

Carers Strategy Action Plan 2009-2012

Input into the success of the Oxfordshire Carers' Strategy

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Format:

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
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<p>1.Opportunities for breaks Aim: to have a range of good quality and flexible services to provide breaks for carers</p>	<p>1.1.1 and 1.1.3</p>	<p>Work together with PCT to establish joint commissioning plan for carers</p>	<p>Impact of self-directed support Financial pressures</p>	<p>SCS/PCT Agree plan & implement health breaks: G Health breaks pilot 1/10 – 30/3/10 Over 70 practices participated in the pilot resulting in 200 unpaid carers receiving respite/break to support them in their caring role. See PCT action plan</p>	<p>Pilot completed and reviewed. Carers Breaks Project via GPs extended 2010-11 See PCT action plan.</p>	<p>Monitor outcomes against service targets.</p>

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	<p>1.1.2. G Baseline 08/09 521 plus internal SCS service areas. Carers DPs Continuing to develop.</p> <p>G 2009-2010 DG/CM 1) Flexible Respite - <u>92 payments</u> (April 09 - December 09) 2) Carers Replacement Care Grant - <u>109 payments</u> (April 09 - January 10) 3) PCT Carers Breaks Pilot - <u>199 payments</u> (October 09 - March 10) 4) <u>513</u> Direct Payments for Carers Services CSG15</p>	Continue to develop DPs and personalised budgets	Personal budgets still in development. Funding uncertain. Some carers funding in process of release for DPs.	<p>Identify baseline funding for DPs 4/09 Increase DPs for Carers breaks and services Total 09-10 913 plus internal SCS service areas G</p> <p><u>Also:</u> Roll out of flexible respite bed pilot. G flexible beds now at Brookfield Care Home + Manor Nursing; Stirlings Care Home (Wantage, run by OSJ), 2/2010 Townsend Oxford & Lincoln Banbury</p> <p><u>Self-Directed Support</u> developments consulted on with carers and being rolled out G</p>	<p>Assess and review increase</p> <p>Internal Carers Breaks budgets to go into SDS RAS Carers DPs to remain separate from the RAS and be integrated as “A life of your own”</p>	Assess and review increase

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	1.1.4	Provide summary of carers breaks and services in Oxfordshire and how to access them for professionals	Complex pathways need simplification	Carers officers –LJ Provide updated summary for staff and professionals On intranet plus on Taking control website Plus Carers Guides G	Circulate & post annual updates	Circulate & Post annual updates
	1.1.5	Fairer charging policies are clarified and costs are clearly explained.	Fair Charging for adults is clear but charges may exclude groups of carers Inconsistent charging for carers breaks	Carers Officers & JBD Review evidence of impact of Fairer Charging on carers C	No further action Costs referred to as matter of course in publications/web	No further action
				Carer Officers C Information on carers' services	No further action Costs referred to as matter of	No further action

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				includes information on charging	course in publications/web	
	1.1.6	Ensure commissioning plan will include early support and prevention	High levels of need & prevention are competing priorities	Target early support on new carers (across the range) and at risk groups G	Ensure recommissioned services include early support and prevention	Ensure recommissioned services include early support and prevention
	1.2.1	SCS will set targets and outcome measures for all recommissioned services offering breaks	outcome measures being set with subgroup	Contracts to review reporting & contract monitoring including outcome measure arrangements and feedback to commissioning G	Ensure outcomes are reviewed annually & fed back to commissioning	Ensure outcomes are reviewed annually & fed back to commissioning
	1.2.2	SCS with PCT review and consult on Payments and reimbursements policy for involvements	Payments and reimbursements are complex issues and inconsistent Nationally and locally	PCT/SCS review due on payments and reimbursements G Consultation completed.	Policy due to be implemented Carers funds identified See 5.4	Policy to be implemented

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			Carers have limited time, provide expertise	Guidance awaited April 2010		
		Include carers in training for paid care staff as appropriate	Future funding Carers time	L&D (DC) provision: NVQ candidates are assessed on awareness of carers issues, partnership working, while delivering care. Carers involved whilst assessing candidates with service users who live at home G 253 completed candidates	Ongoing reviews as L&D training events develop over time. L&D Funds greatly decreased. Proposed training plans for frontline SCS staff and for locality carer awareness training include carers as part of delivery plan	Ongoing reviews

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		Raise importance of carers. Ensure prioritised from induction	OCC plan to review all inductions	Carers part of induction G Carers Stalls Oct. and March.	Carers part of induction	Carers part of induction
	1.3	Service specifications will require satisfaction survey of carers to include item on barriers to breaks Carers Satisfaction survey to be reviewed	Carers may not take up breaks due to various barriers	Contracts (/KA) Reviewed survey questions & included item on barriers G SCS review satisfaction survey to include item on barriers R as national survey could not be changed R Link with PIU support & analysis G	Contracts implement from April 2010 Feedback to be taken into account in service development Focus groups arranged for further feedback	Contracts implement. Feedback to be taken into account in service development

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<p>2. Information & communication</p> <p>Aim: to identify, support, and signpost carers to good quality information and support</p>	<p>2.1. G</p>	<p>Carers are identified at contact with SCS & signposted to carers support/centres and carers assessments</p>	<p>Carers and young carers may not be identified at key points.</p>	<p>Access team reviewed script.G. Monitor & report progress on identification & signposting. 1079 carers packs 09-10 Care Managers teams trained and identify carers at G assessment and review PIU report & feedback to teams.G Business Systems (SG) review recording systems G</p>	<p>Review progress and support improvements. Access team: 1) Continue to promote carers support, identify carers, effective signposting/advice & information specific to carers needs. 2) objectives to ensure that in 100% of contact assessments, a carer is identified if there is one 3) Returned Carers assessments recording evaluated and to be amended for 10-11. Further team training funded PIU continues to feed back to teams Business systems review</p>	<p>Review progress and support improvements</p>

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		SCS raises profile with contracted providers & how to signpost	Carers may not be identified and signposted	Contracts distribute carers information to all providers G	Review progress	Review progress
		SCS raises the profile with partner organisations of carers as users and as staff & how to signpost to support	Carers and young carers may not be identified by partners as users and as staff	Information & Communication plan is agreed & ensures information on carers regularly circulated to partners A Draft awaiting commissioning outcomes for completion. Partners carers action plans in place.	Annual review of information & communication	Annual review of information & communication

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	2.2.1	SCS provides good quality information on the range of services with information about translation and formats & distributes to key distribution points	Complex information needs to be relevant, clear, timely, accessible, up to date or risks being confusing & inappropriate	Draft Information & Communication plan includes hardcopy, web based & face to face options with information about translation & formats. A as above	Annual review of information using carer feedback.	Annual review of information.

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	2.2.2	Web based information & signposting is available 2/47	Information requires regular updating and must be accessible or risks being inappropriate and confusing.	Carers in Oxfordshire website is regularly updated & promoted & develops proactive signposting & interactive facilities 2009/10 G Annual Review March 2008 visits 5674 2009 visits 7096 25% increase added Twitter, Carers World Radio, links with CarersDirect	Annual review of website usage and new developments & new technology & direction of travel	Annual review Of website usage and direction of travel & new technology
	2.2.3	SCS Community Development Team will provide information for carers of diverse backgrounds via:	Carers of diverse backgrounds may not have easy access to information	Community Dev. team will review 1 st phase of identification project April and based on	CDT review and revise information outreach	CDT review and revise information outreach

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		1) "identification of hidden carers project" Jan-March 09 team will present information "are you a carer and do you know these are some of the services you can access" to vol and com. Orgs and faith groups with whom CDT working. Keeping record of number of referrals.		findings inform next stage. 4/09-3/10 : 61 carers were identified and 40 referrals were made to various carers support services. G CDTeam reviewed pilot working with mobile libraries and raising awareness of Carer support to inform planning in April 10 for 10/11 G	All team will contact carers' support organisations to see if they need help in developing activities. Where there are gaps, they will set up new groups. Will continue to spread information through networks.	

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		SCS Access team will signpost to specialist information for particular needs	Carers may have too broad or inappropriate information	Access team G 1) identifies carers and particular areas of need - Continuously assesses 2) signposts to specific OCC services - As above 3) refers to Carers Centres for specific/local information - As above 4) outreaches to bme groups & forums - Have done marketing on the Access Team to various carers groups but particularly to Carers caring for	Access team Continues as in 2009-10 Reviews and develops personalised information	Access team Reviews and develops personalised information

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				people with a mental illness, ie, Dementia/Alzhei mers No specific work done to outreach BME A		
	A PD have information packs for new referrals and working on Info Prescriptions trial low technological version 3/10-6/10. By June a decision will be made on the use of a web-based system for Information Prescription. The favored system at present is using NHS Choices which has	Information Prescriptions are available for carers of people with sensory disabilities	Carers may not be able to access information they require Dementia advisor prescriptions: Risks – Currently there are no date or costs available for using NHS Choices.	PD/SI (HG) Information prescriptions will be extended to those with physical disabilities A	Review and develop Dementia Advisors To agree trial low tech version and trial webbased system with professionals	Review and develop Dementia Information Prescriptions Roll –out for public use

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	<p>been developed so that local information can be uploaded to it.</p> <p>2010 – 11 Trail technological version with use by professionals, in particular dementia advisors and Information Line volunteers</p>					
	2.3	SCS will contribute to web based support for professionals on the carers website	Carer support workers & other professionals may not hold consistent information	Carers website develops support for professionals G	Review and update	Review and update
	2.4 see 2.2	Web based developments are supported	<p>Only some carers use web based communications</p> <p>IT capacity to support website</p>	Carers Website Web based communication continues to be developed & interactive possibilities	Review interactive developments and new technology	Review interactive developments and new technology

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			under pressure	explored. Twitter. Carers Assessments online are promoted G	Review and develop	Review and develop
	The OTs have carried on as before with the 6 tablets but have now secure funding from 01/11	mobile IT is piloted	New technology may require funding. Productivity may be less efficient without mobile IT.	Small OT pilot (VD) of mobile IT (tablets) to explore impact on productivity, improve quality & access to information for carers and users G OCC corporate Mobile Working Project (SK) will look at the different user requirements and identify and map the	OT pilot to continue Mobile working to be extended. AES team (TR) , Sensory Impairment team (HG) to initiate mobile working.	

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				<p>technology to the requirements</p> <ul style="list-style-type: none"> Will take carers needs into account. <p>R . Corporate Core – mobile working project on hold at present. Fed in how mobile working could help carers</p>		
<p>3.Health & wellbeing Aim:to help maintain & safeguard the emotional& physical health and wellbeing of Carers &families</p>	<p>3.1.1 see PCT action plan and 1.1</p>	<p>SCS will work together with PCT to establish joint commissioning plan for carers</p>	<p>Carers at higher risk of intensive health and social care services require additional resources</p> <p>Financial pressures.</p>			

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	<p>3.1.2 see 2.1</p> <p>PIU (JC) can measure 28 days for initial joint assessments but not separate as these are re-assessments for RAP monitoring. Next year may not collect 28 days.</p> <p>Scs Business Support (SC) formally reviewed reporting requirements for carers and will recommend next steps</p>	<p>SCS will support teams to deliver more and better quality carers assessments within 28 days via:</p> <p>a. training to include recording as well as good practice</p> <p>b. performance reports to monitor progress</p> <p>c. business systems to review recording</p> <p>d. work to achieve delivery of NI 135 target</p>	<p>Recording carers assessments needs improvement. Good quality carers assessments need to be supported.</p> <p>Target 18.5% (hit 20.4%)</p>	<p>a. Access team script updated G</p> <p>b. Carers Officers/L&D Training delivered to some SCS teams. Further plan proposed for L&D ongoing training for Care Managers & to include recording and good practice</p> <p>A c. PIU 3401 total assessment 3182 jointly assessed of these calculation for 588 initial assessments was 85% completed in 28 days.</p> <p>219 separate assessments</p> <p>d. SCS Business Support reviewed recording systems & measures PI Target 20 35%</p>	<p>a. Access Review progress and maintain /develop training & monitor Performance Script: review</p> <p>b. team training to be completed April/May</p> <ul style="list-style-type: none"> training plan proposed for 100 front line social care staff <p>c. PIU will report assessments. Will know Autumn if still to monitor 28 days.</p> <p>d. SCS Business Support review to recommend next steps</p> <p>PI Target 22%</p>	<p>Review and support good practice</p>

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		SCS will work with the DAAT (Drug and Alcohol Team) to support carers of adults with addictions	Young carers of this group are at particular risk	<p>a)Carer officers make formal links with DAATcarers G lead</p> <p>b)DAAT ensure carers are identified & signposted &v.v.</p> <p>G: SMART Family + carers service established for family members & carers of SMART service users .</p> <p>Evolve. Young Peoples service specifically for children of drug & alcohol using parents,..</p>	<p>SMART Family support continue to roll out. Jackie Foltzgerald</p> <p>Evolve continue to support young carers</p> <p>GM in CYPF:care pathway to go live for substance using parents to provide info on identifying and signposting young (child) carers of adults plus training programme</p>	

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	3.1. A/G see PCT action plan: training for clinicians and primary care teams likely to be delivered 2010-11	SCS will work with the PCT to explore GP pilots & good practice GP training	Limited bids will be accepted.	PCT with SCS will identify possibilities. See PCT action plan. <ul style="list-style-type: none"> • Carer awareness training agreed for Community Health • Carer awareness training agreed for PCTs via Carer Support Workers G	Carer Awareness Training being offered to community health and to GP practices <ul style="list-style-type: none"> • Via locality trainings • Via PCT Carers Support works 	
	3.2	SCS continued develop expert carers training	Funding to be confirmed	Expert Carers Training will continue G Carers Forum leading on Caring with Confidence In 8 th programme; have run 46	Carers Forum continues to provide Caring With Confidence To March 2011. For carers of people diagnosed with dementia in the	Commission and continue

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				<p>session days and have registered over 100</p> <p>SCS developing training options for carers of adults with dementia</p>	<p>last 6 months, from 5/10 3 sorts of training to be offered via Dementia Advisors:1. Caring with confidence.2.dementia .3.possibly CBT Plus DP for carer wellbeing</p>	
	<p>3. 3.2.1</p> <p>Same as 2.1</p>	<p>SCS will signpost to resources for carer support</p>	<p>Carers at risk of social isolation & poor mental & physical health. Need proactive signposting.</p>	<p>SCS Access Team and Care Management teams, publications and websites signpost to carers centres for carer support</p> <p>G C same as 2.1</p>	<p>Ongoing</p>	<p>Ongoing</p>
	<p>G Same as 1.1.2</p>	<p>And will provide direct payments for</p>		<p>SCS continue Direct Payments</p>	<p>Review and revise as</p>	<p>Review and revise as</p>

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		eligible carers to access best outcome to support them		as a priority Cross ref. 1 1.2) G	needed Proposal to enlarge DP pot	needed
	3.3.2.2 G www.oxonsafeguardingadults.org.uk to have a look at the leaflets, procedures and general content. all compatible with the objectives G as above	SCS will support the dignity and safety of carers in their caring roles	Carers may be at risk of abuse, risks to safety, and lack of respect	1. (HE) The Safeguarding Adults Board will ensure that the needs of carers are recognised and that materials produced by the SAB are sensitive to the needs of carers G 2. The Safeguarding Adults Board will recognise that many carers are vulnerable and that the	Carers Guide to include Safeguarding information Safeguarding linked to Carers Strategy Steering Group FB Safeguarding training to emphasise importance of carers assessments and carers needs being taken into account	

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				safeguarding adults procedures will take this into account. G		
	3.3.3	SCS will provide a timely responsive service to carers of older people and people with disabilities. SCS want to proactively support & sustain caring relationships into the future. Carers will be offered an initial assessment of needs, reviewed at least annually or if circumstances change. Services can be provided to support carers directly, or else	Older carers of people with learning disabilities have crisis plans and receive carers' assessments, and support such as respite and day services. However, it is not always possible for people to move on to supported living when carers would like them to.	LD Service People with learning disabilities living with older carers will be offered help to set up Circles of Support. G In 2009-10, 21 people offered Circles of Support, , 10 accepted, and eight now in place. 350 crisis care plans for LD carers over 55	individualised budgets will be provided to all LD service users, brokerage will be introduced to enable families to plan independently of Social & Community Services, and more flexible respite services will be introduced. support arrangements can be built on as carers become less able to continue AN Small project supported by LDPB as part of OXFSN scoping information & support needs for	Review and develop

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		sign post to alternate means of support			Older Family Carers of Adults with LD JS	
			Carers can themselves experience poor health and, need to ensure that both client and carer needs are met during times of ill-health	OP/PD/LD SCS will signpost carers to Carers Centres for information and support as they plan for the future When carers are bereaved, SCS will ensure they are referred to appropriate support services C now standard practice to be reinforced in training		

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	3.3.4	Steering Group raises issues via Forum and PCT for Health & Wellbeing project board	Multiple project boards	Steering Group: Clarify links to project boards to ensure carers represented G JP attends officers group Health and Wellbeing JcP represents on Back to work group NI 152	Review JP continues to attend Health & wellbeing officers group Carers employment subgroup links to Workplace wellbeing project and Back to Work group Carers Strategy included in Ageing Successfully	review
	3.4.1 G Young carers signposted to CYP&F and/or Young Carers	Young Carers are identified at initial contact and via community care assessments and referred for support	2 separate IT systems, 1 CYPF Framework & 1 SCS Swift Working across	G Access team script helps identify young carers	Continue to develop Brief new contact team	

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	Projects SCS training proposal submitted	to Young Carers Projects &/or for assessment to CYPF or for 16/17 to SCS	boundaries protocol agreed by scs adults – not yet all partners. Needs proactive implementation to ensure young carers are identified and supported	A Community care assessments guidance identifies any children or young people for discussion re any needs and support G SCS Training plan being developed includes YC ID, good practice, whole family working	Partial compliance so far. Ensure assessments guidance across all adult services Identifies Children/young people Implement commissioned training	
	G In house Young Carer Team will work with 0-19 years. Support		Separate directorates impact on whole family working	G Carers & Young Carers Officers Continue to develop whole	Continue provision by YC team Develop Think	

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	<p>workers will link directly with adult teams where young carer needs to be assessed as young adult carer</p> <p>New external contracts include provision of services for 16-25 age group. Shape of services being developed.</p>			family working under <i>Think Family</i> Initiative	<p>Family Strategy</p> <p>Build on newly commissioned services for young adult carers from approx. 50-150 service users by year end</p>	
	G		Young adult carers particularly vulnerable and bridge the two services	G Carers & Young Carers Officers Link with CYPF to consider development of services for young adult carers	Continue to link with adult services commissioners to ensure this group is provided to within new SCS service specifications	

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	3.5.1 G	24/7 emergency back-up registrations to be evaluated and new targets established	Present funding made available to Local Authorities 10/07- 10/10	(HF)Ongoing monitoring to be used to evaluate and develop service G 45 per month Registrations target being met. Registrations 911 end March 2010 (up from 640 1/10/09) Attrition 154	Ongoing monitoring to be used to evaluate and develop service Aims 2010-2011: Registrations target remains at 45 to date. Ongoing monitoring and evaluation service.	Funding unclear
	3.5.2 Feedback ex.everyone had given 150%". She said that paid carer has been "fantastic" and they are "delighted with the support received". She said that "the service received is beyond care and is very compassionate	24/7 emergency Support Service for carers of adults who register	Present funding made available to Local Authorities 10/07- 10/10	GService aims & monitoring to ensure appropriate intervention &support 81 Successful Interventions to date. Feedback regular &positive -	Service aims & monitoring to ensure appropriate intervention &support Currently in 3rd year of contract with Service Provider. Options for ongoing	Funding unclear

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					provision of service being scoped.	
4.work, education training,leisure Aim: to help support carers to have a life of their own through access to work (and financial	4.1.1 G	SCS will evaluate replacement care pilot and feed outcomes into commissioning strategy	Awaits outcomes of pilot	Contingent on pilot 121 Payments overwhelming positive feedback most to support carers in work G	To be integrated into a consolidated <u>Life of Your Own</u> Direct Payment pot	

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security) education, training and leisure	4.2 A Capacity issues In PCT Action plan & OCC HR pressures	SCS will link with OCC and NHS to roll out good practice See PCT action plan		With OCC HR< arrange initial information sharing and agree next steps Exploring how to identify working carers. Linking with Lizzie White family support worker. Will assess need for setting up staff support group for NHS. A	develop	develop

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	4.3	SCS will evaluate Carers Centres employment pilot & feed outcomes into commissioning Strategy	Awaits outcomes of pilot	Contingent on pilot G outcomes fed in.	1)Will work with Oxfordshire Employment Service & Adult Learning to explore support for carers into a life of their own, with support for replacement care 4.1.1 2) will continue to work with OCC HR to roll out LOGO Employers Supporting Working Carers 3)will work with Carers and Employment Partnership group, subgroup of Steering Group	

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	4.4 same as 5.2	SCS will raise a life of your own & good practice in publications	Competing priorities for publications	Carer Aware Project quarterly carers articles in Oxonnews. <ul style="list-style-type: none"> In practice, 3 issues a year are possible G articles in 09-10 on Carers & Employment; Telecare; Young Carers G	Review & explore additional options Oxonnews 3 issues possible	Review & explore additional options
	4.5 same as 4.3	SCS will feed outcomes of report commissioned including skilling up & self employment into commissioning	Awaits outcome of pilots	Contingent on pilot C outcomes fed in	See 4.3[

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<p>5.Partners in care: Having a voice</p> <p>Aim: 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>5.1.2</p> <p>& 5.1.3</p>	<p>SCS hospital social work team (JN)will address communication and confidentiality issues with medical professionals for carers as partners in care</p> <p>SCS hospital team will work with medical professionals to ensure carers' needs are taken into account throughout hospital admission & discharge planning when caring for patients or when carers themselves are patients.</p>	<p>Not all carers referred to hospital social work dept.</p>	<p>A Social workers advocate for carers & raise issues with Health staff but continuing risk that not all patients are referred</p> <p>G SWs give Info packs to patients & Induction on carers for new SWs</p> <p>G meetings held with ORH Trust Lead for carers to check that information consistent. Increased use of Carers direct payments. Referrals to Carers Centres for advice & support</p>	<p>1.To maintain contacts with Trust so information for carers made readily available. 2.offer selfassessments 3.Further development of MDT working & closer links with wards, enabling social workers to be more aware of patients & carers needing support services & to advocate for them 4. All social workers encouraged to keep updated with developments in Carers services as part of Personal development 5. Carers issues discussed in team development meetings 6. Use made of one off carers grants</p>	<p>Review</p>

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	5.2 same as 4.4	SCS will promote carers' stories where relevant Links to 4.4	Competing priorities for publications	Carer Aware Project supports articles on carers in Oxonnews. G	See 4.4	

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	5.3 G	SCS will promote carers needs and how they may be addressed	OCC and SCS publications still to be centrally coordinated but key publications now include carers	Carers sections included in OCC publications: Oxonnews and New Older People and their Carers G Discussions commenced with TASC re carer inclusion in contact assessment & SDS, information and Taking Control website, brokerage training, & User Led organisation A	Carers needs and how to support to be included in OCC publications and in TASC	
	5.4.1 G links to .4.2	SCS will involve carers in designing & developing services	See priority 1 point 2.2 & 4.2 below 1)Carers have	SCS to develop good practice support for carer involvement	Review and develop New PCT/OCC	Review and develop

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
			limited time 2)Complex Issues 3)reimbursement & payment	With links to 4.2 Budget Line identified to support carer involvement for coming year G	User and carer involvement policy to be implemented National Carers Survey will be followed by consultation workshops to better understand carer feedback	
	5. 4.2.	The Community Development Team BME workers will support carers to become involved with the recommissioning of services		Community .Dev. Team Review and continue to develop support for BME carer involvement G workers with BME carers met with them and their recommendation	Review and continue to develop	Review and continue to develop

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
	5.4.3	The CDT BME workers will continue to support groups of carers from BME communities to enable them to have a voice in decision making around carers services & how those services are delivered.		s were fed into the recommissioning group G BME carers groups supported and individual hidden carers identified, carers grants distributed (stats returned to LJ)	Review and develop Continue to support and develop new BME Carers Groups. Identify hidden carers and distribute grant to carers	Review and develop Continue to support and develop new BME Carers Groups. Identify hidden carers and distribute grant to carers
	5.4.4 G via commissioning	SCS will ensure there is an independent voice for carers in Oxfordshire which helps to identify carers & support & empower carer involvement	Carers have limited time. No data base of carers interested in areas or in different sorts of involvements. No training in place to support	Database and empowerment training and support for carer involvement to be developed. Carers Forum awarded	Review and develop Carers Forum commissioned to facilitate Carers Voice	Review and develop

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
			and empower involvement	contract for Carers Voice G		
	5.5	SCS will develop training plan to further embed good practice re carers assessments	Staff turnover requires ongoing training	See priority 3.1.2 Health & Wellbeing A put bid forward to Directorate	Review and continue	Review and continue

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
<p>6. Equalities</p> <p>Aim: provide equitable services that all carers can access</p>	<p>6.1</p>	<p>Clarify BME carer statistics: In SAS 428 adult BME carers and 75 young carers and sibling carers for 08-09. this includes internal and external carers funded projects. Data will not be collected in future</p> <p>Community Development Team 2009 project looking into to why there is a low take up from the BME communities of SCS services. This project included carers.</p>	<p>Measures for engagement require clarification</p>	<p>Baseline statistics required 1)agree baseline and assessment tool for engagement with SCS services Asked Business systems to set up recording BME for carers. G Community Development Team G 1)BME carers groups supported and individual hidden carers identified, carers grants distributed (stats returned to LJ) 2)BME CDTeam fed back to the participants of focus groups on BME participation run in 09/10 on 27th Jan 10 and that feedback will be added to recommendations from focus groups to form Action plan from April 10</p>	<p>BME stats to be collected by PIU on SCS clients & carers</p> <p>Community Development Team 1)Continue to support and develop new BME Carers Groups. Identify hidden carers and distribute grant to carers 2)Action Plan reviewed and monitoring reviewed and changes/developments planned for 2011/12</p>	<p>Review engagement</p> <p>CDTAction Plan reviewed and monitoring reviewed and changes/developments planned for 2011/12.</p>

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
		Strategy will be reviewed for Equalities Impact Assessment	Services may not be accessible by carers across diverse groups	G EQUIA posted on Carers website	Review and develop	Review and develop
	G	.	Services may not be accessible by carers across diverse groups	Contracts to contribute to development of new service requirements G Contracts will write into service specs 1) need for providers to respond to needs of a culturally diverse population 2) providers to carry out EQUIA altered to: EQUIA is being done for the new carer support service and standards embedded in the service spec. The monitoring is the evidence	contracts to implement the new carers contracts and to undertake contracts and performance monitoring.	Contracts to write into new service specs and review outcomes

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
	6.2 G No current	SCS will link to PCT to explore development of interpretation contract for carers		Raise with PCT Raised with PCT but will stand as is currently organised : No concessions for vol sector Interpretation. Small pot held in SCS for Carers Support Service to access (in Carers Centre contract 10-11) A	Small pot in Carers Centres support service 10-11	

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
	<p>6.3 A/G SCS rep linked Forum& planning. The LTP will set out transport policy for Oxfordshire from 2011 to 2030 so that is the main way that we should be taking account of carers needs with that in the future.</p>	<p>SCS will link with Environment and Economy to ensure carers overarching needs are represented in OCC transport policies</p>	<p>Unclear where stands</p>	<p>Environment & Economy & SCS -SCS representative will ensure carers needs are represented on E & E internal OCC co-ordination group for the Local Transport Plan . A new SCS Lead RN</p> <p>E &E will develop groups to represent different geographical areas A advised of Forum</p>	<p>Ongoing</p> <p>1 year Oxfordshire Transport Advice and Information Line Monday-Friday, 9-5 to provide telephone and email information on and booking transport for members of the public in Oxfordshire. Including specialist options</p> <p>transport planning consultations link to forum</p>	<p>ongoing</p>

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
	6.4.1 G Eligibility Criteria currently built in. Awaiting outcome of national consultation for future. Will be part of training plans	Carers eligibility for services and breaks is built into the FACS criteria	FACS is being reviewed nationally See priority 1 3. barriers to breaks	Ensure eligibility is part of ongoing training Priority 3 1.2.1 G	ongoing	ongoing

Priority	Carers Strategy Planned Action Point (1 st no is priority) Full year review	What our organisation will do	Risks	2009/10	2010/11	2011/12
	6.4.2 same as 6.1	SCS carers commissioning plan will review equality of access to services for carers CDT participation project will contribute to this	Limited information around equality of access	Main learning from APNA project and Sahara Project was language barriers need someone to work with the community to gain respect and introduce to the project. Community Development Team G July 09 CDT Outcome of BME Participation project will recommend changes	BME CDTeam Action plan from April 10 -to develop bilingual interpretation card -to outreach to groups -to train BME volunteers to cascade information	Action Plan reviewed and monitoring reviewed and changes/developments planned for 2011/12
					Review & develop See 2.2.3	Review & develop See 2.2.3

Notes to action plan: Planned Action Points can be cross referenced to the Oxfordshire Carers Strategy: Section 6 overarching Action Plan 2009 –2012.

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