

**CARERS STRATEGY
AND
IMPLEMENTATION PLAN
2008/11**

Foreword

Welcome to Darlington's 8th Carers' Strategy and Implementation Plan, which for the first time is a 3 year Strategy, which runs to March 2011.

This year has seen the long awaited publication of the second National Carers Strategy, Carers at the heart of 21st century families and communities "A caring system at your side. A life of your own", the first National Carers Strategy having been published in 1999.

Darlington's Carers' Strategy and Implementation Plan builds on this second National Carers Strategy and on the commitments and successes of previous local Carers' Strategies and Implementation Plans. It will also help us to achieve the vision within the Sustainable Community Strategy 'One Darlington: Perfectly Placed', in which carers are acknowledged as one of the groups who are particularly at risk of discrimination, deprivation and disadvantage.

I am pleased to say that as part of the growing commitment to carers in Darlington, I have been asked to take on the role of Carers' Champion, as all too often the vital role that carers play is unrecognised and undervalued.

I would like to take this opportunity to acknowledge publicly the vital contribution that carers make while caring for their family member, friend or neighbour, often while continuing to fulfill their other commitments, such as holding down a job and bringing up children. Darlington Borough Council is committed to continuing to support carers in this role by working with all partners to develop services which enable them to continue to carry out this invaluable role while still being able to live a life of their own.

I look forward to championing the cause of carers in Darlington.

Councillor Veronica Copeland

Carers' Champion

1. Introduction

This is our first 3 year Carers' Strategy and Implementation Plan and is set out slightly differently from previous annual strategies. It continues to include information from the 2001 census and up to date information about the number of carers we know about in Darlington. It also includes a new section on issues affecting carers of specific user groups and an expanded section on the types of support available to local carers.

It should be read in the context of Darlington's Sustainable Community Strategy 'One Darlington: Perfectly Placed. A Vision for Darlington: 2008- 2021', which identifies 5 delivery themes:

- Prosperous Darlington
- Aspiring Darlington
- Healthy Darlington
- Greener Darlington
- Safer Darlington

The Carers' Strategy will have a particular impact in relation to the Aspiring Darlington and Healthy Darlington themes.

More information about the Sustainable Community Strategy is attached as Appendix 2.

a) Consultation Process

Development of the Carers' Strategy and Implementation Plan is led by members of the Carers' Strategy Steering Group. This was first established in 1999 in order to identify actions to be taken locally to meet the objectives laid out in the first National Strategy for Carers. Since this time, the Group has continued to meet to oversee further Carers' Strategies and implementation Plans.

The Group consists of representatives from the following organisations:

- Darlington Borough Council Adult Social Care and Children's Services
- County Durham and Darlington Foundation Trust

- Tees, Esk and Wear Valleys NHS Foundation Trust
- Darlington Primary Care Trust
- Voluntary sector
- DAD Carers Support Service
- Carers in Darlington

Details of current Group membership are attached as Appendix 4.

In addition, a further 52 carers and 9 members of staff from partner organisations also receive minutes.

The aim of the Group is to work in partnership in order to develop a more integrated model of care that fully acknowledges the needs and aspirations of carers of all service user groups.

The Group encourages engagement from carers in a variety of ways, such as attendance at meetings and receiving minutes, in order to ensure that carers' views are incorporated into service planning and delivery. Carers' pre-meetings, to enable carers to raise and discuss non – strategic issues and to prepare for the Strategic meeting, have also started to take place this year.

In addition, information about the draft Strategy has been included in a variety of media including a number of newsletters, the Town Crier, Northern Echo and on the Council's website.

b) Equality Impact Assessments

Equality and Disability Equality Impact Assessments have been completed as part of drawing up the Carers' Strategy and Implementation Plan.

Although it is likely that in many instances services that support carers will impact positively on disabled people, it is acknowledged that on some occasions, the needs of carers and the needs of the disabled people that they care for may be in conflict. The intention of the Strategy and Implementation Plan is to ensure that the actions taken to support carers are undertaken in such a way as to maximise positive impacts on disabled people and to minimise any negative impacts that may occur. Further impact assessments may be undertaken as necessary in relation to any of the Implementation Plan actions.

2. Who is a Carer?

Carers are family, friends or neighbours who provide physical, practical or emotional care or supervision to another person, as a result of that person's age, frailty, mental or physical health needs or learning disabilities. People often find it difficult to see themselves in this role and may not want to be called a carer, seeing themselves as primarily as a son, daughter, husband, wife etc.

Young Carers are carers under the age of 18. The person receiving care is often a parent but can also be a brother or sister, grandparent or other relative who needs support because of a health problem or disability.

Parent Carers are those with parental responsibility for a disabled child. Parents will often see themselves primarily as parents but their child will have additional care needs and may be entitled to additional services.

The level of care provided may range from a few hours per week to more than 50 hours per week. Some carers provide 24 hour care to the person they are caring for.

This Strategy covers all of the above groups of carers, and should be read in conjunction with the Young Carers' Action Plan 2007-09 (and subsequent Young Carers' Action Plans), and the Parent Carers Action Plan which will be developed over the life of this Strategy.

3. The new National Carers Strategy

The new National Carers Strategy - Carers at the heart of 21st-century families and communities. "A caring system at your side. A life of your own" - was published by the Government in June 2008.

It builds on the first National Carers Strategy, which was launched in 1999 and takes into account extensive consultation with carers about what is important for them. It also incorporates commitments from the New Deal for Carers.

The new National Carers Strategy states:

'Our vision is that by 2018, carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen.'

By 2018:

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
- Carers will be able to have a life of their own alongside their caring role
- Carers will be supported so that they are not forced into financial hardship by their caring role
- Carers will be supported to stay mentally and physically well and treated with dignity
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the 'Every Child Matters' outcomes

The Strategy also sets out the following priorities for the next 3 years:

- More and better access to information and advice
- New break models and provision
- Expanded NHS services
- Employment and skills - flexible working and increased training

- Improving emotional support
- Young Carers - protection from inappropriate caring and broader provision of support
- Expert partners in care - training for carers
- Workforce - training for professionals
- Third Sector support for carers
- Better information about carers

Further priorities from 2011 onwards are then identified. These will be addressed in future Strategies.

4. Carers in Darlington

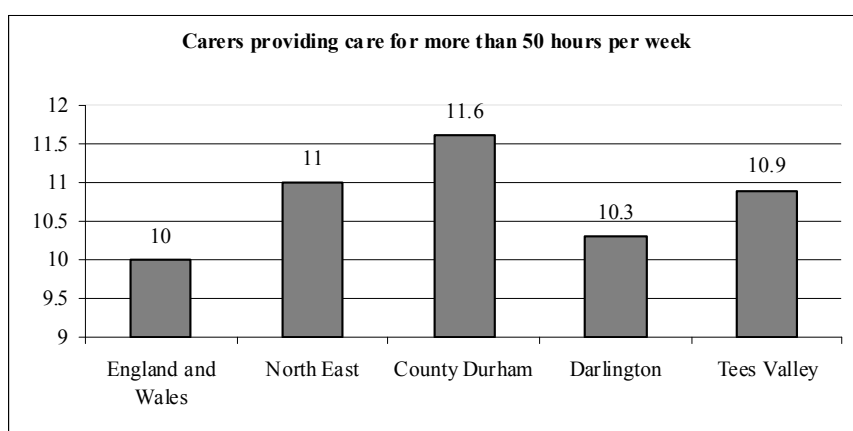
How many carers are there in Darlington and what do we know about them?

a) Census information

A new question in the 2001 census asked whether each person looked after or gave help or support to family members, friends, neighbours or others, because of long term physical or mental ill health or disability, or problems related to old age. Anything done as part of paid employment was not to be counted.

The responses indicated that there are 5.2 million carers in England and Wales (1:10 of the population), 21% (1.09 million) of whom provide care for 50 or more hours per week.

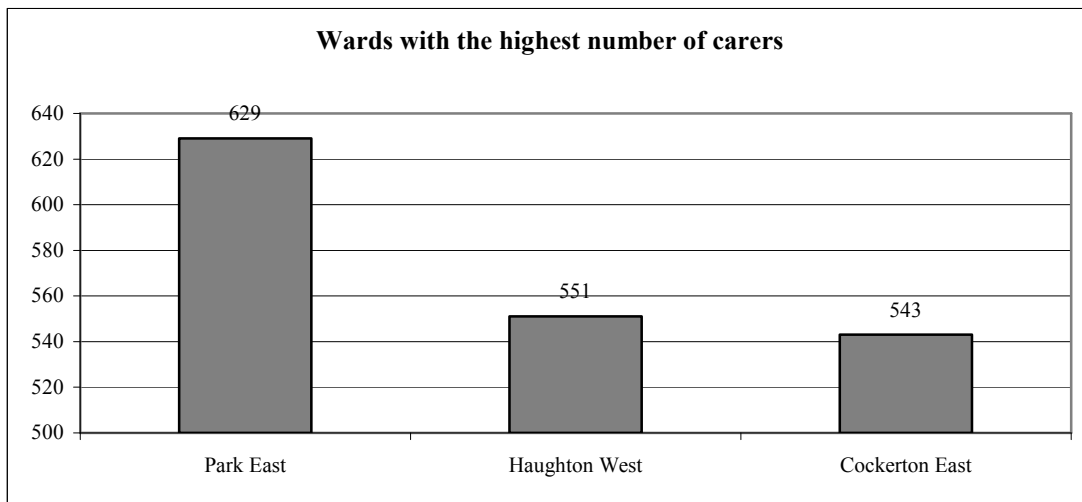
In England, the North East has the highest proportion of carers (11%) and Durham was the county with the 2nd highest proportion of carers (11.6%).



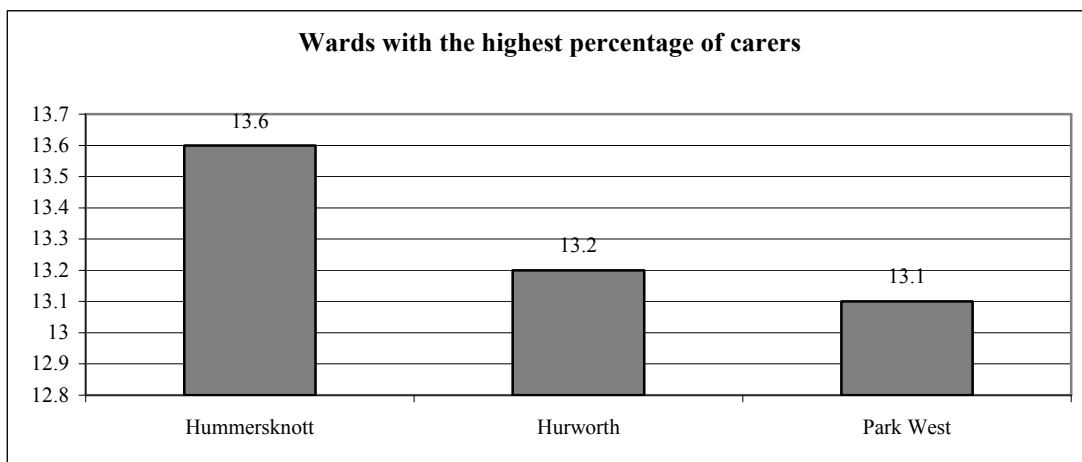
Information in respect of Darlington shows that there are 10,064 carers, 2330 of whom are providing care for 50 or more hours per week. This is in excess of the previously estimated 8846 carers in Darlington.

Carers in Darlington are found in all wards of the town, although some wards have higher concentrations of carers than others.

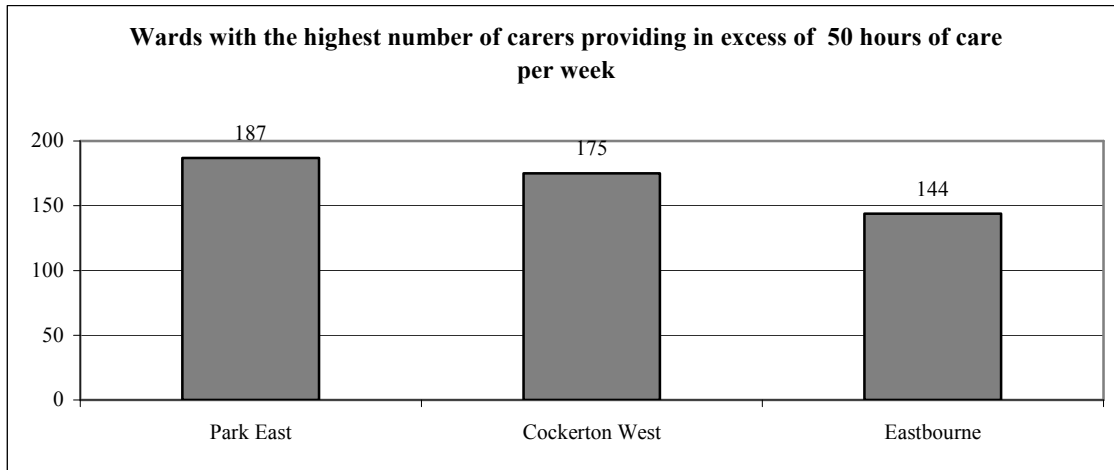
The three wards with highest numbers of carers are:
Park East (629), Haughton West (551) and Cockerton East (543)



The three wards with the highest percentage of carers are:
Hummersknott (13.6%), Hurworth (13.2%) and Park West (13.1%)



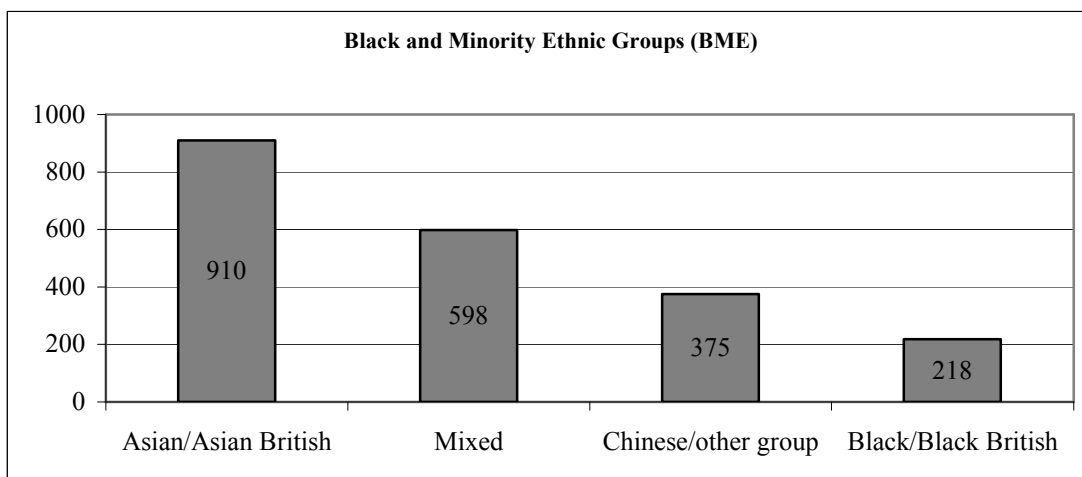
The three wards with the highest number of carers providing care in excess of 50 hours per week are:
Park East (187), Cockerton West (175) and Eastbourne (144).



Research undertaken by Carers UK in December 2006 indicates that 65% of people with a caring responsibility did not identify themselves as a carer in the first year of caring and that every year, 37% of the population will have started caring that year and a similar proportion ceased (For Darlington this is 3724 carers).

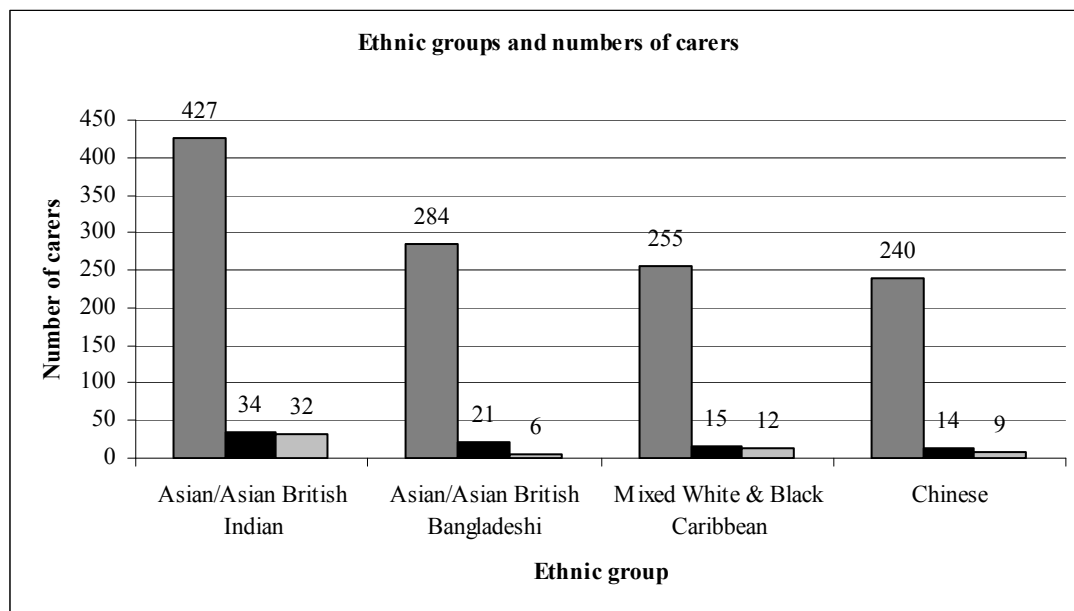
b). Black and Minority Ethnic Groups (BME)

Census data indicates that the main BME groups in Darlington are as follows:



Of these, the largest groups and the number of carers in each are shown in the graph below. The right hand column in each ethnic group

shows the numbers of carers who would be expected in each ethnic group based on census information for the North East. This indicates under representation in each ethnic group in Darlington but particularly in the Bangladeshi and Chinese communities.



Since the census took place, there has been a substantial increase in the number of people from the Polish community living in Darlington (approx 500 registered at the library). Work continues around developing services for all BME groups to ensure that services can be provided in a culturally appropriate way to the benefit of both the carer and the person being cared for.

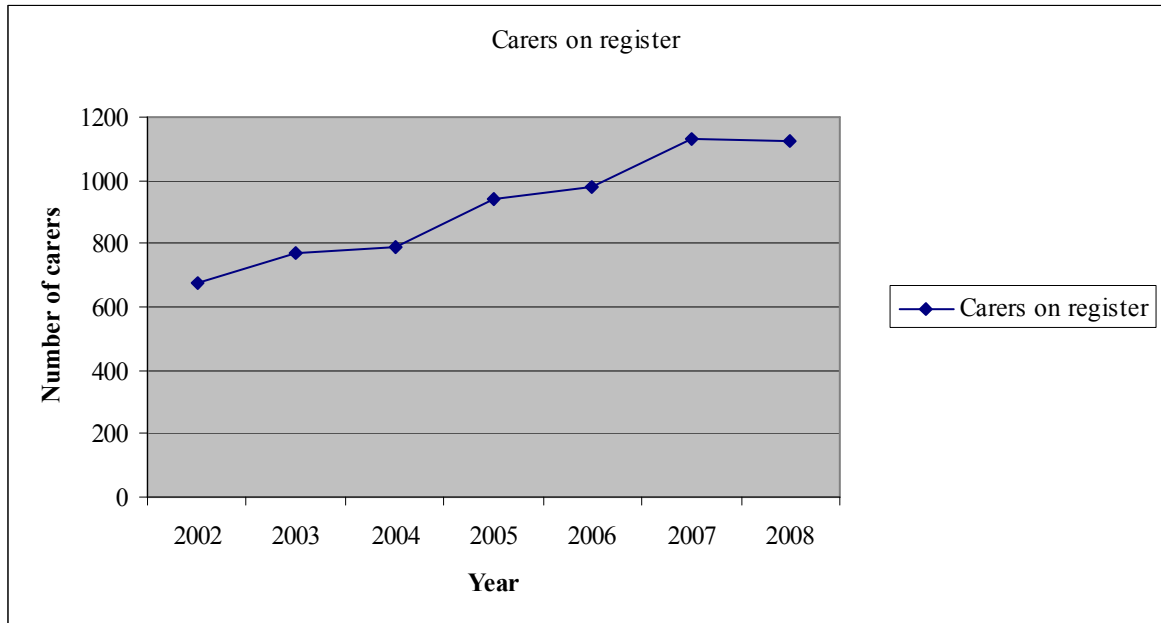
c). Current information about carers in Darlington

Information about carers in Darlington now comes from a variety of sources including the carers register operated by Darlington Association on Disability (DAD), and activity data in respect of young carers and parent carers.

DAD Carers Register – during the period 1st April, 2007 – 31st March, 2008, 216 new carers came onto the register and 225 left (mainly due to cessation of their caring responsibilities or because they had left the area). This gave a total of 1347 carers who had been on the register during this period.

As of 31st March, 2008, there were 1122 carers on the register a decrease of 9 from the previous year.

Up until this year, there has been a steady increase in the number of carers on the register since it was first introduced in 2001-02. However, this year there has been a very slight decrease.



Young Carers

The 2001 census identified 178 Young Carers aged 15 and under in Darlington. No breakdown is available for those aged 16 and 17 and young carers within this age group will be included in the information about adult carers.

During the year from April 2007 – March 2008, 105 young carers attended YMCA Timeout Young Carers Project. There are currently 80 young carers attending, approximately 1/3 of whom care for a disabled sibling.

Parent Carers

There are an estimated 1540 disabled children and young people in Darlington (Council for Disabled Children), nearly all of whom will have a parent carer. We do not know how many (if any) of the carers identified in the 2001 census were caring for a disabled child.

The Disabled Children's Register (which was a social care database) is currently being replaced by a new database, which will include children known to health, education and social care. The Disability Discrimination Act definition of disability has been used as the baseline criteria. 1446 children's names are on the database, although this may reduce when permission from parents is sought for children to remain on the database.

In November 2008, 126 families (and 143 children) were known to social workers in the Disabled Children's team.

5. Issues affecting carers of specific user groups

a) Mental Health

A National Service Framework (NSF) standard 6 group was set up as a subgroup of the Mental Health Partnership Board to address specific issues in relation to carers of people with mental ill health.

Key issues identified to address were:

- identification and support of carers and family members
- supporting assessments of carers' needs
- issuing care plans
- developing services for carers, including carers groups and forums and establishing a system for consulting carers and involving them in service development and evaluation
- monitoring inclusion of carers from BME communities and young carers
- availability and use of advocacy.

b) Learning Disability

A Carers subgroup of the Learning Disability Partnership Board was set up to address specific issues for carers of people with learning disabilities. So far the group has worked on a Carers Information Pack and a draft emergency plan. The next planned area of work will be to look at the provision of short breaks.

c) Physical and Sensory Impairment

The Physical and Sensory Impairment Board is currently being reviewed. When this is completed, it will give the opportunity to work with carers to identify issues which affect them.

d) Older People and Older People with Mental Health needs

There is a strategy for older people in Darlington and a Strategy and Action Plan for older people with mental health needs is being developed.

e) Parents of Disabled Children

Consultation has recently been undertaken with families whilst developing a Strategy for Disabled Children in Darlington 2008-10. Families identified key areas for development including the following:

- accessible, affordable child-care including: nurseries, child-minders, after school clubs and holiday play-schemes that can provide for the needs of disabled children
- user involvement and ongoing consultation that results in real changes and is available to a wide variety of parents, carers, foster carers etc. Representation and consultation on a variety of issues including service development and delivery.
- Parents and carers want information to be made available to them in a number of different ways
- Assessment processes and person-centred planning that is accessible, less bureaucratic and looks at the child and family as a whole and results in services that meet each child's needs as an individual. Better sharing of information between professionals.
- There is a need for better family support (including information exchange) for all members of the family, such as: babysitting, short breaks, holiday provision, befriending, advocacy etc.

f) Young Carers

Young carers are one of the specific areas identified in the new national Carers Strategy. Key areas of concern identified by young carers during consultation on the Strategy were:

- gaps in support for the person they care for
- GPs, hospitals and schools not recognising or taking into account their needs as children and young carers
- gaps in emergency support
- not enough project based support
- importance of joint working between Adult's and Children's services.

Many of these areas are picked up in Darlington's Young Carers Action Plan.

In addition, ***the generic equality impact assessment*** identified some areas where needs were not being sufficiently addressed, which are picked up in the Implementation Plan. These included lesbian, gay, bisexual and transgender carers.

An area where particular needs were identified were carers (of any service user group) who also have impairments themselves.

6. What Support is available for Carers In Darlington?

At present, support to carers is provided in a variety of ways. These include the following:

- Care Management, Care Co-ordination and Social Work processes within Darlington Borough Council Adult Social Care and Children's Services respectively, which enable the provision of tailored assistance to the person cared for. This includes both the assessment process by which any needs eligible for assistance are identified and the provision of services/support to the person cared for and/or the carer, plus the provision of information and advice
- Specialist Mental Health Carer Support Worker employed by Darlington Borough Council Adult Social Care
- Resources made available to fund a 30 hour per week specialist Learning Disability Carer Support Worker employed by Darlington Borough Council Adult Social Care
- Assistance from health staff in a variety of acute and community settings
- DAD Carers' Support Service – funded by both Adult Social Care and Darlington Primary Care Trust (PCT) to provide specific support to carers. This includes the provision of information and advice, one to one support from staff, links to other carers in the area, social activities, relaxation, managing the Carers Register and providing a carers newsletter. The PCT also funds a part time Health Link Worker post to work in GP practices
- Support networks such as the Carers Darlington branch and specific disability organisations such as the MS Society and the Alzheimers Society
- YMCA Timeout Young Carers Project continues the work already commenced to raise the profile of young carers locally and to develop further the provision of breaks services for young carers through group activities and 1:1 support. Awareness raising in schools, both with staff and directly with pupils, also takes place
- Aiming High for Disabled Children has allocated some funding for the development of parent/carers participation in local authorities. Existing support groups e.g. Down Syndrome Support Group together with a further 750 letters of invitation were sent out inviting parent/carers to an information event. At the conclusion of the event it was decided that a bid from DAD,

supported by the local authority would be submitted to help develop a framework for future parent participation.

A Service Development Officer continues to be employed by Darlington Borough Council Adult Social Care to act as a focus for carers' issues within the Borough and to lead on service development.

Short break services are provided by Health, Adult Social Care and Children's Services from a variety of funding sources, including mainstream funding and the Carers Grant (details given below).

Aiming High for Disabled Children funding is also being made available until March 2011 to develop and provide additional short breaks for the parents of disabled children.

2008 - 09	£40,000
2009 - 10	£99,300
2010 - 11	£320,200

An Aiming High for Disabled Children Development Manager has recently been appointed by Darlington Borough Council Children's Services to lead on this agenda.

Those cared-for people receiving breaks funded through Adult Social Care to meet social care needs are financially assessed to determine their contribution towards the services received. Those receiving breaks funded by Health to meet health care needs do not make any contribution towards the cost of their care.

Although breaks services continue to be arranged directly by both Adult Social Care and Children's Services, there has also been an increase in the uptake of direct payments for both short breaks and for direct support to the person cared for. There has also been an ongoing increase in the use of Carer Break Vouchers. This has benefited carers greatly through the provision of increased flexibility and control in how support is received.

Carers Grant

Although Carers Grant funding is no longer ring-fenced by central government, Darlington Borough Council Adult Social Care has continued to retain it for the sole benefit of carers. Funding is spent in several areas including individual breaks (via commissioned services, direct payments or Carer Break Vouchers), Service Level Agreements and development work.

Funding has been allocated as follows and includes 'Help in an Emergency' monies for both Adult Social Care and Children's Services.

	2008 - 09	2009 -10
Adult Social Care	£358,400	£383,200
Children's Services	£89,600	£95,800
TOTAL	£448,000	£479,000

No notification has been received regarding funding for 2010 – 11.

7. Darlington's Vision for 2008-11

Our vision is of a future where carers, statutory agencies and the third sector work together to develop services that better support both carers and the people they care for to lead fulfilling lives as equal members of the Darlington community.

This vision is supported by the Implementation Plan attached on pages ??? which identifies six key areas for development which have been agreed by members of the Carers' Strategy Steering Group:

- Better recognition from professionals and inclusion in society
- Information
- Integrated and personalised services
- A life of their own
- Income and employment
- Health and well-being

The first 2 areas were felt to be particularly important in Darlington and the last 4 are taken from the new National Carers Strategy.

The targets set out in the Implementation Plan apply to carers of all service user groups unless otherwise stated.

Young carers' needs are addressed through a separate Young Carers' Action Plan, and the needs of Parent Carers will be addressed through the Parent Carers Action Plan, as identified in the Implementation Plan.

Darlington's existing Sustainable Community, Social Inclusion and Community Engagement Strategies support this vision and will help us to deliver it. Information about each of these strategies is attached as Appendix 2.

8. Monitoring and Review process

Progress against the Implementation Plan actions will be monitored at regular meetings of the Carers' Strategy Steering Group and further actions may be agreed as appropriate.

Progress in relation to the actions for 2007-08 is outlined in the next section.

The Implementation Plan for 2007- 08 covered 5 key areas.
Progress in respect of these is as follows:

1. Information

Agreed Actions for 2007-08	Outcomes
Continue to publicise the support available to carers and those they care for, taking into account the Carers UK research published in December 2006 about the demographics of caring	Carers' information on the Darlington Borough Council website has been reviewed and updated.
Continue to raise the profile of carers' issues in relation to the parents of disabled children	<p>Parent carers and staff from Children's Services continue to attend Carers' Strategy Steering Group meetings.</p> <p>It has been agreed that a Parent Carers' Action Plan will be developed.</p>
Continue to identify hidden carers, taking into account the Carers UK research published in December 2006 about the demographics of caring	<p>Discussion took place with the Customer Contact Centre at the Town Hall regarding ways in which they may be able to assist people to identify themselves as carers. This is to be revisited once the Customer Contact Centre becomes more established.</p> <p>Discussion to take place with the new Team Manager in the Access and Contact Team at Adult Social Care regarding how to improve the identification of carers through this route.</p> <p>Continued promotion of the Carers Register to professionals and carers, led to a further 216 new carers coming onto the register over the year</p> <p>All carers known to the Alzheimers</p>

	<p>Society and the Younger People with Dementia Group were contacted and given the opportunity to go on the Carers Register.</p> <p>Information was included in a range of internal and external Council publications including the Town Crier, Northern Echo, Flyer and Adult Services News to assist people to identify themselves as carers.</p> <p>Links were built on with Age Concern to enable people to identify themselves as carers.</p> <p>Unable to progress work with the Local Strategic Partnership to raise awareness of carers' issues in the wider community due to cancellation of the Health Improvement Social Inclusion Group (HISIG) meeting that the Service Development Officer was invited to attend.</p>
<p>Continue to ensure that carers' needs are identified and recognised within the Social Inclusion and Community Engagement Strategies</p>	<p>Carers needs continue to be included in the Social Inclusion and Community Engagement Strategies.</p>
<p>Continue to work with BME communities to raise the profile of carers' issues and the services that may be available to help meet needs</p>	<p>Links have been established with the Mental Health BME Community Development Workers (CDWs) and the profile of carers' issues raised.</p> <p>Information about carers has been included in the newsletter distributed by the CDWs in a number of languages and at an event for the Polish community.</p> <p>The Service Development Officer attended Darlington's Community Liaison Group's multi-cultural</p>

	evening.
Continue to highlight the needs of employees who are carers and the support available to them	<p>A new procedure was drawn up by Darlington Borough Council to publicise carers' legal right to request flexible working and staff were notified of it via the DBC intranet. Work is still required to publicise this right to private sector employers</p> <p>2 requests for flexible working were made by DBC staff. The number made by PCT staff is not known.</p>
Continue to publicise the help available to carers in respect of welfare benefits.	<p>Carers continue to be able to access welfare benefits advice from the Citizens Advice Bureau (CAB) in partnership with DAD Carers Support Service.</p> <p>DAD Carers Support Service Fact Sheet 4 which identifies sources of welfare benefits advice for carers continues to be distributed.</p>
Continue to develop and publicise the 'Live Darlington' card which offers free/reduced price entry to Borough Council operated arts and leisure facilities – may also help to identify hidden carers	<p>75 carers hold the 'Live Darlington' card (15 more than the target).</p> <p>The application form still needs to be reviewed.</p> <p>It was agreed that Arts would be represented by Leisure at Carers' Strategy Steering Group meetings</p>

2. Consultation and Engagement

Agreed Actions for 2007-08	Outcomes
<p>Continue to increase involvement of carers and their representatives in developing the Carers' Strategy and Implementation Plan and in monitoring its progress</p> <p>Continue to increase involvement of carers and their representatives in service planning and delivery</p>	<p>An average of 6 carers attend Carers' Strategy Steering Group and approximately 60 carers receive minutes.</p> <p>In addition, information about the Strategy has been included in a variety of publications such as the Carers Support Service and GOLD newsletters and local media. Information has also been given by the Service Development Officer at carers meetings.</p> <p>It was decided not to continue with the Carers Forum as there was very little support from carers. However, a carers pre-meeting to the Carers' Strategy Steering Group has been commenced in order to give carers an opportunity to discuss issues beforehand.</p> <p>There are places for 6 carers on the Learning Disability Partnership Board and carers have the opportunity to be involved in all the subgroups. There is also a Carers Subgroup.</p> <p>The Physical and Sensory Impairment Board is currently being reviewed.</p> <p>A questionnaire was completed during Carers Week in June 2007 and via other routes to ascertain carers' views and priorities.</p> <p>A Carers' Compact was developed.</p>

3. Assessment

Agreed Actions for 2007-08	Outcomes
Increase performance in relation to the identification of carers, assessment of their needs and the provision of services to meet them	Performance against the C62 carers performance indicator was 13.52% (2.52% higher than the 11% target). A new indicator (NI 135) has been set for 08-09.
Publicise carers' rights to assessment	Work is ongoing to publicise carers' rights to assessment and to give them the information they need to engage fully in the assessment process. Work has been undertaken with the Disabled Children's team to ensure that parents' needs as carers are taken fully into account when the needs of their children are assessed. This includes changes to assessment documentation. Further training is planned for 2008-09.

4. Service Planning and Delivery

Agreed Actions for 2007-08	Outcomes
To make the NHS in Darlington more responsive to the needs of carers	<p>Funding has been identified by Darlington Primary Care Trust (PCT) to continue funding of the Health Link Worker post from September 2007.</p> <p>A carers lead at County Durham and Darlington Foundation Trust has been identified.</p> <p>Discussions are taking place about how to raise the profile of carers' issues in the Trust.</p>
Contribute to the Subgroup of the Adult Mental Health Local Implementation Group to progress work in relation to NSF standard 6, which is about the identification and support of carers of adults with mental health needs	<p>Significant progress continues to be made in each of the following target areas and work will be continued to achieve further progress:</p> <ul style="list-style-type: none"> • identification and support of carers and family members • supporting assessments of carers' needs • issuing care plans • developing services for carers, including carers groups and forums and establishing a system for consulting carers and involving them in service development and evaluation • monitoring inclusion of carers from BME communities and young carers • availability and use of advocacy.
Work with the Carers subgroup of the Learning Disability Partnership Board	Progress is being made against each of the outcome areas identified by this Group.
Continue to raise the profile of Young Carers across all statutory sector settings	A Young Carers' Action Plan for 2007-09 has been written and is being implemented.
Look at how best to provide carers with help in an	A draft Emergency Plan has been developed by members of Carers

emergency	<p>subgroup of the Learning Disability Partnership Board. Discussions are ongoing regarding its adoption by all partner agencies.</p> <p>Some discussion has taken place with Warden Services regarding the possibility of carers being able to access the existing emergency service.</p>
Continue to provide social activities for carers	In 2007-08 DAD Carers Support Service provided a variety of social activities for carers, including lunches, coffee afternoons, relaxation groups and pamper sessions.
Continue to explore the provision of counselling for carers	<p>Counselling for carers is available from a variety of sources.</p> <p>A fact sheet giving details is to be produced.</p>
Continue to promote the short break voucher scheme	38 carers used carer break vouchers (13 more than target).
Continue to identify further gaps in short break provision/other support available to carers	<p>Increased use of vouchers and direct payments has enabled breaks to be provided more flexibly.</p> <p>Looking at short break provision has been identified as a priority for the Learning Disability Carers Subgroup.</p>
Ensure that carers' needs are considered when implementing self directed support	Carers and young carers have been identified as stakeholders in the implementation of self directed support.

5. Training

Agreed Actions for 2007-08	Outcomes
Continue to ensure that all staff for whom is relevant receive Carers Assessments/ awareness-raising training	<p>A rolling programme of carers assessment training is available and staff are required to attend.</p> <p>New Adult Social Care staff continue to attend induction sessions with the Service Development Officer and to access specific advice/support as necessary.</p>
Review carers assessments training module to include the role of carers in delivering the training	A new carers assessments training module has been developed.
Continue to offer training opportunities for carers and to publicise these widely	<p>Stressbuster sessions continued to take place and 20 carers attended over the year.</p> <p>1 healthy living course also took place.</p> <p>Carers continued to be able to access IT training but there was a low take up.</p> <p>It was decided not to set up an expert carers programme at this point.</p>

DRAFT 7 – Implementation Plan 2008 – 11

1. Better recognition from professionals and inclusion in society

Actions	Outcome Measures	Accountable Officer	Timescale
Cross agency representation and sign up for the Carers' Strategy and Implementation Plan	Membership of the Carers' Strategy Steering Group reviewed and invitations extended to other appropriate parties	Chair Carers' Strategy Steering Group	January 2009
Work undertaken within the Council to increase the recognition of carers' needs and to improve equality for carers	Carers' needs continue to be identified and recognised within the Social Inclusion and Community Engagement Strategies	David Plews	Ongoing
	Links developed with the Connecting with Communities team to raise the profile of carers and their needs, particularly in relation to Talking Together events	Lisa Holdsworth	March 2009
	Training provided to all undertaking equality impact assessments about carers and their needs, so that carers' needs are taken fully into account when equalities impact assessments are undertaken	David Plews	December 2009
	Review of the Carers' Compact against the Darlington Borough Council Customer Charter undertaken	Lisa Holdsworth	March 2009

	Decision made re whether the Carers' Compact can be included in the Customer Charter	Lisa Holdsworth	December 2009
Work undertaken with the Darlington Partnership to raise awareness of carers' issues in the wider community	Carers' needs are taken into account fully when decisions are made that impact on the community as a whole	Chair Carers' Strategy Steering Group	September 2009
Establishment of carers' champions roles	Identification of a carers' champion for Adult Social Care	Jeanette Crompton	June 2008
	Identification of a carers' champion for children's services	Lisa Holdsworth	December 2008
	Identification of a carers' champion for the PCT	Jeanette Crompton	December 2008
	Identification of a carers' champion for the County Durham and Darlington Foundation Trust	Lisa Holdsworth	December 2008
	Identification of a carers' champion for Tees Esk & Wear Valleys NHS Foundation Trust (TEWV)	Lisa Holdsworth	December 2008
Establish contact with LINKs	Carers' needs are integrated within the services researched and reported on.	Lisa Holdsworth	December 2008

Increased recognition of carers' needs	8 agencies likely to engage with carers have received carers awareness training/information session from the Carers Support Service	Carers Support Service	September 2009
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2. Information

Actions	Outcome Measures	Accountable Officer	Timescale
<p>Continue to enable people to identify themselves as carers, taking into account the knowledge that in any given year 1/3 of carers start or finish caring (Carers UK research published in December 2006)</p>	<p>Targeted work with a range of partners such as Age Concern, Gay Advice Darlington, travellers, BME groups to enable people to identify themselves as carers and to provide information about the services that may be available to help meet needs.</p>		
	<p>Age Concern</p>	<p>Carers Support Service</p>	<p>June 2009</p>
	<p>Gay Advice Darlington Travellers BME groups</p>	<p>Lisa Holdsworth Lisa Holdsworth Lisa Holdsworth</p>	<p>March 2009 July 2009 July 2009</p>
	<p>Agreement reached with the Customer Contact Centre as to how to enable them to assist people to identify themselves as carers.</p>	<p>Jeanette Crompton Lisa Holdsworth</p>	<p>March 2009</p>
	<p>Implementation of the process agreed</p>	<p>Customer Contact Centre</p>	<p>April 2009</p>

	Review of the process agreed	Jeanette Crompton Lisa Holdsworth	October 2009
	Agreement reached with the Access and Contact Team at Adult Social Care to enable them to improve the identification of carers	Lisa Holdsworth	December 2008
	Implementation of the process agreed	Access and Contact Team	January 2009
	Review of the process agreed	Lisa Holdsworth	July 2009
	Continued use of a range of internal agency publications and external media to assist people to identify themselves as carers.	All partners	Ongoing
	Minimum of 2 awareness raising activities per year in June and December (Carers Week and Carers Rights Day)	All partners	Ongoing
Continue to publicise the support available to carers and those they care for and encourage people to come forward	Current publicity material and distribution points reviewed and updated as required, including the carers' information on the Darlington Borough Council website and links to other relevant websites as appropriate	Carers' Strategy Steering Group members	March 2009

Information to be made available in a variety of formats	Consideration given as to how funding can be identified for a regular update of the Mental Health carers pack	Lisa Holdsworth via NSF Standard 6 group	March 2009
	Information needs of parent carers addressed in the Parent Carers' Action Plan	Kevin Kelly Jacki Hiles	December 2008
	Information needs of Young Carers addressed in the Young Carers' Action Plan	Lisa Holdsworth and Young Carers Strategic Group	June 2009
	Continued promotion of the Carers Register to professionals and carers, leading to a further 240 new carers per year coming onto the Register	DAD Carers Support Service	March 2009 March 2010 March 2011
	Referral source for all new carers on the Register (including self referrals) identified	DAD Carers Support Service	March 2009
	All agencies likely to engage with carers to have in place mechanisms for referring carers to the Carers Support Service to go on the Register	All relevant agencies	March 2009

3. Integrated and personalised services

Actions	Outcome Measures	Accountable Officer	Timescale	
Publicise carers' rights to assessment	More carers are aware of their rights and are able to engage fully in the assessment process	All partners	Ongoing	
	Questionnaire undertaken to ascertain carers' experiences of assessment	Lisa Holdsworth	March 2009	
	Review of current Adult Social Care carers' checklist undertaken	Members of the Learning Disability Carers Subgroup	March 2009	
	Continuation of work with staff in all areas to further increase knowledge around carers' issues and the legal requirements in respect of carers		Lisa Holdsworth (Adult Social Care)	Ongoing
			Linda Sloan (TEWV)	March 2009
			Fiona Day (Foundation Trust)	March 2009
	Review carers assessments training module to include the role of carers in delivering the training		Lisa Holdsworth Jacki Hiles	December 2008
2 carers assessments training courses delivered to staff each year		Lisa Holdsworth Jacki Hiles	Ongoing	

Continuous Increase in performance in relation to the new carers performance indicator which measures the number of carers receiving a 'carer's break', a specific carers service, or advice and information as a percentage of clients receiving community based services	15% 20% 25%	Lisa Holdsworth	March 2009 March 2010 March 2011
Ensure that outcomes for carers are considered when the new outcomes framework is developed	To be considered when the framework is published in December 2008	Jeanette Crompton	April 2009
Continuation of the NSF Standard 6 Subgroup of the Adult Mental Health Local Implementation Group to progress work in relation to, which is about the identification and support of carers of adults with mental health needs	Continued progress against each of the outcome areas identified. (These are reviewed regularly by members of the NSF Standard 6 group).	Members of NSF Standard 6 group	Ongoing

Continuation of the Carers subgroup of the Learning Disability Partnership Board to meet the objectives in 'Valuing People Now'	Continued progress against each of the outcome areas identified. (These are reviewed regularly by members of the subgroup).	Members of the Learning Disability Carers Subgroup	Ongoing
Identification of issues affecting Parent Carers and of actions to be taken to address these	Development of a Parent Carers Action Plan	Kevin Kelly Jacki Hiles	December 2008
Continue to raise the profile of Young Carers across all statutory sector settings	Implementation of the Young Carers' Action Plan 2007-09 Development of a further Action Plan from 2009	Lisa Holdsworth and the Young Carers' Strategic Group	March 2009 April 2009
Ensure the needs of carers are reflected in the development of the local strategy and action planning in response to publication of the national dementia strategy	Darlington strategy and action plan for older people with mental health needs (including dementia) developed in the context of the national framework and considering local needs. Outcomes for carers linked to the Carers' Strategy and Implementation Plan.	PCT Mental Health commissioning lead. DBC Older Persons operational lead	Awaiting publication of strategy.
Ensure that carers' needs are considered when implementing self directed support	Carers' needs considered in relation to development of the Resource Allocation System, self assessment and brokerage	Jeanette Crompton	April 2009 and ongoing

<p>Review the mechanisms for the involvement of carers and their representatives in developing the Carers' Strategy and Implementation Plan and in monitoring its progress</p> <p>Continue to increase involvement of carers and their representatives in service planning and delivery</p>	<p>Review the terms of reference of the Carers' Strategy Steering Group</p>	<p>Members of the Carers' Strategy Steering Group</p>	<p>March 2009</p>
	<p>Review the mechanisms for the involvement of carers in Carers' Strategy Steering Group meetings</p>	<p>Members of the Carers' Strategy Steering Group</p>	<p>March 2009</p>
	<p>Review engagement with carers of different service user groups</p>	<p>Members of the Carers' Strategy Steering Group</p>	<p>March 2009</p>
	<p>Implementation of Primary Care Trust Patient Carer and Public Engagement strategy and evaluation of action plans</p>	<p>Patient Carer and Public Involvement Lead Darlington PCT</p>	<p>March 2009</p>
	<p>Clear statement made re how carers will be supported to be involved in meetings, including how expenses will be reimbursed</p>	<p>Members of the Carers' Strategy Steering Group</p>	<p>March 2009</p>
	<p>Consideration given as to what other feedback mechanisms can be used eg satisfaction surveys</p>	<p>Members of the Carers' Strategy Steering Group</p>	<p>March 2009</p>

4. A life of their own

Actions	Outcome Measures	Accountable Officer	Timescale
Continue to develop and publicise the 'Live Darlington' card which offers free/reduced price entry to Borough Council operated arts and leisure facilities – may also help to identify hidden carers	Review the 'Live Darlington' card application form	Lisa Holdsworth Neil Drew	December 2008
	Improve publicity	Neil Drew	March 2009
	Increase in the number of carers holding this card to	Neil Drew	March 2009
	100 150 200		March 2010 March 2011
Continue to provide social activities for carers	Evaluation of the Carers' Day for mental health carers hosted by TEWV Trust completed and consideration given to whether more carers' days can be planned	Linda Sloan	March 2009
	Continuation of social activities, such as lunches and coffee afternoons	DAD Carers Support Service & Adult Social Care Mental Health Carers Support Worker	Ongoing
Review the provision of pamper sessions	Identify the level of need and consider how to provide funding	DAD Carers Support Service Linda Sloan	March 2009

Continue to promote the short break voucher scheme	Increase in the number of providers signed up to 20	Lisa Holdsworth	June 2009
	Increase in the number of providers who can provide support to people with learning disabilities	Lisa Holdsworth	June 2009
	Increase in number of carers receiving vouchers to 50 60 70	Lisa Holdsworth	March 2009 March 2010 March 2011
Continue to identify further gaps in short break provision/other support available for carers	Completion of the Learning Disability Carers Subgroup work on 'a choice of good quality breaks'	Members of the Learning Disability Carers Subgroup	March 2009
	Improvement in the provision of short breaks for people with dementia and their family carers	PCT Mental Health commissioning lead. DBC Older Persons operational lead	
Darlington Borough Council and the PCT to work together to review and improve models of short break care,	New models of short break care developed in line with best practice guidelines, local needs and preferences. Active market development demonstrated	Assistant Director Systems Management and Strategic Planning Darlington PCT	Ongoing March 2010

<p>including emergency provision</p> <p>Darlington PCT and Borough Council will work together to agree how the additional breaks money allocated to the PCT will be spent</p>	<p>in the introduction of new providers and creative models of short break care which meet the needs of carers.</p> <p>Carer satisfaction feedback.</p> <p>Agreement reached re how additional breaks will be provided with this money in line with NHS Operating Framework 09/10 and any specific guidance issued in relation to this funding.</p>	<p>Assistant Director Systems Management and Strategic Planning Darlington PCT</p>	<p>February 2009</p>
<p>Continue to offer training opportunities for carers and to publicise these widely</p>	<p>Continuation of monthly relaxation sessions (a minimum of 8 carers to attend over the course of the year)</p> <p>Development of a carer programme to include a combination of 1:1 support and group work – 20 carers to have completed this programme by the end of the first year</p> <p>Publicise the availability of the national expert carers programme (caring with confidence)</p> <p>Further develop access to IT training</p>	<p>Carers Support Service</p> <p>Health Link Worker post at Carers Support Service</p> <p>Carers Support Service</p> <p>Carers Support Service</p> <p>Carers Support Service</p>	<p>Ongoing</p> <p>September 2009</p> <p>December 2008</p> <p>March 2009</p>

	Consideration given to identifying funding for 1 'voice and choice' training course to be delivered by the Carers Support Service	Carers Support Service	March 2009
Ensure that carers' needs are considered when the telecare/ assistive technology strategy is developed and that carers are made aware of the support that can be offered by the use of this equipment	Carers' needs are recognised and carers are more aware of the support that can be provided via this route	Darlington Borough Council Assistive Technology lead	March 2009
Publicise availability of free carer travel on buses if necessary to accompany a bus pass holder	More carers are able to benefit from the scheme	Carers Support Service	March 2009

5. Income and employment

Actions	Outcome Measures	Accountable Officer	Timescale
<p>Continue to highlight the needs of employees who are carers and the support available to them</p>	<p>Carers' legal right to request flexible working and to benefit from time off for dependents policies publicised to both statutory and private sector employers</p> <p>Feasibility of identifying a carers' champion within the Darlington Partnership to do this explored</p> <p>Consideration given by each organisation as to the specific actions to be taken to inform employees of their rights as carers For example:</p> <ul style="list-style-type: none"> • a carers page on their intranet • an employee survey to identify carers and their needs • awareness raising events <p>Number of requests for flexible working in each of the following organisations monitored :</p> <p>Darlington Borough Council, Darlington Primary Care Trust County Durham and Darlington Foundation Trust</p>	<p>All partners</p> <p>Lisa Holdsworth</p> <p>All partners</p> <p>HR Department in each organisation</p>	<p>March 2009 and ongoing</p> <p>March 2009 and ongoing</p> <p>March 2009</p>

	TEWV Foundation Trust		
Seek out carers' experiences of flexible working	Development of a questionnaire to send out to carers on the Carers Register to look at the experiences of flexible working and analysis of the questionnaire undertaken	DAD Carers Support Service	June 2009
Make links with the Care Partnership Manager at Jobcentre Plus	Identify the Care Partnership Manager at Darlington Jobcentre Plus	Lisa Holdsworth	October 2008
	Invite the Manager to become a member of the Carers' Strategy Steering Group	Lisa Holdsworth	October 2008
	Identify links/actions to progress the agenda in Darlington	Lisa Holdsworth Trevor Mortlock	March 2009
Continue to publicise the help available to carers in respect of welfare benefits.	Continued publicity of sources of welfare rights advice for carers, including wider publicity of the availability of DAD Carers Support Service Fact Sheet 4.	DAD Carers Support Service	Ongoing
	Provision of welfare benefits advice specifically for carers by the Citizens Advice Bureau (CAB) in partnership with DAD Carers Support Service – 80 carers to be more aware of their rights every year	DAD Carers Support Service	March 2009 March 2010 March 2011
	Awareness raising regarding carers benefits for Carers Rights Day	DAD Carers Support Service	December 2008

6. Health and well- being

Actions	Outcome Measures	Accountable Officer	Timescale
To make the NHS in Darlington more responsive to the needs of carers	<p>Deliver the commitments in the PCT prospectus in respect of carers</p> <p>Work with carers contact at the County Durham and Darlington Foundation Trust to decide how to raise the profile of carers' issues in the Trust</p> <p>Carers contact identified at TEWV</p> <p>Work with carers contact at TEWV to decide how to raise the profile of carers' issues in the Trust</p>	<p>Assistant Director Systems Management and Strategic Planning Darlington PCT</p> <p>Lisa Holdsworth Fiona Day</p> <p>Lisa Holdsworth</p> <p>Lisa Holdsworth Linda Sloan</p>	<p>March 2009</p> <p>December 2008</p> <p>October 2008</p> <p>December 2008</p>
To ensure the needs of carers are reflected in service improvement and services redesign plans.	Implementation of Primary Care Trust Patient Carer and Public Engagement strategy and evaluation of action plans.	Patient Carer and Public Involvement Lead Darlington PCT	March 2009
Look at how best to provide carers with help in an emergency	Decision taken re mechanism to be used	Lisa Holdsworth	March 2009

Promote the availability of counselling for carers	Service availability to be publicised by the Carers Support Service via a new fact sheet and the newsletter	Carers Support Service	March 2009
Review Adult Social Care's strategic approach to providing support to carers	Decision made re how to continue to deliver carers support	Jeanette Crompton	December 2008 New service in place by 1.10.09
Review the PCT's strategic approach to providing support to carers in Darlington in line with national requirements and local need.	PCT Health Link Worker Service contract review completed.	Assistant Director Systems Management and Strategic Planning Darlington PCT	January 2009
Explore with primary care contracting and practice based commissioners how General Practices can continually improve services which support the health and well-being of carers.	Health link worker project report on partnership initiatives with general practices. Carer's health needs assessment and satisfaction feedback to inform, service design, planning and commissioning.	Assistant Director Systems Management and Strategic Planning Darlington PCT	Ongoing