

Organisation: Jobcentre Plus

Date: April 09 Contact: Anneli Morgan anneli.morgan@jobcentreplus.gsi.gov.uk

Priority	Planned Action Point These relate to the overall strategy	What our organisation will do	Risks for all points	2010/2011
<p>1.Opportunities for breaks</p> <p>Aim: to have a range of good quality and flexible services to provide breaks for carers</p>	1.1	NA for now	Economic Recovery plans could impact on our ability to deliver planned actions	

<p>2. Information & communication</p> <p>aim: to identify, support and signpost Carers to good quality information and support</p>	<p>2.1. Commissioners and statutory, voluntary and private sector organisations, community groups and employers raise the profile of Carers' needs, and signpost to support</p>	<ul style="list-style-type: none"> a. All new customers asked at New Claim stage if they have caring responsibilities. b. Carer issues to be included in NI 152 Delivery Group c. Carers Centres can access all local jobs currently available from the JCP website. Types of employment, restriction in hours and working patterns can be entered d. JCP will provide a database of employers who are flexible e. Carers will have their Personal Advisor trained to deal with their specific barriers and will liaise with Employment Engagement Managers to scope local employers f. JCP Carer portal already set up and in use g. External Relations newsletter to be provided h. JCP has created local Webpage (internal only) to share good practice from around the country i. Have set up children's centres and Carer's centres with an online subscription to Touchbase and In touch – both JCP magazines detailing current and planned strategies for external organisations 	<ul style="list-style-type: none"> a. Written guidance/directories can become out of date with recall difficult c. NI 152 delivery Group disbanded d & e. IT Failure 	<ul style="list-style-type: none"> • Continue to provide coaching and support for advisers to enable them to help carers identify themselves as such and to enable proper signposting to support available for carers • The continuation of the Carer partnership Role in each district
---	--	--	---	---

	<p>2.2.1 Relevant, clear and timely information about the range of services is available at key, accessible distribution points and in media campaigns , with translation and a variety of formats available as required</p>	<p>a. Role of the Partnership Manager includes the provision of signposting information in a variety of locations. Different media available (i.e. languages, Braille etc)</p> <p>b. Mobile Unit to be deployed in rural areas for general JCP business but will also be used in Partnership with other local organisations such as Carers. Themed months to be considered</p>	<p>a. IT/Print failure</p> <p>b. Lack of staff availability to man the mobile unit</p> <p>c. Reduction in marketing budget</p>	<ul style="list-style-type: none"> The mobile unit is now available after a delayed start due to mechanical issues.
	<p>2.3 Frontline community staff in a range of settings including those who provide home visits are kept well informed on Carers' support needs and how to signpost to appropriate services</p>	<p>a. Key role of Carer Partnership role will be ensuring Carer's centre staff are swiftly appraised of changes in legislation etc that could affect our joint customers. Meetings will continue as needed.</p> <p>b. Carer Centre staff have attended visits to Jobcentres</p> <p>c. JCP member of Carer's into Employment board</p>	<p>a & d removal/downsizing of partnership role</p>	<ul style="list-style-type: none"> JCP continue to attend forums and meetings when possible
3.Health & wellbeing		NA for now		
4.work,educa	4.1 Ensure	a. Same as priority 2 in terms of	d. lack of flexible employers	

<p>tion training,leisure</p> <p>aim: to help support carers to have a life of their own through access to work (and financial security) education, training and leisure</p>	<p>that the replacement care plans being developed by the Carers' employment sub group are rolled out across Oxon</p> <p>4.2. Bring together the work emerging from OCC and the NHS to support working Carers and roll out good practice & awareness of the strategy with employers in statutory, voluntary and business sectors</p>	<p>information and facility provision information</p> <p>b. Jobcentre Plus to lead by example on its HR policies and flexible treatment for staff with caring responsibilities</p> <p>c. JCP will be provided a level of replacement care when customer needs to undertake JCP approved activities.</p> <p>d. Details of flexible employers will be kept and JCP Employer Engagement Managers will be working in the local communities with employers</p> <p>e. Good News stories from around the county to be produced by JCP and will be shared with Employers to encourage them to see the benefits of a diverse workforce to consider for employment</p> <p>f. Partnership will continue with key players including PCT, NHS, voluntary and statutory sector to collaborate to meet the needs of our community and deliver Ministerial expectations</p> <p>g. The Work of the Employment Engagement managers will be key here</p> <p>h. Work Trials extended to six weeks with no loss of benefit – this not only gives the customer a taster, it gives the employer and chance to trial somebody without commitment</p>	<p>f. Removal of Partnership role</p>	<ul style="list-style-type: none"> • Another push will be made on the use of our replacement care budget which is currently under used • Good news stories to be requested via the Back to Work group • Workshops ongoing to assist advisers in how to set internal markers that identify our customers with caring roles
--	---	--	---------------------------------------	--

	<p>4.3 Roll out the learning from the Carers' Centres' pilot currently in development to improve partnership working in these areas</p> <p>44. Ensure that 'a life of your own' is raised and good practice is shared in all media interactions.</p> <p>4.5. Identify areas of knowledge and skills and good practice to support Carers wanting to get back into work and self employment, and develop training.</p>	<ul style="list-style-type: none"> a. Again, Partnership work particularly on LAA NI 152 will bring this together and keep on the JCP agenda. b. Good news stories c. Our Chartermark status indicates our commitment to working with and for our community d. JCP can provide advice for all customers who are interested in becoming self employed. We also signpost to expert local bodies who can assist further e. We refer to INBIZ and Scout, A4E 		
--	--	---	--	--

<p>5.Partners in care: Having a voice</p> <p>Aim: to help ensure all services and service developments are carer led and where possible in line with what carers say they want and need</p>	<p>5.1 .Ensure media contacts include Carers' stories where relevant.</p> <p>5.4. Identify, support and empower more Carers who have an interest in shaping services, how they want to be involved, and include throughout all planning processes.</p>	<p>a. A range of Good news stories from all customers are included in in-house publications (PLUS magazine)</p> <p>b. It is expected that the role of the Carer Partnership manager with the local carers centres and similar advocates, will improve knowledge of local provision and enterprise.</p> <p>c. Carers centres will be cascading local issues directly from their customers to JCP via the partnership role. This ensures the customer concerns are being flagged up</p>	<p>a. hefty competition for publication</p> <p>b & c Removal of partnership role</p>	<ul style="list-style-type: none"> • JCP will continue to support the carers forum where they can access carer views face to face • JCP continue to promote Carers Week
<p>6. Equality Provide equitable</p>	<p>6.2. Ensure interpretation services are available and</p>	<p>a. JCP carry out two customer satisfaction surveys per annum</p> <p>b. JCP information is already available in differing forms inc languages and large print</p>	<p>d. print failure</p> <p>e. temp unavailability of buildings</p> <p>f. IT failure</p>	

<p>services that all Carers can access Aim: to provide equitable services that all carers can access</p>	<p>accessible for carers, and resources for translations, large print, etc are targeted appropriately 6.4 Review and reduce barriers to access to services for carers and ensure eligibility is transparent 6.5 Develop partnership working practices with local voluntary organisations , community and faith groups to support carers</p>	<ul style="list-style-type: none"> c. JCP provide a generic service in all geographical areas – conditionality is the same all over England d. Disabled access is available e. Interpretation services provided f. JCP has a robust and enthusiastic approach to D&E matters g. Chartermark status is indicative of success h. Community 5000 is a JCP approach to encouraging the take up of staff volunteering activities particularly with our more disadvantaged customer base – this helps to widen our understanding. i. Oxfordshire pilot Aiming High for Disabled children 		
--	---	---	--	--

Notes to action plan:

The first number of the action points refers to the number of the priority. The next number(s) refer to the specific planned actions set out in the Oxfordshire Carers Strategy: Section 6 Action Planning 2009 –2012.