# MIND THE GAP

# Identifying and Supporting Carers from Vulnerable Communities

**Background**[The NHS Long Term Plan](https://www.longtermplan.nhs.uk/wp-content/uploads/2019/06/LTP-imp-fwk-support-offer.pdf) **(LTP) makes clear a need to** tackle health inequalities[[1]](#footnote-1), prevent illness and meet unmet need for people and communities who have been left behind. There is a clear commitment within The LTP to identify and support carers from vulnerable communities.[[2]](#footnote-2)

We know that some carers do not feel confident accessing support from NHS services, which means that they may experience poorer physical and emotional well-being. There is clear evidence from sources such as the GP patient survey and the State of Caring survey that carers face inequity as a result of their caring role – suggesting they are twice as likely to experience poor health compared to their non-carer peers. This is often contributed to by a lack of appropriate, accessible and culturally relevant information or support, finance concerns, stress and social isolation.[[3]](#footnote-3)

Since the publication of the LTP much has changed. We know that COVID-19 is having a disproportionate impact on communities most likely to suffer from health inequalities, and that as a result of COVID-19, carers have provided on average an additional ten hours of care a week.[[4]](#footnote-4)

NHS E/I are relaunching *Mind the Gap*, a programme which aims to help Integrated Care Systems to identify and support carers from vulnerable communities through co-production and carer-led innovation. As such, in 2021/22 NHS E/I is offering up to £10,000 per project aimed at scoping how to best identify and support carers from vulnerable communities, subject to successful bidding.

 **Who are the communities we should work with?**

Carers from these Equality Act 2010 protected groups have been identified as vulnerable for the purpose of these projects:

* Age
* Disability
* Gender reassignment
* Marriage and civil partnership
* Pregnancy and maternity
* Race
* Religion or belief
* Sex
* Sexual orientation.

In addition, carers from groups below are also included:

* Alcohol and substance abuse addicts
* Armed Forces families
* Migrants such as refugees and asylum seekers.

We would particularly welcome bids from:

* Armed Forces Families
* Carers supporting alcohol and substance abuse addicts.

## **What are the aims of the projects?**

## 2022/22 scoping exercise aims will be to:

* Understand how we can help carers from vulnerable communities identify and what matters most to them.
* Understand what would ensure more carers from vulnerable communities’ access support so that they maintain their own wellbeing.
* Co-design recommendations that will increase identification and improve support of carers for implementation, which are sustainable, scalable and spreadable \*
* Evaluate what we do and share what works, so that others can learn.

2021/22 will be used to implement the learnings, findings and recommendations that would have come out of the 2020/21 scoping projects.

**\* NB: NHS E/I carers team are looking to secure additional funds for 2022/23 to implement recommendations, subject to successful bidding.**

## **What are the other requirements?**

To receive support ICS localities are expected to demonstrate the following:

* Evidence of local carers engagement
* Involvement of local carer organisations
* Inclusion of voluntary and third sector organisations
* Evidence of co-production with carers in co-designing recommendations
* An understanding of the need to make reasonable adjustments.
* Willingness to undertake a new programme of work, or enhance an existing offer, based on local assets.
* Commitment to buddying with others as assigned.

**How will we work together?**

The work will require a collaborative effort between NHS E/I and project partners. Project partners must be prepared to work in line with the proposed reporting and sharing of learning arrangements, including:

* + Attending an introductory online meeting on the 16th ofJune 2021
	+ Submitting 2x progress reports using template provided and taking part in monthly catch-up calls with Regional NHS E/I Carers Leads
	+ Submitting a final report using template provided 8th of March 2022.
	+ Measuring impact with support of external evaluators, including capturing Case Studies and Digital Carer Stories from carers and provider organisations[[5]](#footnote-5)
	+ Willingness to participate in external evaluation.
	+ Participating in three Nationally hosted events
	+ Commitment to working collaboratively to undertake robust evaluation, measuring what matters most, sharing lessons learned and good practice.

## **Bid template**

For your project to be considered for support, please complete one template per project you wish to bid for. The questions will provide us with details about your project and associated costings that we will need to gain internal approvals, and ensure you are set up as a supplier.

Please read all the information included in this pack before submitting your bid to **england.nhsthinkcarer@nhs.net**

For a project to be approved it must comply with the following:

1. Funding will be for no more than £10,000 – you can choose to ‘top this up’ locally in order to deliver more effective outcomes
2. All elements of the project must be completed in full by end of March 2022;
3. Requirements set out above.

Please note that all payments will be made to successful bidders in two parts:

* 80% in November 2021
* 20% on receipt of the approved final report in March 2022.

**Name of your Integrated Care System**  **and who you are working with currently -** PLEASE SEE LIST [HERE](https://www.england.nhs.uk/integratedcare/what-is-integrated-care/)

**Name of System:**

**Who you currently work with (from NHS, Local Authority, VCSE, Community Groups):**

**Project Contact – please provide name, job title, email and telephone number**

**Name:**

**Job Title:**

**Email:**

**Phone Number:**

**Project Executive Sponsor 8 -please provide name, job title, email and telephone number**

**Name:**

**Job Title:**

**Email:**

**Phone Number:**

**Project Bid name and summary of work for 21/22**

**Project Bid Name:**

**Summary of work [400 words]:**

**Demographic of ICS and community:**

**Confirmations – please can you confirm the following:**

Please confirm that all parts of your project will be completed in full by the end of March 2022: **Yes / No**

Please confirm that you will submit progress reports, attend events and informal catch-up calls:

**Yes / No**

Please confirm that you will submit a final project report by end of March 2022:

**Yes / No**

**Have you previously been paid by NHS England?**

If yes, please could you provide the name and address that you are set up on the NHS England finance system, so we can check that you are currently set up as a supplier?

If no, please could you provide the following along with your project bid so we can arrange for you to be set up as a supplier.

• Organisational trading name:

• Invoicing address:

• Contact name:

• Contact email:

• Contact telephone number:

• Bank name:

• Account name:

• Bank account:

• Bank sort code:

*Could you also send a copy of your bank details on your company/organisation letterhead and email a copy when you submit your project bid.*

**Project Bid Detail**

Please provide a brief outline of:

1. How will you ensure co-production and the sustainability of the project going forward?
2. A description of how you will complete the project including:
* Activities (research and engagement – face to face and/or digital) that will take place during the lifetime of the project and when
* How stakeholders will be involved to ensure the project is defined by what matters most to carers from the community you are scoping?
1. What do you hope to learn through this activity, for example:a better understanding of why carers don’t identify so that barriers can be removed; information sharing regarding existing support available (e.g., access to a carer passports) and understanding if it is what those carers want; identification of community champions; help carers from vulnerable communities identify GP services that can meet their needs.

A) How will you ensure co-production and sustainability?

B) How you will complete the project (key milestones or submit project plan as attachment, including your contact details):

C) What you hope to learn:

**Deliverables**

1. What will the outputs be, in addition to recommendations? We understand that these are likely to change as a result of true coproduction.

A) What will the outputs be?

**Benefits – brief description on who will benefit from your project and how?**

1. How do you intend to measure the effectiveness of scoping? Including understanding who didn’t engage and why.
2. Alongside data, what stories/case studies will you capture of how the project has impacted on carers from the specified vulnerable community you are seeking to work with?
3. How will you ensure the recommendations can be implemented, sustained and spread?

A) How do you intend to measure the effectiveness of the scoping? Including understanding who didn’t engage and why.

B) What stories will you capture?

C) How can you ensure recommendations will be sustainable and spreadable?

**Financial Costings**

Please include *every* cost including staff costs, project costs, IT costs up to the value of £10,000. We will not be able increase the amount later so its important to include all your costs. Please add the total cost, excluding VAT below.

**Project (to include all costs: printing, translators, interpreters etc)**

**IT**

**Other – please specify**

**Total: £**

**Communications**

1. What suggestions do you have for promoting your project?

1. We would like to support this via our own social media, so it would be helpful to know when you envisage this will happen for our own planning purposes.

A) What suggestions do you have for promotion?

B) When will this take place?

**Please email the form and the supporting documents, including your bank details on your letterhead to** **england.nhsthinkcarer@nhs.net**. **The final date for submissions is July 15th 2021. Please include ‘Mind The Gap Project` in the subject box.**

**NB:** If you need assistance with the form please contact your local NHS carers regional lead, via details are below:

**London**

Ros Spinks

ros.spinks@nhs.net

**North East**

Campbell McNeill

campbell.mcneill@nhs.net

**South West**

TBC

england.nhsthinkcarer@nhs.net

**South East**

Caroline Cameron

caroline.cameron2@nhs.net

**Midlands**

TBC

england.nhsthinkcarer@nhs.net

**North West**

Sally Crighton

sally.crighton1@nhs.net

**East of England**

Jodie Deards

Jodie.deards1@nhs.net

**Thank you!**

1. Unfair and avoidable differences in health across the population [↑](#footnote-ref-1)
2. [The NHS Long Term Plan](https://www.longtermplan.nhs.uk/wp-content/uploads/2019/06/LTP-imp-fwk-support-offer.pdf)**, 2.33, p. 42** [↑](#footnote-ref-2)
3. [The NHS Long Term Plan](https://www.longtermplan.nhs.uk/wp-content/uploads/2019/06/LTP-imp-fwk-support-offer.pdf) [↑](#footnote-ref-3)
4. Carers UK, Caring Behind Closed doors 2020 [↑](#footnote-ref-4)
5. At least two case studies per project. Please account for the cost of capturing and translating when sharing your financial costing with us below [↑](#footnote-ref-5)