

## BALANCED SCORECARD LOCAL AUTHORITY CARERS PERFORMANCE: Carers Strategies

1<sup>st</sup> draft **Action Plan** for discussion with carers organisations and the Carers Strategy Conference 12 June 2008

STANDARDS	CURRENT POSITION (include evidence and available data)	ACTIONS NEEDED And By When
<p><b>1. Health and emotional well being</b></p> <ul style="list-style-type: none"> <li>- Support available to reduce carers' stress</li> </ul>	<p>There is comprehensive network of independently managed carers support schemes covering all parts of Surrey (part funded by Surrey PCT).</p> <p>The Carers Support schemes organise carers sessions around handling stress with financial support from the Joint Training Programme. The schemes also organise peer support meetings and Time Out for carers</p>	<p>Full implementation of the "Caring with Confidence" Programme (formerly)Expert Carers Programme as national materials and standards become available</p>
<ul style="list-style-type: none"> <li>- Advice available on moving and handling.</li> </ul>	<p>Innovative Back Care Projects for carers have been commissioned, working in collaboration with Surrey PCT. This model for local projects has been widely disseminated nationally and locally. These provided individual case work support to 474 carers in 2007/8 around moving and handling and back care issues and information to a further 274 carers</p>	<p>Establish an inter agency County Carers Back Care Group to inform the work of the carers strategy groups and Carers Commissioning Group</p>
<ul style="list-style-type: none"> <li>- Carers' needs addressed in hospital discharge procedures.</li> </ul>	<p>Work has been undertaken to address carers needs within Hospital Discharge procedures, but carers have stressed the need for more progress in improving practice on the ground. A new Carers Hospital Discharge leaflet and information pack were produced (June 2007).</p>	<p>An inter agency task group has been established by the SW Carers Strategy Group to identify how practice can be improved.</p>
<ul style="list-style-type: none"> <li>- Progress with GP carers' registers.</li> </ul>	<p>A Carers GP recognition project has been developed on a pilot basis for Guildford and Waverley working in partnership with Surrey PCT and Carers groups.</p>	<p>Together with Surrey PCT evaluate SW Surrey Pilot project with a view to extending the process County wide ( and taking into account a new GP Practice self assessment tool to be launched by</p>

		<p>PRTC and the Royal College of General Practitioners)</p> <p>Follow up work in line with the National Carers Strategy</p>
<p><b>2. Improving quality of life</b></p> <ul style="list-style-type: none"> <li>– Range and flexibility of breaks provided.</li> </ul>	<p>A flexible range of breaks are provided by SCC with over 5500 carers with a breaks service in 2006/7. There were 48 more Black and Minority Ethnic carers were accessing these services in 2006/7 (a 19% increase against 05/06) (5.5% of carers helped compared to a BME population proportion of 5%).</p>	<p>To support Surrey PCT with the allocation of new money for carer breaks announced in the new national carers strategy.</p> <p>Need to encourage our Carer Break Voucher administration company to provide a better hard copy directory when sending out Carer Break Vouchers to Carers</p>
<ul style="list-style-type: none"> <li>– Time for carers to participate in leisure activities.</li> </ul>	<p>Support for leisure activities is included in breaks and we have a deliberately broad definition to facilitate this. Separate data not included as it is thought unhelpful to ask staff to consider whether a particular service is a break or leisure</p>	<p>Follow up action in the National Carers Strategy to promote good practice in giving carers discounts for publicly run/funded sport and leisure facilities</p>
<p><b>3. Having your contribution recognised</b></p> <ul style="list-style-type: none"> <li>– How carers have a voice in your authority</li> </ul>	<p>Carers are actively involved in the Carers Strategy Groups and will be in the new Joint Commissioning Group. Carers are also significantly involved in the work of the Valuing People Partnership and a Carers Action Group (SABPT &amp; SCC partnership work)</p> <p>Joint work is undertaken with NHS colleagues through SABPT to ensure the active participation of carers</p> <p>Training on carers' issues routinely involves Carer Trainers. A "professional" trainer and Carer Trainer to co-present materials. A new induction Families training programme will also regularly include a session facilitated by Action for Carers (Surrey).</p> <p>There is also a Surrey Young Carers forum facilitated by the Action for</p>	<p>We are developing an inter active consultation area of both of the SCC website and Carersnet . This will include virtual meetings aimed at carers who cannot get to strategy meetings.</p> <p>This will be an important supplementary mechanism for consulting and involving carers in ongoing developments around the new national carers strategy</p>

	Carers (Surrey) Surrey Young Carers Project.	
<ul style="list-style-type: none"> <li>– Support for carers to engage in education and community activities</li> </ul>	Some carers have been able to access carer direct payments to enable them to participate in such activities	Expansion of use of Carer Direct payments in 2008/9 and further as the County council develops its Self directed support process
<p><b>4. Increased Choice and Control</b></p> <ul style="list-style-type: none"> <li>– How do carers get an appropriate range of information? – whether or not they request a carers' assessment.</li> </ul>	<p>We provide an appropriate range of accessible information to carers (whether or not a carers assessment is accepted by the carer). This includes information packs for carers used by our Contact Centre and available on line through our partnership carers carersnet and the County Council's website.</p> <p>carersnet <a href="http://www.carersnet.org.uk/">http://www.carersnet.org.uk/</a> has over 25,000 page downloads a month and is run in partnership with carers organisations, complementing our web pages on the County Councils website.</p> <p>The Carersnet is continually being updated</p> <p>New Carers information packs available both through the councils Contact Centre and via Carers Support schemes. There is one county wide information sheet and three local more detailed packs for each of the 3 PCT areas. There is also a mental health information book which has been developed by SABB and a parent carers information book</p> <p>Surrey Strategy / Charter Newsletter has been developed. Main rollout of newsletter will be in 2008 although first newsletter mainly promoting the Carers Emergency Card published in December 2007 to all known Carers on the ACS database.</p> <p>Information can be made accessible in other languages, large print, etc via SCC contact Centre. Also some information on Carersnet and the Carers area on the SCC website in other languages.</p> <p>SCC benefits and charging team have developed a benefits guide. What</p>	<p>Need to take up opportunities to improve information to carers arising from the National Carers Strategy. For example we will extensively advertise the new national carers information line in order to reach out to hidden carers.</p> <p>Ensure that the wide range of translations of carers information available on carers net are more consistently used</p>

	<p>can I claim if...? The guide to benefits has been produced by Surrey County Council.</p> <p>GP Carers Recognition worker within Guildford and Waverley working with GP's on issues around recognition of carers and providing information to carers. SCC working with the person to provide resources for GPs in order to meet these objectives. A new website has been developed for GP practices to assist them in providing information to patients who are carers .</p> <p>There is comprehensive network of independently managed carers support schemes covering all parts of Surrey (part funded by Surrey PCT). In 2007/8 this network of support groups (Carers Centres) provided Information, advice and support to 8644 carers.</p>	
<p>– Risk to carers, as well as people who use services, is addressed in your eligibility criteria.</p>	<p>The Councils Eligibility Criteria look at carers needs and risks to carers. This is identified as part of the FACS eligibility assessment.</p>	<p>An emergency support service is to be launched September 2008. This will include a carer registration process undertaken at the same time as the carers component of the FACS Assessments</p>
<p>– Can carers access the eligibility policy and understand how this applies to themselves?</p>	<p>The County Council has agreed guidelines about how its eligibility criteria apply to carers and this is highlighted on both carersnet and the Council's website</p>	
<p>– Carer Direct Payments and/or Carer Break Vouchers used to increase choice and control.</p>	<p>We actively promote use of "Carers Services" such as Carer Direct Payments and Carers Break Vouchers to provide flexible breaks for carers. Developing use of Individual Budgets and Direct Payments affords opportunities for greater choice and flexibility which benefits carers. An additional £125,000 has been allocated to increase the number of Carer Direct Payments from 1 October 2007. This has been increased to £300,000 in 2008/9. This scheme help more than four hundred carers a full year through use of carer direct payments.</p>	<p>Developing use of Individual Budgets and Direct Payments affords opportunities for greater choice and flexibility which benefits carers. An additional £125,000 has been allocated to increase the number of Carer Direct Payments from 1 October 2007 and it is planned to increase this to £250,000 next year (subject to the 2008/9 budget</p>

		setting process) helping an additional three to four hundred carers a year.
<ul style="list-style-type: none"> <li>- Carers get written feedback about the outcome of their carers' assessment</li> </ul>	There is a carers plan document for this purpose but it is inconsistently used	The Councils new arrangements for personalisation/Individual Budgets will include Carers Support Plans and carers reviews to ensure that this becomes embedded in the process
<ul style="list-style-type: none"> <li>- Young Carers</li> </ul>	Provision of Young Carers support in all parts of Surrey, an inter-agency Young Carers Strategy and specialist workers for work with schools. Independent young carers projects commissioned by SCC Surrey work with around 850 Young Carers at any one time and were in contact with 1096 (year end 06/07) through these projects and other carers organisations. This work includes 22 local Young Carers groups run throughout Surrey. A schools pack and DVD have been produced for use in PHSE lessons (key stages 2 & 3) with active participation of Young Carers. This has been highlighted by DH as an example of good practice. A new version for use in Surrey Primary Schools is being launched in October 2007	We will work with partners to update the Inter Agency Young Carers Strategy to reflect new government guidelines on best practice in supporting young carers and recommendations arising from the new National Carers Strategy
<p><b>5. Freedom from discrimination and harassment</b></p> <ul style="list-style-type: none"> <li>- How are BME carers' issues addressed?</li> </ul>	A specialist support project based in Woking for Asian carers. A section on the carersnet website has a range of leaflets that can be printed out giving information in 11 languages other than English	<p>The new Self Directed Support arrangements have the potential to provide services that better meet the needs of "BME" carers. The Councils transformation will work with BME carers to help realise this and ensure a culturally sensitive approach</p> <p>Ensure that the wide range of translations of carers information available on carers net are more consistently used</p>

<ul style="list-style-type: none"> <li>- And other diversity issues?</li> </ul>	<p>Assessment processes for eligibility and full carers assessments include questions to ensure that the circumstances of disabled carers are properly identified</p>	<p>Review diversity and equalities issues in the light of the new national carers strategy</p>
<p><b>6. Economic well being</b></p> <ul style="list-style-type: none"> <li>- How are you helping carers to juggle work and caring?</li> </ul>	<p>Provided support to carers around juggling work and caring through the Action for Carers and Employment Partnership. Carers assessments include work and training issues for carers and our guidelines around carers and eligibility stress the need to address risk to carers employment. This included work with employers to promote of carer friendly employment practice, Job Centres and training organisations undertaken in close collaboration with Action for Carers (Surrey) which manages a specialist support service.</p> <p>SCC &amp; ACS work through a carers and employment group which is being expanded to be a reference group for both the Surrey Carers Commissioning Group/carers strategy groups and the Surrey Economic Partnership (thematic partnership for the Surrey Strategic Partnership)</p>	<p>Respond to proposals in the new National Carers Strategy for improving support for carers who want to combine a job with their caring role.</p>
<ul style="list-style-type: none"> <li>- And to return to work or undertake vocational training?</li> </ul>	<p>Provided support to carers re vocational training through the Action for Carers and Employment Partnership). Carers assessments include training issues for carers. This included work with training organisations undertaken in close collaboration with Action for Carers (Surrey) which manages a specialist support service. This gave information advice and guidance in relation to work and vocational training through case work support to <b>139</b> carers during 2007/8.</p>	<p>Respond to proposals in the new National Carers Strategy for improving support for carers who want to x access vocational training</p>
<ul style="list-style-type: none"> <li>- Are carers routinely offered benefits advice?</li> </ul>	<p>This is undertaken by our Contact Centre as part of the initial Contact assessment using a benefits guide. "<b><i>What can I claim if...?</i></b>" developed by SCC benefits and charging team.</p>	

<p><b>7. Personal dignity and respect</b></p> <ul style="list-style-type: none"> <li>- Carers are treated as individuals in their own right</li> </ul>	<p>Staff are expected to treat carers as individuals and treat their view with respect and this is reinforced through training programmes including Because Carers Count.</p> <p>To complement training for staff – ACS, ACE and SCC have developed a series of workplace team briefings to complement these programmes</p>	<p>Need to consider use of a carers survey to gain carers perspective as to whether this is met</p>
<ul style="list-style-type: none"> <li>- Carer's views consistently respected</li> </ul>	<p>This also is addressed in the training described above</p>	<p>Need to consider use of a carers survey to gain carers perspective as to whether this is met</p>
<p><b>8. About your Carers' Strategy</b></p> <ul style="list-style-type: none"> <li>- Is your strategy a Multi Agency agreement?</li> </ul>	<p>Our work is underpinned by the Surrey Carers Charter and led by inter-agency Joint Carers Strategy Groups with participation from Carers and Health. To aid communication these groups work to those three sets of area boundaries used by Surrey PCT and Surrey and Borders Partnership NHS Trust. A new Carers Strategic Joint Commissioning Group is also being established.</p>	<p>New Commissioning arrangements together should help us make good progress in implementing the Carers Charter and enabling more joint work to take place between health and social care eg. the Expert Carer Programme, ensuring practice based commissioning reflects carers issues, potential to roll out GP recognition work</p> <p>Local Area Agreements will also enable us to take a whole council approach and enhance multi agency working. This work will help improve carer awareness and recognition and include setting some targets for improving support for carers around providing information to more carers and promoting carer friendly employment practice within the local economy.</p>

<p>– Does it include a multi-agency information strategy including reaching out to hidden carers?</p>	<p>There is a fair degree of inter agency co operation around information provision particularly between SCC and SABPT.</p> <p>There are also a joint NHS /SCC leaflets for carers assessments and hospital discharge.</p> <p>However, this work needs to be further developed into an inter agency action plan</p>	<p>Need to take up opportunities to improve information to carers arising from the National Carers Strategy including I extensively advertisement of the new national carers information line in order to reach out to hidden carers.</p> <p>Develop a plan for improving joint working and shared information resources in the light of the new national carers strategy</p>
<p>– Are your PCT involved? List all partners involved.</p>	<p>Yes. Surrey PCT are involved in the Carers Commissioning group and the area carers strategy groups. Other key partners include Action for Carers (Surrey) and Carers Support organisations, Surrey and Borders Partnership NHS Trust, District and Borough Councils, other voluntary</p>	
<p>– How are your Young Carer's issues addressed? What data do you have about support for them?</p>	<p>There is an inter agency young carers group. With young carers support services provided by Action for Carers' Surrey Young Carers service and by Mid Surrey Young Carers</p>	<p>Re cast the existing young carers advisory group as a young carers Inter Agency Group as part of the Carers Strategy process</p>
<p>– What data do you have about support to parent carers?</p>	<p>This section to be colleted in conjunction with Children's services</p>	<p>Involve parent carers in developing plans for new government money for breaks for carers of disabled children.</p> <p>Including through participation in the planning workshop to be held in September 2008</p>

<p>– What systems do you have in place to ensure effective joint working between adults and children's services around a) young carers and b) disabled children in transition to adult services?</p>	<p>There is a joint Carers lead for the County Councils Families Directorate covering both Children's and Adult Services</p> <p>Children's and Adult services jointly contribute to the funding of Young carers projects and the Children's Service are members of the Young Carers Advisory Group</p> <p>The Councils carers lead has recently been added to the membership of the Council's Transition board</p>	
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