

Working for Carers 2019-2022 evaluation: Invitation to tender

1. Introduction

Carers Trust is inviting suitable applicants to tender to complete an evaluation of the [Working for Carers](#) programme, working with carer focused organisations across London to support carers aged 25 and over who are unemployed and economically inactive to be able to gain employment. Working for Carers is jointly funded by The National Lottery Community Fund and the European Social Fund as part of the Building Better Opportunities programme.

The evaluation will focus on the impact that bespoke employment related, holistic support has the ability of carers across Greater London to enter the workforce and retain employment between October 2019 – December 2021.

This evaluation will be building on the report on the first funding phase (2016-2019), completed by Ecorys in September 2019 – the [executive summary](#) is available to view.

2. Carers Trust

Carers Trust is a major charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, **unpaid**, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

Carers Trust's vision is of a world where the role and contribution of **unpaid carers** is recognised and valued; and where carers have access to the trusted quality support and services they need to live their own lives.

Carers Trust is the largest provider of comprehensive carer services in the UK. We do this with a UK wide network of quality assured independent partners and through the provision of grants to help carers get the extra help they need to live their own lives. With these locally based Network Partners we are able to support carers in the community with information, advice, emotional support, hands on practical help and access to much needed breaks. We offer specialist services for carers of people of all ages and conditions and a range of individually tailored support and group activities. In 2018/19 we reached more than 448,912 carers.

3. The Carers Trust Network in London

The Carers Trust Network in London consists of 22 autonomous registered charities who support carers of all ages across Greater London. They employ staff and engage volunteers to deliver a range of services to adult carers, young adult and young carers.

The services delivered vary across the city and from carer to carer, depending on local and individual need, demand, circumstances and resources.

Key services include:

- Carer Assessment
- Information and advice
- Social activities
- Emotional support and counselling
- Support planning
- One-to-one support
- Advocacy
- Respite care
- Motivation and self-confidence building
- Peer support
- Crisis support
- Employability support.

In boroughs or parts of London where there isn't a Carers Trust Network Partner, contact is being made with organisations supporting carers to secure their support for the project.

4. Who are carers and why do they need support?

A carer is anyone who cares, **unpaid**, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

A survey carried out by Carers Trust showed that 68% of unpaid carers in London were unemployed. Nearly 70% said the main barriers to finding and keeping employment were the pressures of their caring role and 75% said it was the need for part-time work.

Below are some other useful statistics about carers:

Carers across the UK

- There are around seven million carers in the UK – that is one in ten people;ⁱ
- Three in five people will be carers at some point in their lives in the UK;ⁱⁱ
- Around two million people move in and out of caring every year;ⁱⁱⁱ
- The economic value of the contribution made by carers in the UK is £132bn per year.
- The 2011 census shows the greatest increase in England and Wales was among those providing over 20 hours a week of care, with the number rising from 1.66 million a decade ago to 2.1 million in 2011;^{iv}
- Out of the UK's carers, 42% of carers are men and 58% are women;^v
- One in four women aged 50–64 have caring responsibilities, compared with one in six men;^{vi}
- The 2011 Census showed that there were just under 600,000 black, Asian and minority ethnic carers in England and Wales.^{vii}

Carers and employment

- There are 4.27 million carers of working age living in the UK; 2.44 million (57%) of these are women and 1.83 million (43%) are men;^{viii}
- 54% (991,494) of men and 29% (705,831) of women work full time;^{ix}
- 12% of men (220,332) and 3% (73,017) women are self-employed;^x
- 7% of men (128,527) and 30% of women work part time (730,170);^{xi}

- The employment rate for carers is at 67% (72% of men and 62% of women); over half of those who are not working say that they want to do so;^{xii}
- Family and caring responsibilities account for 26% of economic inactivity in the UK working age population compared with 19% in Germany and 18% in the Netherlands;^{xiii}
- £5.3bn has been wiped from the economy in lost earnings due to people who've dropped out of the workforce to take on caring responsibilities.^{xiv}
- For those providing over 50 hours of care, only 45% of men and 35% of women remain in paid work;^{xv}
- Nearly one in eight workers is a carer;^{xvi}
- Over 250,000 males and 300,000 women combine work with caring for over 20 hours a week;^{xvii}
- 132,000 men combine work (117,480 of which full time) with caring for over 50 hours a week;^{xviii}
- 155,000 women combine work (66,650 of which full time) with caring for over 50 hours per week;^{xix}
- On average, carers retire eight years early;^{xx}
- One in five carers gives up employment to care;^{xxi}
- Those caring for 20 hours or more a week who are in employment are also more likely to be in lower paid work than those caring for less than 20 hours and the general population (16% compared with 12%);^{xxii}
- 26% of carers feel that their caring responsibilities have affected their ability to take up or stay in employment.^{xxiii}

5. Working for Carers - background

Working for Carers is a London-wide project that supports **unpaid carers** and former carers, aged 25 or over, to move closer to employment. The original award in October 2016 was extended until 30 September 2022 bringing the total award to over **£3.73million**.

Over six years, Working for Carers aims to support 1,556 carers and former carers in London to move towards employment. The project will achieve this by:

- Supporting carers to pursue their employment goals through confidence building and skills development.
- Offering a flexible service that considers individual needs and ambitions.
- Engaging with local businesses and organisations to create employment, training and volunteering opportunities for carers.
- Highlight the benefits of employing carers, adopting carer friendly policies, and understanding the needs of carers in the workplace.

Carers can access free support, delivered in their local area, which may include: one-to-one support and advice; workshops and group activities; support with writing CVs and interview techniques; help with job-searching; and access to employment, volunteering and training opportunities. Carers can also access financial support to address specific barriers to finding employment, for example help with travel costs, replacement care or clothes for interviews.

Within the reach target, Working for Carers will work with:

- 609 carers over the age of 50
- 347 carers who have disabilities
- 733 carers from ethnic minority backgrounds
- 20% of participants who are unemployed at registration (already job-searching)
- 80% who are economically inactive at registration
- 25% male carers and 75% female carers.

Carers Trust is working with Network Partners (local carers organisations) and other key organisations supporting carers across London to deliver the project across all London boroughs.

The project is funded in two parts, 1) North, East and West London and 2) South & Central London and is being delivered in four Hub areas, led by staff employed at the following Hub lead carers organisations, who are coordinating the delivery of accessible support to the diverse London population:

- **North & West London - Harrow Carers:** Supporting carers in Barnet, Brent, Ealing, Enfield, Hammersmith & Fulham, Haringey, Harrow, Hillingdon and Hounslow
- **North & East London - Redbridge Carers Support Service:** Supporting carers in Barking and Dagenham, Greenwich, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest
- **Central & South London - Camden Carers Centre:** Supporting carers in Camden, Islington, Kensington and Chelsea, Kingston, Merton, Richmond, Sutton, and Westminster
- **South & Central London - Carers Lewisham:** Supporting carers in Bexley, Bromley, Croydon, City, Lambeth, Lewisham Southwark and Wandsworth.

Employment Personal Advisors, employed by the Hub lead carers organisations work directly with carers, assessing their needs and supporting them to develop an individual action plan. The advisors assess the carer's holistic needs, not just focusing on employment, and refer participants to specialist support as and when required. Examples include support around health and wellbeing, and support for carers with English as a second language.

Most employment support is provided on a one-to-one basis, including reviewing CVs and support with job applications. However, Hub partners also organise workshops, one-to-one training and peer support activities, and coordinate support provided to carers by carers-focused and other organisations in their Hub London boroughs.

Targets

The project aims to move 314 participants into employment, 336 into job-searching and 265 into education or training. The project will provide in-work support to carers who move into employment, with a target of 178 carers sustaining employment for 26 out of 32 weeks.

Registration, results and outcomes

At the end of Sep 2019, **796 carers** and former carers had registered with the project (51% towards the target of 1,556). The registered carers are from all **33 London boroughs**.

So far, **153** carers have exited the project into **employment**, and 37 have reported that they have sustained employment for 26 out of 32 weeks.

6. Evaluation aim and objectives

Aim

To deliver an impartial evaluation of the impact that the Working for Carers project has on the lives of eligible carers aged 25+, the organisations involved and the employability support sector, focusing on activity undertaken between October 2019 – December 2021.

Objectives

1. To evaluate the carer cycle through the Working for Carers programme identifying if there is a correlation between the following factors:
 - a. how/when carers enter the project – we are particularly interested in understanding how the type, level and structures around caring roles impact carers movement through the Working for Carers cycle,
 - b. what the identified wider support needs for carers are (i.e. emotional or practical) and how these are managed e.g. when are referrals made? What routes have been effective to enable positive re-entry into the programme?
 - c. how/when carers exit the programme and what happens next.
2. To evaluate the impact of outreach activities and partnerships with local providers on recruitment of carers to the Working for Carers programme. The evaluation will identify and evidence effective approaches in an initial impact report. The effect the focused application of identified approaches has on recruitment across the programme will be a key element of the final report.
3. To evaluate the impact of the employability support strategies provided to Working for Carers participants on the outcomes they have or go on to achieve. Current strategies range from information on carers employment rights, supporting carers to speak to employers about their caring role through to direct brokerage with employers.
4. To provide a focused evaluation of the experiences of organisations involved in the delivery and receipt of support from Working for Carers. This will include Carers Trust, Hub Partners, Network Partners and other key organisations supporting carers across Greater London.
5. To identify a clear set of principles that those interested in carers employability can replicate, in Greater London and in other geographical areas.

7. How the evaluation will be used

- To provide robust evidence and good practice examples for other carers services and relevant organisations to replicate effective service delivery.
- To evidence what strategies and approaches work in supporting and enabling carers aged 25+ who wish to enter, return and/or stay economically active
- To influence project planning, learning and development for Carers Trust, Network Partners, carers, government departments and the employability sector more widely.
- To report back to the funders on the impact and effectiveness of the Working for Carers project and inform the Building Better Opportunities overall evaluation.
- To provide Carers Trust with robust evidence to increase the recognition of, and highlight the need for, on-going funding

8. Methodology

A substantial amount of data is being collated from funded projects for quarterly funder reports, and via the bespoke data management system for the project (Charitylog), data from which the evaluators will be able to access on a quarterly basis. Tenders should include time to analyse this data on a quarterly basis to support delivery against the evaluation objectives.

Proposals should outline the methodological approach considered most suited to meeting the evaluation aims and objectives. The overall approach to analysing existing data and collecting further data will be finalised at the inception meeting.

9. Reporting requirements

It is expected that the evaluation will take place over three phases and will influence learning and development for Working for Carers, Carers Trust and The Carers Trust Network Partners in London. Report findings will need to reflect findings as per Hub areas.

Regular progress updates (via calls with Working for Carers staff every 12 weeks) will be expected. Time for relevant staff to fully participate should be included in costs and timescales.

The evaluator(s) will also be required to present on findings at Working for Carers and/or Carers Trust events and seminars (estimated to be no more than three throughout the evaluation period).

10. Delivery timeline

The dates for delivering the required reports are detailed below:

Report One: Findings on Objectives 1 & 2 (carer cycle and impact of outreach and partnerships) – by August 2020

Report Two: Interim evaluation findings – by Feb 2021

Final report – by Feb 2022

The final delivery dates will be decided at the inception meeting.

11. Budget

Bids can be submitted for up to £25,000, inclusive of all costs and VAT. Carers Trust expects bids to demonstrate value for money and cost-effective work plans and this will be a deciding factor.

12. Researcher specification

Carers Trust is looking for a researcher, or group of researchers, who have a mix of the following attributes, experiences and skills:

- Knowledge and understanding of the carers' sector, especially issues affecting carers and employment
- Experience of managing and conducting empirical research projects
- Ability to write concise reports and pull out key issues
- Good communication skills
- Sufficient capacity to deliver a high-quality output, taking into account feedback received from project stakeholders.

13. Submitting your tender

You must complete the following documents and return them in accordance with the instructions below.

- Selection Questionnaire
- Award Questionnaire
- Pricing schedule
- Appendix A – Confidential/Commercially Sensitive Information
- Appendix B – Conflicts of Interest
- Appendix C – Form of Tender
- Any other permitted attachments

Please note: Any attachments other than those specifically requested will not be considered in the evaluation

Submissions should be sent to policy@carers.org by 23.59, 9 December 2019.

14. Key dates

Milestone	Date
Submission deadline	23.59, 9 December 2019
Notification of outcome	17.00, 17 December 2019
Inception meeting	23 January 2020
Presentation of approach to Working for Carers steering group	28 January 2020
Final Evaluation plan/framework agreed	by 25 February 2020

15. Queries – Who to contact at Carers Trust

Please email policy@carers.org with any queries and you will receive a response within 48 working hrs.

16. Appendices and further information

Appendix D: Tender evaluation procedure

ⁱ UK Census 2011. Source: Office for National Statistics licensed under the Open Government Licence v.1.0. The Census identified 6.5 million carers in the UK, including 178,000 young carers in England and Wales. However, we know from research that young carers are vastly under identified by the census. Carers Trust believes it is important to recognise young carers as they are too often invisible. We therefore use an estimate of in the region of seven million.

ⁱⁱ Carers UK (2014), *Facts about Carers – Policy Briefing, May 2014* (Carers UK).

ⁱⁱⁱ 'In the Know', Carers UK, 2008.

^{iv} UK Census 2011. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^v UK Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{vi} Carers UK (2014), *Facts about Carers – Policy Briefing, May 2014* (Carers UK).

^{vii} Carers UK (2014), *Facts about Carers – Policy Briefing, May 2014* (Carers UK).

^{viii} Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{ix} Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^x Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{xi} Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{xii} Census 2001

^{xiii} TUC 2004 quoted in 'From Safety Net to Springboard', Equality and Human Rights Commission, 2008.

^{xiv} Pickard, L (2012), 'Public Expenditure Costs of Carers Leaving Employment' <http://blogs.lse.ac.uk/healthandsocialcare/2012/04/25/dr-linda-pickard>.

^{xv} TUC 2004 quoted in 'From Safety Net to Springboard', Equality and Human Rights Commission, 2008.

^{xvi} Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{xvii} Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{xviii} Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{xix} Census 2001. Source: Office for National Statistics licensed under the Open Government Licence v.1.0.

^{xx} 'Real Change, Not Short change: Time to Deliver for Carers' (2007). Carers UK.

^{xxi} Buckner, L, Yeandle, S (2007a), 'Carers and Caring in EU Member States'. Eurocarers.

^{xxii} Family Resources Survey 2004/05, Department of Work and Pensions.

^{xxiii} Statistics from the Survey of Carers in Households in England (produced by the NHS Information Centre for Health and Social Care), 2011.