the caring role. Those providing high levels of care are twice as likely to have poor health compared to those without caring responsibilities.

Carers play a vital role in supporting those they care for, enabling them to remain living in their own home. National data tells us that a carer can greatly reduce admissions to hospital and long term residential and nursing home care. To help sustain carers and their vital role, the funding commissioners wish to provide grant-funding to community-based organisations that share our objective of sustaining and improving the lives of carers.

Strategic Outcomes and Priorities

Isle of Wight Council and the Isle of Wight NHS Clinical Commissioning Group are responsible for ensuring that carers are supported and have access to timely information, support to care, practical assistance, emotional support and help to maintain their own health. Funding has been allocated to this Prospectus in order to enable community organisations to deliver these outcomes.

The strategic outcomes sought through this Prospectus are that:

1. Carers will be supported in their caring role to:

- have a life of their own;
- be respected as expert care partners;
- receive support that sustains their mental and physical wellbeing;
- be treated with dignity;
- have access to timely, appropriate, information, advice and guidance; and
- financial well-being and supported access to work.

2. The quality of island carer's lives will be improved by supporting local communities to recognise their local carers and the valuable role they play within their community.
3. The development of local voluntary and community capacity able to provide sustainable and effective support to carers in their communities.

The commissioning partners wish to invest grant-funding in delivering these outcomes. The funders believe that activities that can deliver these outcomes could be delivered in a co-ordinated way, and possibly through a range of venues across the island suitable for carers. Carers need support that is easy to access and suitable for all carers regardless of race, religion, disability, belief, sexual orientation or employment status, and who may or may not live with the cared for person.

The funders are wanting to invest in a single lead organisation that will deliver the stated outcomes, preferably as a lead partner in a consortium of organisations or a partnership of organisations.

Outcome Focused Services

The policy, underpinning the Care Act is on '**person-centred and outcome focused**' approaches to the delivery of all aspects of social care, known as the 'wellbeing principle'.

Delivering clear outcomes that matter to carers is essential to service delivery. Successful applicants for funding will be expected to align all activity to both national and service outcomes which strive to achieve the aspirations, goals and priorities identified by the carer who use these services.

Carers and the cared for also provide an important perspective in assessing whether all services are meeting their needs and preferences. The funding partners will therefore expect carers and the cared for to be involved in monitoring the implementation and effectiveness of grant-funded support.

Indicators For Success

The key indicators for success in reaching these outcomes are based on hearing from carers and the cared for that the following "I and We" statements have been achieved. These are based on those described within the My Life a Full Life Programme and which have been extrapolated into outcome measures as detailed below.

- I have access to a range of support that helps me live the life I want and remain a contributing member of my community
- I have access to a range of easy-to-understand information about care and support which is consistent, accurate, accessible and up to date, and that assists me in my role as a carer and as a person in my own right.
- I have care and support that is directed by me, as a carer and responsive to my needs
- My support as a carer is co-ordinated, co-operative and works well together

- I have considerate support delivered by competent people
- I can plan ahead and keep control in a crisis
- I can decide the kind of support I need and when, where and how to receive it.

The outcomes you can help us to achieve

Applications are invited from community organisations that can meet all or some of the following outcomes:-

Outcome 1: Carers identify that they have quality of life and well-being.

The Care Act begins with an overarching general duty on local authorities, in the exercise of their functions, to promote an adults 'well-being'. This is also supported within Priority 4 of the NHS England's Commitment to Carers.

Wellbeing has a broad definition, including personal dignity, physical mental health, protection from abuse and neglect and control over day to day life, participation in work, education or training. Early intervention and prevention are key elements of a carer's support pathway identified within the Care Act and we want Carers to be or feel:

- Supported with appropriate coping strategies
- Less isolated
- Have a life of their own alongside caring
- Have a positive relationship with the cared for person
- Freedom from financial hardship
- Have a break from their caring role
- Able to take part in educational training or work opportunities that they may feel excluded from because of their caring responsibilities and supported to work/return to work or education if they choose.
- Able to participate in their local communities, including social and leisure activities to promote healthy well-being.

Outcome 2: Carers feel supported in managing their caring role

The Care Act and the NHS England's Commitment to Carers identifies that carers play a significant role in preventing the needs for care and support for the people they care for and it is particularly important that we prevent carers from developing needs for care and support themselves, so that carers feel;

- able to manage their caring role for as long as they wish to do so with minimum intervention by statutory and social care services.
- they can care effectively and safely both for themselves and the person they are supporting
- they understand the diagnosis and condition of the person they care for.

- they have choices in caring, including the limits of caring.
- safe and supported.
- informed, confident and equipped through training to undertake caring tasks.
- have access to information regarding assistive technology that can support them.

Outcome 3: Carers feel included and respected as expert care partners.

NHS England’s Commitment to Carers, Priority 2 supports the Local Authority in its duties identified within the Care Act to establish and maintain information and advice services about care and support in their area in order that;

- carers know who to contact at the point of need for support and have a clear pathway for further information advice and support over a 24 hour period.
- carers understand the available support across statutory services and wider community
- carers feel listened to, involved, valued and respected and influence how the carer’s service responds.
- carers changing outcomes in their life journey are met by a flexible and responsive service.

Outcome 4: Carers are able to recognise themselves as a carer and former carers whose caring role has come to an end continue to be active members of society.

Carers who are least likely to identify themselves as carers on the island may include;

- Male carers
- Carers in full time employment or education
- Carers of people who are substance misusers.
- Young Carers in transition
- Young Adult Carers
- Rural communities
- Minority Ethnic groups
- Those caring for people with memory problems

(These are examples and are not meant to be exclusive.)

The Nature of Support Sought by the Commissioning Partners

Commissioning partners believe that community based and supported organisations can play a particular role in achieving the Island’s outcomes for carers. Support should empower and enable carers across the island in a sustainable way.

The commissioners intend that the grant funding should be used to support people who are 18 years old and over, and should not be aimed explicitly for older people.

Support for carers should be available through partnerships between service providers and other sources of support. The grant funding should support an Island transitions pathway for young carers moving into adulthood, improve quality of life, help carers sustain their caring role and enhance their ability to enjoy a life of their own through the provision of a range of person centered and outcome focused services in a number of different ways. Support that delivers these outcomes might include;

24 hour access to information and support for example, via a website – In line with Priority 2 of the NHS England’s Commitment to Carers, Priorities 2 and 8 of the Working Together with Carers Strategy for the Isle of Wight and Clause 4 of the Care Act 2014

Carer’s hotline – In line with Priority 2 of the NHS England’s Commitment to Carers and Priorities 2 and 8 of the Working Together with Carers Strategy for the Isle of Wight.

Access to services at evenings and weekends – In line with Priority 4 of the Working Together with Carers Strategy for the Isle of Wight.

Face to face contact through a range of local community venues – In line with Priority 4 of the Working Together with Carers Strategy for the Isle of Wight.

Independent Advocacy in line with sections 67 and 68 of the Care Act 2014 and The Care and Support (Independent Advocacy) Regulations 2014

Male Carer Groups – in line with the consultation work undertaken when establishing the Working Together with Carers Strategy for the Isle of Wight.

Moving on training for former carer’s – In line with Priority 2 of the NHS England’s Commitment to Carers and Priority 5 of the Working Together with Carers Strategy for the Isle of Wight

Support for young carer’s in transition and young adult carer’s – In line with the Care Act 2014 and Priority 1 of the Working Together with Carers Strategy for the Isle of Wight.

Moving People Safely Training provided on a regular basis – In line with Priority 5 of the NHS England’s Commitment to Carers and Priority 1 of the Working Together with Carers Strategy for the Isle of Wight.

Printed materials, including a quarterly newsletter – In line with Priority 2 of the Working Together with Carers Strategy for the Isle of Wight.

A register of carer’s on the Isle of Wight intended to ensure that carers are able to receive accurate up to date information on services and support available and could be used to ensure that carers have a voice in the way future services are planned, developed and commissioned.

Follow up contact service to the carer after 28 days of initial support and advice

The commissioning partners will want assurance that grant funded services reflect carer needs and can add to other services that work with carers. There are a number of key activities that the commissioners will look for in applications for funding via this Prospectus:

- In line with the Care Act, carers need access to quality information and advice that's up to date and readily available. Information that provides practical and emotional advice with regard to caring and employment, caring and education, breaks from caring, support groups and activities along with a range of services that are specifically tailored to the needs and different age groups of the islands carer's.
- Referrals for carer support need to be received into the service from a range of statutory services, voluntary, community groups and direct referrals from carers.
- Carers will benefit from support that works closely with the Adult First Response Team, Hospital Social Work Team, our NHS partners, hospital wards and clinics and the Long Term Conditions Team with regard to referrals for Carer support, along with other organisations across the Island who undertake work to support carers.
- Close networking and involvement with Islehelp and other providers including Wightcare.
- Carers will benefit from an advocacy service tailored to meet the carers individual advocacy needs and requirements.
- The successful bidder will be well placed to maintain a carer's register on behalf of the Council and the IW Clinical Commissioning Group. This register should contain carer contact details, date of birth, relationship to the person being cared for, along with the number of hours of support provided to the cared for.
- The grant funded partners should ensure that all information is protected under the relevant Data Protection legislation and codes of practice, with carers informed that their information will be shared with the Commissioning Officer responsible for monitoring the service and the Clinical Commissioning Group.
- The carers register will only be of use if it is reviewed and updated regularly, with details of any former carers who no longer have caring responsibilities removed within six months of their care role ceasing.
- An effective carers register needs to identify the number of carers who have received support or information or advice via the carer's service and identify the type/s of support provided.
- The funding partners also wish to develop a carer's discount card to use at local businesses and leisure activities to promote health, well-being and social interaction. The successful applicant will be well placed to lead on this scheme.
- To support the council in further developing a carers assessment in conjunction with the Isle of Wight Council which is person-centered, outcome based and can be completed by the carer themselves or with support, as required.
- Develop a carer's marketplace which describes services and comprehensive support available within the wider community that can meet carers presenting needs.

Particular value will be placed on innovation, and the potential for partnership working between organisations. For example, organisations and enterprises from different sectors might use their combined ideas and resources to create entirely new services. Bids that will attract funding and resources from a range of sources will be particularly welcomed, as will bids that increase opportunities for public involvement and the involvement of volunteers in this new commissioning partnership.

3. Making an Application

Funding and resources that the commissioner can make available

The total expected funding available through this 2 year Prospectus is £175,000. To apply for this council grant, you must use an application form that is only available from the commissioner (details in 'How to Apply' below). Use the form to tell us about your ideas and how you will deliver the commissioning outcomes set out above.

The successful bidder(s) for grant funding will be offered a Funding Agreement with Conditions. The agreement will include arrangements that will be put in place to explain how the outcomes are being delivered.

Economic conditions may lead to changes in the amount of funding available for all public services. The council has an agreement with the local community sector, called the Local Compact. This sets out standards for business relationships. The council will apply this Compact if it has to consider any changes to grant funding.

Grants will usually be made in a number of payments following evidence that outcomes are being delivered. However, there is some flexibility; for example, an initial start up payment can be claimed if needed.

We are also able to offer successful bidders initial and termly training opportunities. We may also help with the marketing of services and introduction to other groups, activities or enterprises that may help you make the most of your ideas.

Before making an application, please [click here to see the guide to making Prospectus applications](#).

How will we know that our outcomes are being achieved?

The Isle of Wight council and the Isle of Wight Clinical Commissioning Group will need to show what impact the activities it has supported have had on the outcomes we have set. We will look for a combination of information about how much of something is being done, and how effective it has been. The application process asks how you will tell us these things and because we don't specify in detail what services we believe are needed, we leave you to suggest the best way to do this.

However, we do have to supply information to the Government and other official bodies. They may change the information they ask for, so we need partners who will help us respond to these changes.

The bid should include your proposals for reporting. This is an opportunity to share the big picture so that we get our future commissioning right. The outcome of all grant funding is evaluated. Successful organisations may be considered for future funding. There are a number of reporting requirements that the service will therefore ask you to agree to:

- Provide the council with evidence of the impact on carers, including a quarterly report on delivery of your plan and how well you have met a number of agreed performance measures. This will be followed by a regular monitoring meeting with the council's commissioning manager
- Provide some standardised information such as your scheme of work, staff and venue information; carers register and care plans which recognise and record progress and achievement, and carer evaluation surveys.
- Complete a self-assessment report using a template provided.
- Attend quarterly meetings with other partners and service providers to share good practice, to contribute to curriculum development and establishing progression routes.

Potential bidders must contact us to discuss a bid before applying. This provides an opportunity to discuss ideas and the council can advise on what information it would be helpful to build into a bid.

When assessing the strength of a bid and how well a service is going, the council regards the views of service users as an important measure of how well a grant funded organisation is doing and how its services will be welcomed. This can tell us if people are able to access the services they need, where and when they want them, and help to identify the need for future change and improvement.

In short, the council will need to know how well your proposals are progressing and how well outcomes are being delivered.

Some requirements

Successful bidders must be able to show that they have or will have arrangements in place to meet the following responsibilities. You should have:

- Public liability, and where appropriate, employer liability insurance (minimum £5 million).
- Transfer of Undertakings Protection of Employment Regulations 2006 (TUPE) as amended by The Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014.
It is the responsibility of the successful bidder to consider whether or not TUPE is likely to apply in the particular circumstances of this tender exercise and to act accordingly. The successful bidder should therefore take their own advice regarding the likelihood of TUPE applying. However, it is the view of the

Council that TUPE is likely to apply to some or all of the services within this grant application.

- Evidence that you are able to manage grant funding effectively and efficiently.
- Compliance with relevant legislation including health and safety, risk assessment, equality and diversity, safeguarding vulnerable adults and children, data protection and freedom of information (You can get independent help and advice on these things, see the 'Contacts' section below).
- Enhanced DBS clearance for anyone delivering carer support.
- Recognised qualifications for key roles.
- Compliance with any Codes of Ethics or standards relevant to your bid
- A suitable reference in support of your bid (see the application form)
- Agree to allow Council Officers and commissioned external consultants the right to visit sites and view operations relating to the provision, inspect relevant documents, financial and carer data, fully investigate any safeguarding or quality assurance concerns, observe training events and attend carers groups and interview carers and staff.
- Commitment to comply with the Safeguarding Adults Multi Agency Policy Procedures and Guidance for Southampton, Hampshire, Isle of Wight and Portsmouth please [click here](#) to see the document.
- A non-discriminatory service that provides equality of opportunity.

You may be asked for evidence that you qualify for funding: we are only able to fund properly constituted trading enterprises, voluntary and community groups. Any funding that we provide can only be used for the purposes set out in any funding agreement with the council, and cannot be used to subsidise other activities.

How to apply

Please contact, Yvonne Millmore, Commissioning Officer or Jackie Raven, Strategic Commissioning Manager -Adult Social Care on: 01983 821000 and discuss your idea. This is the only way to secure an approved application form.

Completed applications should be sent for the attention of:

The Commissioning Unit – Adult Social Care
Isle of Wight Council
Enterprise House
Monks Brook
Newport
Isle of Wight, PO30 5WB

Applications should be delivered to Yvonne Millmore by 5pm on the 11th March 2015. Contact the commissioning officer to discuss how you will deliver your bid, which can be accepted in a number of ways including by post, hand or email.

Applications received after the closing date cannot be considered.

A panel will meet 18th March 2015 to consider applications. Successful applications will receive funding via a Funding Agreement.

We strongly advise that applicants take advice on their bid. **Independent advice is proven to be a significant factor in the likelihood of making a successful bid.** Free and open access to independent advice is available to help prepare grant bids and business-planning (see the 'Contacts' section below for local independent advice).

This is a competitive process and grant funding decisions will be based on the information supplied with the application. Bidders should use the application form to tell the council how their bid will deliver the outcomes set out in this Prospectus, how the grant funding will be used, and how the council will know how well the service is working.

The Prospectus process allows flexibility, creativity and innovation. Unlike contractual tendering, there will be opportunities to negotiate with successful bidders before and after a funding agreement is made.

Timings

This Prospectus will be issued on or about:	16th January 2015
The closing date for applications is:	11th March 2015
The Appraisal Panel will meet on or about:	18 th March 2015

The successful bidder/s will be informed on 31st March 2015; with the programme commencing on 1st June 2015 and ending on 31st May 2017.

Contacts

To discuss your ideas about how you might help the Council deliver the outcomes in this Prospectus, and to start an application, please contact:

Yvonne Millmore, Commissioning Officer - Carers or Jackie Raven, Strategic Commissioning Manager- Adult Social Care on [Tel:01983821000](tel:01983821000)
Email: yvonne.millmore@iow.gov.uk or Jackie.raven@iow.gov.uk

Applicants may also benefit from independent advice and support to maximise their chances of success. For information on getting independent advice on your application, contact:

Community Action IW, Tel 01983 524058 or email mail@actioniw.org.uk

To find out more about the Prospectus process and how it works, please contact:

Martin Johnson Commissioning Development Manager Tel: 01983 821000 or email: martin.johnson@iow.gov.uk

The Small Print and More Information

A short guide with more information about Council grant-making is available. It sets out more information about the Prospectus process and is intended to help all bidders submit the best possible bid. This Isle of Wight Council document also applies to Isle of Wight NHS Prospectuses; [Click here to see a copy of the latest 'Small Print' guide for applicants.](#)