

Organisation: South and Vale Carers Centre\_\_\_\_\_

Date\_April 2010

Priority	Planned Action Point	What our organisation will do	Risk	2009/10	2010/2011	2011/2012
<b>1.Opportunities for breaks</b>	1.1.1	Outreach workers inform carers of options to access breaks and eligibility criteria. <b>G</b>	Carers Centres' contracts go out to tender April 2010. <i>Contract to be retendered by April 2011</i>	At least 300 new carers provided with information <i>838 new carers supported</i>	At least 300 new carers provided with information	At least 300 new carers provided with information
	1.1.4	Outreach workers provide advice about benefits. <b>G</b>	Redesign of benefit system	At least £1/2 million raised in additional benefits for carers <i>Over £¾ million raised.</i>	At least £1/2 million raised in additional benefits for carers	At least £1/2 million raised in additional benefits for carers
	1.1.6	Subject to funding, recruit, train and support volunteers to provide breaks for carers. <b>G</b>	Service redesign	At least 50% increase in volunteers recruited <i>Achieved</i>	25% increase in volunteer recruitment	15% increase in volunteer recruitment
		Subject to funding, provide prompt access to funding for carers to have breaks. (Time for Carers Grant) <b>G</b>	Service redesign	At least 250 carers have breaks (current funding level) <i>All new carers offered funding. 190 grants taken up ongoing</i>	At least 300 carers have breaks (current funding level)	At least 320 carers have breaks (current funding level)
		Work with care providers to ensure carers' needs are met. <b>G</b>			ongoing	ongoing

	1.1.2 1.1.4	Outreach workers ensure carers are aware of accredited care agencies or the support that is available if the cared for is an employer. <b>G</b>		ongoing	ongoing	ongoing
	1.3	Outreach workers continue to work with a range of agencies eg: the community development team, Council of Faiths, OCVA etc to ensure “hidden carers” are identified and appropriately supported. <b>G</b>		Ongoing	ongoing	ongoing
	All	Outreach workers continue to support carers to make informed decisions. <b>G</b>	Service redesign	At least 300 new carers supported <i>838 supported</i>	At least 300 new carers supported	At least 300 new carers supported
<b>2. Information &amp; communication</b>	2.1	Work with other agencies to ensure adults, children and young people recognise their caring role, are provided with support and/or signposted. <b>G</b>	Young Carers service going out to tender	Ongoing <i>Contract for Young Carers breaks, mentoring scheme and Young Adult Carers service awarded.</i>	Ongoing <i>Grant to work in the John Radcliffe Hospital to identify and support Young Carers awarded.</i>	ongoing
	2.2.1	Continue to work with the other Carers’ Centres and other agencies to produce and promote a range of information in easily accessible formats. <b>G</b>	Service redesign	Continue to promote county website, quarterly newsletters to at least 1500 carers and professionals	Ongoing <i>Redesign and launch of Caring for Someone Handbook</i>	ongoing
	2.3	Maintain our LSC Quality Mark for General support. <b>G</b>		ongoing	ongoing	ongoing
	2.4	Subject to funding, trained outreach workers can use laptops to access on line information in carers’ homes. <b>G</b>		<i>Additional funding secured for all outreach workers to have laptops.</i>		

<b>3.Health &amp; wellbeing</b>	3.1.1 3.1.3	Work with health services to raise awareness of carers' needs, promote use of GP protocol, and encourage more and earlier referrals to the Carers Centres. <b>G</b>	Service redesign	130 carers referred from Health <i>155 referrals</i>	130 carers referred from Health	130 carers referred from Health
	3.2	Carers are signposted or provided with training to support them in their caring role by outreach workers. <b>G</b>	Loss of funding	<i>Caring with Confidence training promoted</i>	ongoing	ongoing
	3.3.2 3.3.3	Outreach workers encourage carers to ensure their own health needs are met. <b>G</b>  Outreach workers encourage Carers to access Time for Carers funding when available for counselling, alternative therapies etc. <b>G</b>	Service redesign and loss of funding	<i>Close liaison with PCT to promote GP Carers Breaks Funding</i>  <i>Achieved</i>	ongoing	ongoing
	3.4.1 3.4.2 3.4.3	Outreach workers help Parent Carers and Young Carers to access support to avoid inappropriate caring roles <b>G</b>	Young Carers service to be tendered April 2009	<i>Contract secured for Young Carers breaks and services. Advice, support and breaks provided for 261 Parent Carers.</i>		
	3.5.1	Outreach workers consistently promote the Emergency Support Scheme to carers. <b>G</b>		<i>Scheme consistently promoted to carers and advertised in the newsletter.</i>	ongoing	ongoing
<b>4.work,education training,leisure</b>	4.1.1	Outreach workers consistently promote replacement care opportunities to carers. <b>G</b>	Service redesign and loss of funding	ongoing	ongoing	ongoing

	4.2	Subject to funding, links are made with employers to support working carers and those wishing to return to work. <b>G</b> <b>Links being made with local employers using existing funding</b>  Subject to funding “hidden working carers” are identified and know where to find information and support. <b>R no additional funding available at present</b>	No funding	Secure funding to develop work with employers and the self employed and increase outreach capacity <i>No additional funding secured.</i>		
	4.3	Work with other agencies to ensure Carers have information and advice about work, finance, education, training and leisure opportunities. <b>G</b>	No funding	<i>Staff training programme maintained to ensure quality service.</i>		
	4.5	Subject to funding identify and develop links with organisations supporting the self- employed and those wishing to return to work. <b>G</b> <b>using existing resources</b>	No funding	<i>No funding secured.</i>		
<b>5.Partners in care: Having a voice</b>	5.1.1	Subject to funding, work with health services to promptly identify carers and ensure they are aware of where to find help. <b>G</b>		130 carers referred by Health <i>155 carers referred by Health.</i>	130 carers referred by Health	130 carers referred by Health
	5.2	Continue to use the media where appropriate to give Carers a voice. <b>G</b>		ongoing	ongoing	ongoing
	5.3	Continue to use publicity opportunities as they arise. <b>G</b>		ongoing	ongoing	ongoing
	5.4	Maintain rigorous quality assurance procedures to shape services. <b>G</b>		ongoing	ongoing	ongoing
	5.5	Outreach workers consistently promote Carers’ Self Assessments to Carers. <b>G</b>		ongoing	ongoing	ongoing

<b>6. Equalities</b>	6.1					
	6.2					
	6.4	Robust equality and diversity policy and practice in place. G		ongoing	ongoing	ongoing
	6.5	Maintain and develop effective joint working with other agencies. G		Maintain joint working with Community Development team, local voluntary, community and faith groups	ongoing	ongoing

Notes to action plan:

- See Section 6 Action Planning 2009 –2012
- Please consider the planned actions listed under each priority and note in the second column the numbers of those to which you can contribute -- priority 3 second point = 3.2
- Consider the time frame: what is achievable in year 1,2, 3.