

Caring for the Future

**Action Plan 2017/18
Status Report**

DRAFT V1

Our Approach

In our strategy 'Caring for the Future' we have set out how we will approach our work to support carers. Here are the principles we have agreed. We will work within these principles as we put this plan into action.

- Organisations will work in partnership to add value to their individual actions.
- Families who are caring will be involved as equal partners in developing the strategy and holding us to account regarding its delivery.
- We will seek out and use best practice in what we deliver and how we deliver it. The strategy will be made real through action plans with clear timescales and ways of measuring their success.
- The strategy will develop and adapt over time so that it always reflects what is most important and useful to carers at all ages and stages of life.
- We will not wait for problems to arise but will plan ahead. We will try new approaches and build on what works.
- We will promote independence and work to prevent any current needs from getting worse.
- We will focus on the person, whether they are giving or receiving care, to build on their strengths and make the most of their resources.
- As organisations we will be efficient, focused on quality and hold ourselves accountable to our local community.
- We will work together with carers to achieve the outcomes they are looking for.

The One Year Action Plan agreed in June 2015 has been incorporated in to this document.

What we need to do	Action	When	Responsible Action Group	What should be different	Status
Embed a 'joined up' approach to delivering 'Caring for the Future'.	Agree concordat across the partnership involved in delivering 'Caring for the Future'.	September 2017	Carers Strategic Oversight	There will be a clear record of the roles and responsibilities involved. This will mean that even if the people involved change over time the activity and progress will be maintained.	<p>May 2017</p> <p>September 2017</p> <p>November 2017</p>
				Confirm CSOG to Health and Wellbeing Board	
				Arrange multi agency 'summit meeting' to confirm commitment to joint working for carers	
	Develop terms of reference for a multi-agency group. The group will include representation from across the partnership and be co- chaired by senior officer and a local carer	By end May 2016.	Carers Strategic Oversight	There will be recognised group to take forward the carers strategy. Their role, responsibilities and ways of working will be agreed and transparent.	Completed June 2016
	Across the partnership map resources/activity currently deployed specifically to support carers.	Oct 2017	Service Development, Commissioning and Performance	We will be able to identify the level of investment in supporting carers across the borough. Full review required.	One Year Review completed Nov 2016

	Develop a joint commissioning approach for carers across all partners with commissioning responsibilities - supporting whole family approaches and supporting carers at all ages and stages.	Apr 2018	Service Development, Commissioning and Performance	We will be able to target our resources so that we <ul style="list-style-type: none"> • Maximise the benefits for local carers • Maximise the return on investment in terms of financial benefit and social capital 	
What we need to do	Action	When	Responsible action group	What should be different	Status
Raise the profile of carers and caring locally to promote the principle of sustainable caring.	Increasing engagement by organising events and community activities. Development of new Carers information / advice and guidance alongside CLS Hub	March to September 2018 (to be evaluated in September 18 with a view to embedding if successful)	Communities, Communication, Information and Engagement	By Carers Rights Day in November 2016 we will be able to organise an event which will include providers of universal and specialist services, employers, NHS organisations, local authority departments and those who are caring. The event will promote carers rights regarding employment and their rights to support in their caring role. Carers Information Sessions on First Aid and Moving and Handling available in CLS Hubs	A range of events took place on Carers Rights Day as reported by Action Group
	Launch a social media campaign to raise the awareness of local carers	Apr 2017	Communities, Communication, Information and	Create a planned Media campaign through 2017 for carers activities and awareness raising	DMBC have used the Wellbeing

	about their rights and supports available to them.		Engagement		Service to distribute information across local communities. DMBC have also re launched the information website under the brand 'Your life, Doncaster'
	Promote information about appropriate services and support networks. Using information to promote the financial wellbeing of carers.	June 2017	Communities, Communication, Information and Engagement	Review and launch Your Life Doncaster database, improving digital access to current information across social care and help – and Communities. Links to welfare benefit information and support for carers in employment and seeking employment on database	
What we need to do	Action	When	Responsible Action Group	What should be different	Status
Carers of all ages in Doncaster are recognised for the vital contribution they make'	Supporting carers to maintain and develop connections with their local community.	September 2017	Communities, Communication, Information and Engagement	100% Wellbeing Officers trained to undertake initial Carers Assessment.	

	Raising the profile of caring across the local community, including targeting local employers, universal services and minority communities.	February 2017	Communities, Communication, Information and Engagement	1) Identify funding for resource 2) Job Description finalised for specific role	Funding confirmed and recruitment process completed
	Developing 'whole family approaches' in line with Care Act Guidance	Oct 2017	Developing Skills and Professional Practice Action Group	Review current Carer Assessment practice and process Update training package re carer assessment and support planning	Updated Carers Assessment process agreed Updated training roll out Sept 2017 – Dec 2017
What we need to do	Action	When	Responsible Action Group	What should be different	
Continue to identify carers at the earliest opportunity so that they can be supported to undertake a sustainable caring role if they choose to do so.	Increase the number of carer assessments completed.	Sept 2017	Developing Skills and Professional Practice	At least 2000 carers in Doncaster will have had an assessment of their needs.	
	Develop a process map which shows the key steps involved in recording Carers Assessments appropriately and accurately	By June 2017	Developing Skills and Professional Practice	Accurate information will be available to monitor the number of carers assessments undertaken.	

	Analyse the impact of carer assessment and support on the support package required for the cared for person.	Mar 2017	Service Development, Commissioning and Performance Action	There will be a reduction in the number of people being admitted into long term residential care because their carer is no longer able to continue.	
	Develop a referral protocol between Adults Health and Wellbeing Assessment Teams and the appropriate Children's Services Team/s to identify parent carers who should be offered a Carers' Assessment.	Oct 2017	Developing Skills and Professional Practice	We will be able to report on the number of parent carers who have had an assessment. Parent carers will be able to access appropriate support in line with current legislation.	
	Develop our knowledge and understanding about carers from under-represented groups, including young adult carers.	Oct 2017	Communities, Communication, Information and Engagement	We will have broadened our range of engagement to include generic groups such as Youth Council, Councils of Elders, faith based groups, groups focused upon specific areas/communities, LGBT action groups and others. We will have baseline information to develop a full action plan to engage with local carers from under -represented groups.	
	Have a robust action plan to engage with carers from under- represented groups, including young	Sept 2017	Communities, Communication, Information and Engagement	Carers Strategic Oversight will set target outcomes for engaging with carers from under- represented groups.	

	adult carers.				
	Increase the number of people registered on the Carers Emergency Card Scheme.	By end of March 2016	Service Development, Commissioning and Performance Action	We will have at least 1400 carers registered on the scheme.	CMF report approx. 1500
	Scope options to extend the benefits of the Emergency Card.	Sept 2016	Service Development, Commissioning and Performance Action	We will have an amended specification to enhance the service or we will be able to give a detailed reason why we are not going to proceed.	
	Scope options to extend the Emergency Card scheme to parent carers and young carers.	April 2016	Service Development, Commissioning and Performance Action	We will have a specification for the service or we will be able to give a detailed reason why we are not going to proceed.	
	Review the support commissioned for young carers.	By end of April 2016	Service Development, Commissioning and Performance Action	An increase in the number of siblings and children with caring responsibilities who are identified and offered support.	Current contract extended until July 17 and specification being reviewed
	Develop a commitment across NHS partners and Social Care to include carers as 'expert partners in care' unless there are robust reasons not to.	By end of June 2016	Developing Skills and Professional Practice	There will be an increase in the number of carers who feel included in decisions about the care they are involved in.	In place – see progress in one year review
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Provide clear and accessible information and advice	Develop a media and communication plan across the partnership to improve carers' access to information.	By end of March 2018	Communities, Communication, Information and Engagement	At least 75% (71.9% baseline) of carers will find it easy to get useful information when they need it	To be initiated (could we say this has been included in DMBC transformation comms plan?)
	Complete the move from the Parent Partnership Service to the Support, Advice and Information Service (SAIDSEND).	By end of March 2016	Service Development, Commissioning and Performance	Families will have a single point of information for Education, Health and Social Care.	Achieved
	Review the Together Information Exchange (TIE) register of disabled children.	By end of April 2016	Service Development, Commissioning and Performance	We will have more than 1070 families registered.	Achieved
What we need to do	Action	When	Responsible Action Group	What should be different	Status
Promote the financial wellbeing of carers.	Engage with local employers to make them aware of carers' rights in the work place and the business benefits of supporting employees with caring responsibilities.	Nov 2017	Communities, Communication, Information and Engagement	There will be an increase in the number of carers in paid employment reporting that they feel supported by their employer.	Aug 2017 Completed ADASS Top 10
	All partner organisations will ensure that they have appropriate policies and procedures in place to	Nov 2017	Carers Strategic Oversight	Carers working for the partner organisations will be aware of their rights in the work place and the services available to support	DMBC updated and distributed policy.

	support carers in their employ.			them.	
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Promote the health and wellbeing of carers	Find out how many GP surgeries in the Doncaster CCG area have a register of carers in their practice.	Apr 2017	Developing Skills and Professional Practice	We will have information to benchmark our progress in future.	
	Develop a tool kit for GP surgeries to support them in identifying carers in their practice	Jun 2017	Developing Skills and Professional Practice	<p>There will be an increase in the number of carers whose caring role is formally known to their GP practice.</p> <p>GP Practices will be able to target carers when they need to (eg flu jabs) and signpost carers on to support services such as social prescribing and Emergency Card scheme.</p> <p>There will be an increase in the number of carers who say they are satisfied with the health services they receive.</p>	
	Review current Carer Assessment practice and process	July 2017	Developing Skills and Professional Practice	<p>Updated Carers Assessment process agreed</p> <p>Updated training roll out</p>	<p>July 2017</p> <p>Sept 2017 to Dec 2017</p>

	Develop integrated approaches across the whole of the local health and care community	June 2017	Developing Skills and Professional Practice Action Group	Establish a Multi agency group which reports into CSOG Develop a Multi agency action plan to identify opportunities for joint working	June 2017 Sept 2017
What we need to do	Action	When	Responsible Action Group	What should be different	Status
Increase the amount of quality, flexible support available.	Increase in the number of carers who choose a Direct Payment.	June 2017	Developing Skills and Professional Practice	We will have at least 200 carers using direct payments for their support needs	
	Replace short break vouchers with Direct Payments.	Review to be completed by June 2017 Measurable impact on service use by March 2018	Developing Skills and Professional Practice	There will be an increase in the number of carers who benefit from flexible services and short breaks	
	Review the success of existing carers contracted services	From September 2015	Service Development, Commissioning and Performance	We will be able to develop a Carers Commissioning Strategy building on what works locally.	On going
	Ensure that there are appropriate services in place to support carers who need help urgently	March 2018	Service Development, Commissioning and Performance	Review Carers Emergency Card Scheme to make the most of opportunities presented by C CASH (re commissioned Care and Support at Home)	
	Evaluate the impact of	April 2016	Service	We will know the benefits	Final report

	the Carers Toolbox		Development, Commissioning and Performance	generated by this project and be able to include those beneficial activities in future services.	received		
	Expand children's personal budgets to cover health and education where appropriate	June 2017	Service Development, Commissioning and Performance	We will have an action plan to implement or detailed reasons why we will not be taking this forward	Requested from MMcG		
	Consider the option to extend personal budgets to siblings (of disabled children)	June 2017	Service Development, Commissioning and Performance	We will have detailed action plans in place or detailed reasons why we will not be taking this forward.			
What we need to do	Action	When	Responsible Action Group	What should be different	Status		
Carers are able to tap into the support they need, when they need it, in way that they choose	Collate data and intelligence to measure progress and inform action plans		Service Development, Commissioning and Performance	<p>Monitor data currently collated via Care First and report on performance</p> <p>Review data currently collated and commission new reports as required</p> <p>Work with Strategy and Performance Unit to incorporate data from Carers Strategy into developing Action Plan priorities</p>			
				<table border="1"> <tr> <td>Report available to CSOG on a quarterly basis if required June 208</td> </tr> <tr> <td>A 'Performance Dashboard' covering</td> </tr> </table>	Report available to CSOG on a quarterly basis if required June 208	A 'Performance Dashboard' covering	
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				DMBC carers support activities is available December 2017		
				Updated Action Plans for all work streams, reflect priorities emerging from survey data will be in place February 2017		
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Young and young adult carers will not be expected to provide care but if they choose to do so they will be supported to prevent negative impact on their life chances	Provide a comprehensive support service for young carers	July 2017	Young Carers Action Group	Procure a new service in line with updated specification.		
	Develop an inclusive Action Group which will give Young Carers an opportunity to have a direct impact upon implementation of the Carers Strategy and monitor the outcomes of Young Carers Service	June 2017	Young Carers Action Group	Continue to develop the Action Group and engagement with Young Carers Young carers input will be reflected in minutes, action plans and reports regarding implementation of the Carers Strategy		
Parent carers are more satisfied with the support their children receive and feel more supported themselves as a	Development of EHC plans			<i>Reduction in number of challenges to EHC plans</i> Continue to oversight of plans to make sure that they remain user friendly and decision making is consistent		

parent carer	To work with SEND partners			<i>Minutes of SEND Board</i> Contribute to SEND Board	
	To work with partners in Social Care across Adults and Childrens Services	Sept 2017		<i>Assessment process in place and working protocols agreed</i> Develop a Parent Carers Assessment process in line with Children and Families Act requirements	
	To work with health partners to improve families experience of health services			Continue to contribute to CCG Autism development programme	
	Improve information and advice for parent carers	Go Live July 2017		Develop a Parent Carers Website	

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