

CARERS' STRATEGY AND IMPLEMENTATION PLAN 2013-16

Foreword

Welcome to Darlington's 9th Carers' Strategy and Implementation Plan.

This builds on the commitments and successes of previous local Carers' Strategies and Implementation Plans and the refreshed 2008 national carers strategy, which was published in November 2010.

Darlington is proud of its ongoing commitment to carers and intends to ensure that it continues to support those who carry out this valuable role, often while also undertaking paid employment, bringing up children and contributing to the life of the wider community.

I am pleased to continue in the role of Carers' Champion and to highlight the vital role that carers fulfil in our society.

Councillor Veronica Copeland

Carers' Champion

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1. Introduction

The Carers' Strategy and Implementation Plan 2013 -16 includes information about carers from the censuses of 2001 and 2011, plus up to date information about the number of carers we know about in Darlington. It also includes relevant information from Darlington's Single Needs Assessments 2010-11 and 2011-12.

It should be read in the context of 'One Darlington: Perfectly Placed. A Vision for Darlington: 2008- 2021', which identifies seven outcomes for Darlington:

- People in Darlington are healthy and supported
- People in Darlington are educated and skilled
- People in Darlington are financially secure
- Individuals are not disadvantaged by their family circumstances at birth, nor where they reside. People live in cohesive and resilient communities
- People in Darlington live in sustainable neighbourhoods
- Our communities are safe and free of crime
- Darlington is an ambitious, entrepreneurial place in which businesses thrive and create wealth

As residents of Darlington, carers should be able to benefit from all of these outcomes and should not be disadvantaged by their caring role. These outcomes are also reflected in the national Carers Strategy outcomes outlined on pages 9 – 10.

The development of this Strategy has been affected by transitions in the Primary Care Trust (PCT) and service review within the Local Authority. As a consequence of this, an Interim Action Plan was developed and implemented for 2011-13.

2. Darlington's Vision for Carers 2013-16

Our vision is of a future where carers, statutory agencies and the third sector continue to 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 based on the refreshed national Carers Strategy outlined on pages 9-10 and the achievement of this vision is supported by the Implementation Plan attached on pages 31- 45.

This identifies 4 key outcomes based on the priority areas identified in the refreshed national Carers Strategy:

- Outcome 1a - all carers in Darlington are assisted to identify themselves as carers at an early stage
- Outcome 1b – carers have opportunities to be fully involved in designing and influencing local and national care provision and involvement in planning individual care packages
- Outcome 2 – carers will be enabled to fulfil their educational/ training/employment potential
- Outcome 3 – carers will receive personalised support, both for themselves and the person they care for, enabling them to have a family and community life
- Outcome 4 – carers will be supported to remain mentally and physically well

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

The specific needs of young carers are addressed though a separate (but linked) Young Carers' Action Plan.

3. Background/Context

Development of the Carers' Strategy and Implementation Plan is led by members of Darlington's 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 develop and monitor further Carers' Strategies and implementation Plans.

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 are supported to contribute effectively in the meetings via dedicated time in advance of meetings to discuss any issues that they may wish to raise with the Chair of the Group.

The Group consists of representatives from the following organisations:

- Darlington Borough Council Services for People (which includes Adult Social Care and Housing & Children, Families and Learning)
- County Durham and Darlington Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)
- NHS County Durham and Darlington (PCT)
- The voluntary sector
- DAD Carers Support Service
- Carers in Darlington

Details of current Group membership are attached as Appendix 1.

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.

4. Key Achievements in 2008-11

These include the following:

- Improved partnership working, and increased cross agency representation at Carers' Strategy Steering Group meetings, including staff from a number of Health Trusts and an increased number of carers attending meetings
- PCT breaks money spend agreed, enabling provision of a wider range of carer breaks and other support for carers, including the piloting of a specific service for Young Adult Carers, development of a male carers group and the commencement of work in the Out Patients Department at Darlington Memorial Hospital
- Review of the Carers Support Service undertaken and a new Service commissioned, including a Health Link Worker post funded by the PCT
- Improved contact with GP surgeries via the Carers Support Service Health Link Worker post, which led to an increase in the number of carers identified
- Commencement of a new Carers Emergency Support Service, commissioned jointly with the PCT and Durham County Council
- Review of carers assessment documentation undertaken and a self directed carers assessment form developed with carers
- Review undertaken of existing publicity material and Darlington Borough Council website updated

A complete summary is attached as Appendix 2.

5. Who is a Carer?

Within this Strategy, the definition of a carer is taken from the Government's national Carers Strategy:

“A carer spends a significant proportion of their life providing unpaid support to family and potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has a mental health problem or substance misuse problems” (DoH, 2008).

However, as the national strategy acknowledges, many people find it difficult to see themselves in this role and do not always wish to be identified as a carer, as for them the caring relationship is simply part of normal everyday life, as a son, daughter, husband, wife, parent etc.

It is important to note that within this over-arching definition of a carer, there are a number of different carer groups.

Adult Carers are adults caring for adults over the age of 18. This includes adults caring for their adult children

Young Carers are ‘children and young people under the age of 18 who provide regular and ongoing care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances. The term does not apply to the everyday and occasional help around the home that may often be expected of or given by children in families. The key features ... are that the caring responsibilities persist over time and are important in maintaining the health, safety or day to day well-being of the person cared for and/or the wider family.’ [‘Working Together to Support Young Carers - A Model Local Memorandum of Understanding between Statutory Directors for Children’s Services and Adult Social Services’ (December 2009)].

Young Adult Carers are young people aged between 16 and 25 who are caring either for another child or young person, or an adult

Parent Carers are parents caring for a disabled child or young person under the age of 18. Parents will often see themselves primarily as parents but their child will have additional care needs and may be entitled to additional services.

This Strategy covers all of the above groups of carers, and should be read in conjunction with the Young Carers’ Action Plan 2013 -16.

6. 'Recognised, valued and supported: Next steps for the Carers Strategy'

Following a period of review by the coalition government, a refreshed national Carers Strategy 'Recognised, valued and supported: Next steps for the Carers Strategy' was published in November 2010. This refocuses the 2008 National Carers Strategy – 'Carers at the heart of 21st-century families and communities. "A caring system at your side. A life of your own"', which built on the first National Carers Strategy, which was launched in 1999.

The 2008 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

As part of the refresh, with advice from the Standing Commission on Carers and responses received to the consultation, four priority areas were identified as follows:

- Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the onset both in

designing local care provision and in planning individual care packages

- Enabling those with caring responsibilities to fulfil their educational and employment potential
- Personalised support both for carers and those they support, enabling them to have a family and community life
- Supporting carers to remain mentally and physically well

‘These priority areas are both important in themselves and overlapping. Addressing any one of them adequately will require attention to all of them’ (page 6).

These priority areas form the basis for Darlington’s outcomes based Implementation Plan.

7. Carers in Darlington

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

a) Census information

Data from the 2001 census indicated that there were 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 had the highest proportion of carers (11%) and Durham was the county with the 2nd highest proportion of carers (11.6%).

Census data for 2011 indicates that the number of carers in England and Wales has increased to 5.8 million (10.5% of the population) and that the greatest increase has been in those providing over 20 hours care per week - the point at which caring starts to impact on the health and wellbeing of the carer, and their ability to hold down paid employment alongside their caring responsibilities (Carers UK press release, 11th December 2012). There has also been an increase in the numbers providing over 50 hours care per week.

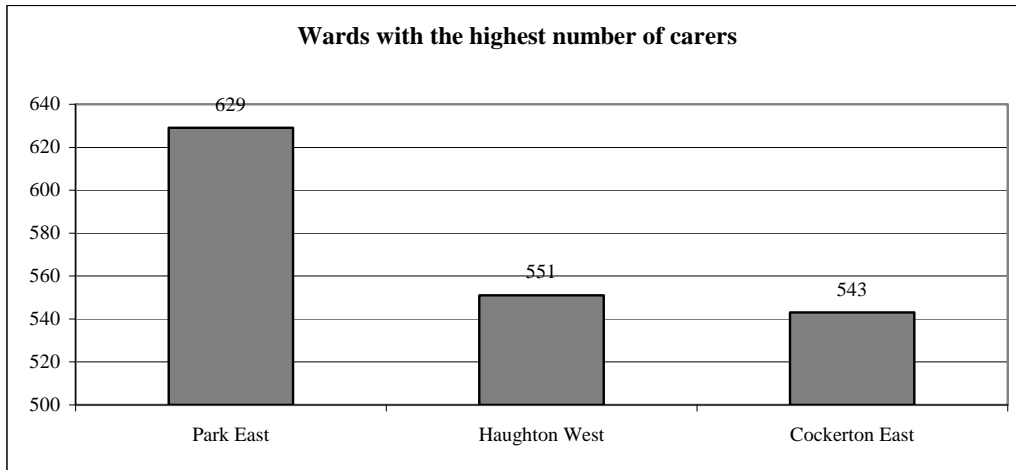
In the North East there has been a 4% increase in carer numbers, but Darlington's numbers have increased by 10% (the highest in the North East region).

In 2001, there were 10,064 carers in Darlington, 2330 of whom were providing care for 50 or more hours per week.

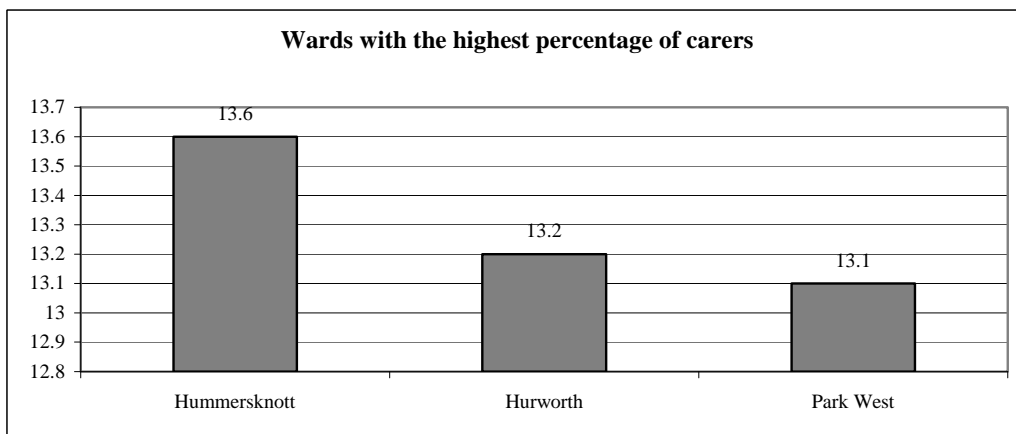
In 2011, this number had increased to 11,048, 2758 of whom were providing care for 50 or more hours per week.

In 2001, carers in Darlington were found in all wards of the town, although some wards had higher concentrations of carers than others. Ward level detail for 2011 is not currently available.

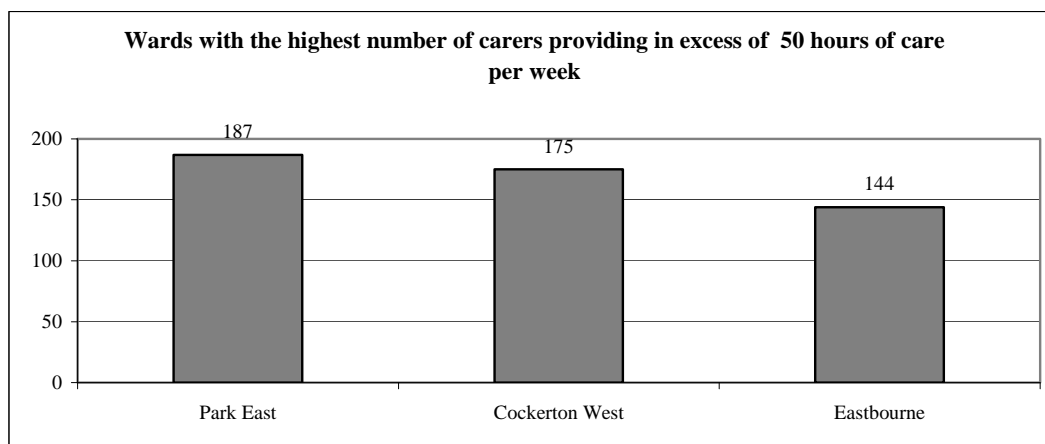
In 2001, the three wards with highest numbers of carers were: Park East (629), Haughton West (551) and Cockerton East (543)



The three wards with the highest percentage of carers were: 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 were: 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 (Based on the number of carers in Darlington at that time, this was 3724 carers).

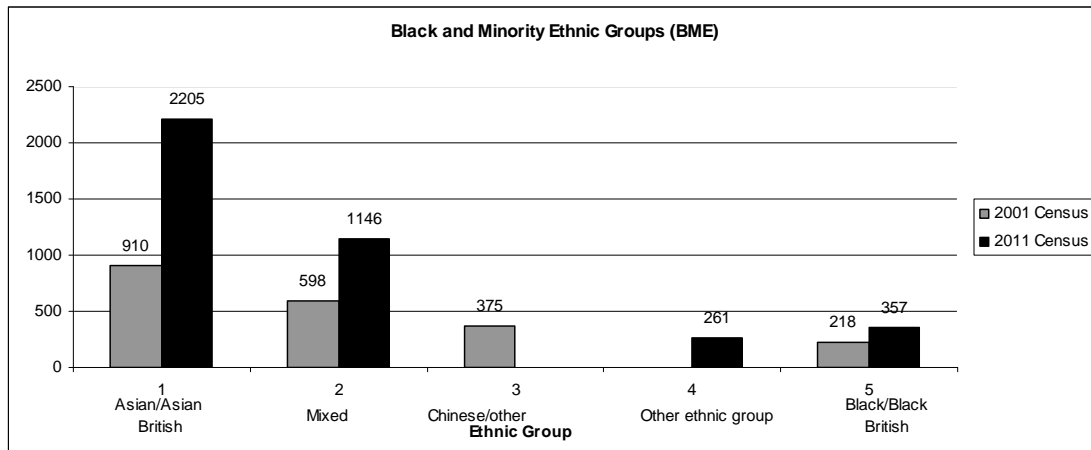
Darlington's Single Needs Assessments 2010-11 and 2011-12 outline a number of health issues and impairment groups where there will be people undertaking caring responsibilities (eg cancer, stroke, dementia and learning disability). However, although carers are specifically mentioned in some of these areas, they are not mentioned in others. Work is in progress to include additional information about all groups of carers and their needs.

b). Black and Minority Ethnic Groups (BME)

The table below indicates the main BME groups in Darlington as identified in the 2011 census. Comparative data from the 2001 census is also included. The Chinese/other group has been split, with Chinese people now being included in the Asian/Asian British category and 'other' in the Other Ethnic Group category.

Since the 2001 census there has been an increase in the % of non white people in Darlington from 2.1% to 3.8%.

350 people identified themselves as gypsy or Irish traveller and there was an increase of 1277 in people of 'other white' ethnic origin.



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.

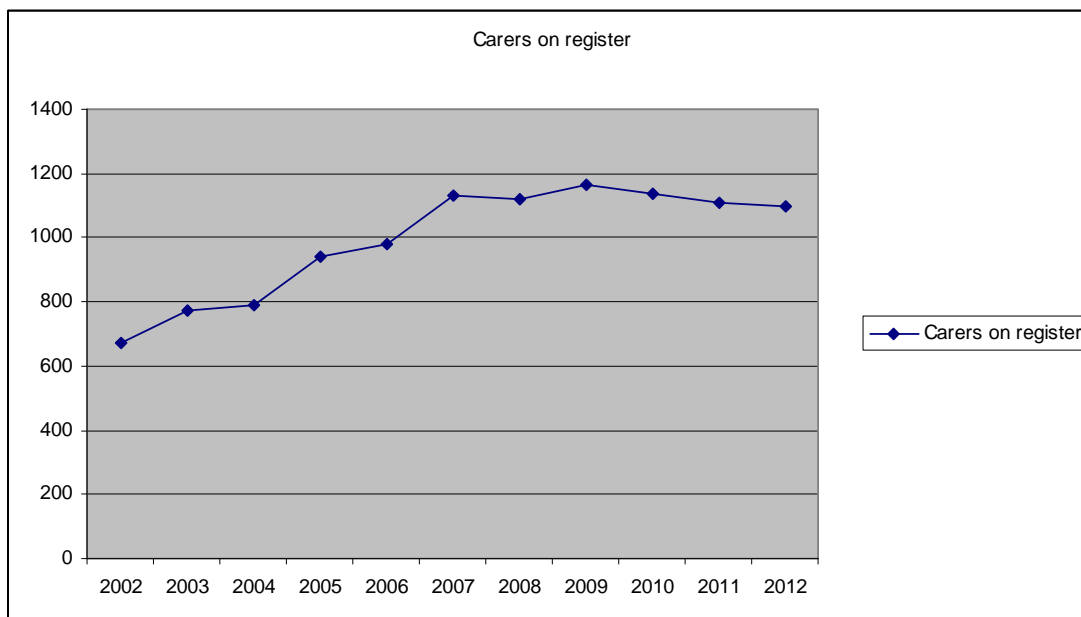
c). Current information about carers in Darlington

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 2011 – 31st March 2012, 204 new carers came onto the register (an increase of 83% from the 112 who came onto the register in 2010-11). 213 carers were also removed from the register following a comprehensive review of the data held prior to transfer to a new database. This gave a total of 1213 carers who had been on the register during this period.

As of 31st March 2012, there were 1100 carers on the register, a decrease of 8 from the previous year.

Up until 2009, there has been a steady increase in the number of carers on the register since it was first introduced in 2001-02. However, for the last couple of years there has been a slight decrease each year.



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 2011 – March 2012, 92 young carers and their families were supported by the YMCA Time Out Young Carers Project. Of these young carers, 23 care for a parent with mental ill health, 3 for a parent with substance misuse issues, 23 for a parent with physical illness/impairment and 18 for a disabled sibling. 11 care for more than 1 person.

Parent Carers

The Single Needs Assessment 2010-11 indicates that there are 700 disabled children aged 0-19 in Darlington, 300 of whom have impairments which significantly impact on their lives, 50 – 90 with severe impairments which restrict both the children and their family's opportunity to live an ordinary life.

A new Life Stage Model for Disabled Children and Adults with a Learning Disability was implemented by Darlington Borough Council Services for People in September 2011. Based on data from April

2011, it is anticipated that this will provide support to 660 individuals in total. This includes approximately 119 children aged 0 -12, 122 young people aged 13-25 and 419 adults aged 26+.

In November 2012, there were 174 families on the mailing list of Darlington Parent Carer Forum, which is facilitated by DAD.

d) The Financial Contribution made by carers in Darlington

Recent research by Carers UK 'Valuing Carers 2011 – calculating the value of carers' support' indicates that the economic value of the contribution made by carers in the UK is £119 billion per year (equivalent to £18,473 for every carer in the UK).

When applied to Darlington, this is as follows:

Carers 2011	Change in carer numbers 2001-11	2007 value (based on £87 billion)	New value (based on £119 billion)	Change	
				(£ millions)	%
Numbers	%	(£ millions)	(£ millions)	(£ millions)	%
10,825	8	155.5	209.4	53.9	35

8. Issues affecting carers of specific user groups

a) Older Carers

More than 1 in 8 people over the age of 60 is a carer. This includes people caring for adult sons/daughters with impairments or caring for spouses or parents.

A recent survey carried out with 639 older carers aged 60 –94 by the Princess Royal Trust for Carers ‘Always on Call, Always Concerned - A Survey of the Experiences of Older Carers’ (Princess Royal Trust for Carers, 2011) identifies a number of issues that they face:

- 68% reported a negative impact on their physical health
- 68.8% identified a detrimental effect on their mental health
- 65% have a long term health problem or disability themselves
- 38.5% reported that they were not able to have a break from their caring role

It also made a number of recommendations:

- GPs should offer a physical health check to older carers once a year
- GPs should offer screening for depression at least once a year
- GPs should offer home visits to carers if necessary to fit around their caring role
- Hospital appointments should be flexible to meet the needs of carers
- Carers who need to carry out lifting as part of their caring role should be funded by their health trust or local authority to have training and equipment to do this safely
- Health services should work with the local authority to fund breaks for carers since having a break helps maintain physical and mental health
- Effective methods of promoting mental wellbeing in older carers should be developed by health and social care agencies to reduce the risk of stress and depression

b) Dementia

Darlington's Single Needs Assessment 2011 – 12 identifies a number of issues in relation to the likely numbers of people with dementia in Darlington, their needs and the needs of their carers.

Dementia can affect people of any age but is most common in older people. An increase in the percentage of older people is predicted, accompanied by a 61% increase in people with dementia by 2026. People with Down's Syndrome are also at increased risk of developing Alzheimers Disease. 3% of people with Down's Syndrome in their 30s have dementia, rising to 40% in their 50s. By the age of 60, people with Down's Syndrome have a 55% chance of developing dementia compared to a 5% chance with the general population.

Information published by Age Concern in 2007 shows that 1/3 of people who provide unpaid care to an older person with dementia have depression.

A listening event on dementia in Darlington that took place in 2009 indicated that family carers felt that they should be offered emotional support as soon as possible after the initial diagnosis and that they should have more choice and involvement in care planning.

Since this time, both a Dementia Support Worker and a Dementia Advisor post have been commissioned from the Alzheimers Society and work has commenced on establishing a Community Dementia Forum.

c) Parents of Disabled Children and Carers of Adults with a Learning Disability

The Life Stages Service provides support to disabled children and their families and to adults with a learning disability. Support is provided via 2 teams, 0 - 25 and 26+.

Support for Disabled Children and Young Adults

Since 2009, Darlington's Children's Services (now Services for People) has been building support and services for disabled children guided by the Aiming High for Disabled Children agenda. This provided specific funding to develop short breaks for disabled children. Although the

funding ended in 2011, further funding of £800 million was made available from April 2011 for the next 4 years. This is provided as part of the Early Intervention Grant and is not ring fenced.

'Breaks for Carers of Disabled Children Regulations 2011' require Local Authorities to:

- Offer breaks as preventive early intervention
- Offer a range of services for parents
- Publish a statement of those services on their website, which must include details of any eligibility criteria that the Local Authority applies

In Darlington, the funding was used to develop a range of services and support for disabled children in their families including overnight support, after school and holiday opportunities, provision for teenagers, outreach work and opening up mainstream and targeted activities for disabled children.

'One size fits one: A Learning Disability Strategy for Darlington 2012-15'

The 3rd outcome of the Learning Disability Strategy is that:

'Professionals, and carers will work together to make sure that carers can continue to support the person they care for, while also having a life beyond their caring role'.

Key actions are that :

- Carers will say they feel valued in their role
- Carers will have the support they need to make sure they can meet their own health needs
- Carers will be considered when changes to timetables and support are made
- Carers will be included in the review and person centred planning process
- Develop ways in which carers contribute to service development and strategy

Following a period of suspension, the Carers Subgroup of the Learning Disability Network was recommenced. Work has included updating the

Carers' Information Pack to reflect the new Life Stages Model and some focused work on the needs of older family carers.

d) Autism

The national autism strategy 'Fulfilling and Rewarding Lives' (March 2010) focuses on 5 key areas:

- Increasing awareness and understanding of autism
- The development of a clear and consistent pathway to diagnosis
- Improving access to the support and services people need to live independently in the community
- Supporting greater access to employment
- Enabling local partners to develop services and support to meet identified needs and priorities

Statutory guidance was issued in December 2010 which is structured around 4 key themes:

- Better training
- Diagnosis
- Transition to adult services
- Local Planning and Leadership

There is also a local Action Plan to drive forward the autism agenda.

It has become apparent when undertaking work with carers of people with a learning disability that there was a gap in respect of the carers of people with autism. Some focused work is now being undertaken in relation to both involving this group of carers in service planning and in trying to establish a support mechanism for them.

e) Palliative Care

There are an estimated half a million people in the UK who provide unpaid care for a relative or friend with a life-limiting or terminal illness at any one time. (Maher j, Green H (eds) Carers 2000. London: The Stationery Office, 2002)

These carers have to face similar issues to others carers and have the same statutory rights, however, they are also likely to face some specific difficulties:

- The nature of palliative illness means that carers often adopt this role with little notice and deal with rapid and unpredictable changes
- These carers face the emotional strain of anticipating the death of the person they care for.
- As many people do not identify themselves as carers within the first year of this role, many palliative care carers miss out on support.
- Many children and young people are affected when an adult close to them has a life-limiting illness, but their needs are not always recognised

f) Mental Health (including Personality Disorder)

Research indicates that supporting people with severe mental illness is demanding and impacts on the carer's own health and wellbeing. Among all mental health carers depression, worry and sleeplessness are reported as commonplace. Where problems are most severe for the service user, the impact on the carer is the greatest. ('Under Pressure', Rethink, November 2003).

This report also shows that carers who receive timely information; are in contact with professionals; feel involved, valued and respected and have their own needs assessed and met experience fewer and less severe adverse effects to their own mental and physical health, family relationships, finances and careers and have more time for their own leisure pursuits.

In Darlington, work is being undertaken by TEWV Trust in partnership with carers and carers' organisations to develop the Triangle of Care at West Park Hospital. This work is based on 'The Triangle of Care – Carers included: a guide to best practice in acute mental health care' (Princess Royal Trust for Carers and the National Mental Health Development Unit, 2011)

The Triangle of Care is a therapeutic alliance between service user, staff and carer that promotes safety, supports recovery and sustains

well-being. The concept of a triangle was proposed by many carers, who wish to be thought of as active partners within the care team.

An effective Triangle of Care will only be complete if there is willingness between the carer and professional to engage. Most carers recognise that this 3 - way partnership will produce the best chance of recovery. Professionals and services need to actively encourage this partnership.

Carers wish to be trusted, involved and become more effective. More effective carer engagement will grow from changing attitudes and adopting positive practice.

The approach should involve carers in all stages of the process, including assessment, care planning, treatment, referrals and discharge planning.

Although the Triangle of Care was developed specifically in relation to Adult Mental Health, many of the concepts would apply equally to other carer groups.

g) Substance Misuse

A survey of Darlington carers caring for people with substance misuse issues carried out by Starting Point (Darlington Substance Misuse Carers Service) in 2009 indicated the following detrimental impacts from the caring role:

- Impact on physical health - 87%
- Impact on emotional health – 87%
- Impact on relationship with partner – 100%
- Impact on relationship with other family members – 100%
- Impact on working life – 75%
- Impact on family finances - 100%
- Impact on social life – 55%
- Fear relating to leaving cared for person at home – 65%

Where carers sought help:

GP – 50%

Generic Carers Services – 25%

Nowhere – 25%

h) Young Carers

‘Recognised, valued and supported: Next steps for the Carers Strategy’ identifies a number of issues in relation to young carers as follows:

- ‘Inappropriate caring roles or long hours of caring are likely to have a detrimental impact on young carers’ lives, including their health and educational achievement. Young carers should be supported to achieve their potential and to have the same opportunities that other young people enjoy.’ (p13)
- ‘Awareness about the needs of young carers has increased in the last few years and is welcome... However it is still the case that some health and adult social care services and schools are failing to recognise the impact on the child of parental disability, mental ill health or substance misuse. This can lead to services making assumptions about families’ ability to cope and to young people taking on inappropriate caring roles.’ (p13)
- ‘Young carers want their schools and teachers and other school staff to be more supportive of their caring role, recognising that they are balancing a demanding home life with education. Young carers can be bullied and/or socially isolated and this can have an adverse impact on their education and social development.’ (p13)
- Young carers are often strongly attached to their caring role and in some case it is only with assertive support from teachers, personal tutors, young carers’ services or family members that they can be encouraged to accept help to reduce the impact of their caring role.’ (p14)
- ‘To address these issues ... the Association of Directors of Adult Social Services and the Association of Directors of Children’s Services published ‘Working Together to Support Young Carers’ ... (which) sets out a practical framework for effective partnership working between health and social services and the voluntary sector and is unequivocal in stating that no care package should

rely on a young person taking on an inappropriate caring role that may damage their health or put their education at risk.’(p14)

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

Particular issues are experienced where a young carer is caring for a parent who has mental ill health or misuses substances.

9. Young Adult Carers

Research undertaken by Becker and Becker in 2009 ‘Young Adult Carers in the UK’ indicates a lack of support for young carers moving into adulthood. The research identifies some of the issues facing young adult carers aged 16-25 as follows;

- Young Adult Carers experience financial hardship; living in low income families and have the inability to look for paid work. Strong evidence of poverty and social exclusion for all of the family. Young Adult Carers use their own money to subsidise the cared for needs.
- Most Young Adult Carers report not having enough time for themselves especially those providing high level of emotional care or caring for more than one person. This often affects their ability to take on or even look for paid work. Young Adult Carers also have less opportunity to go out, join in with social activities or go away on holiday.
- Young Adult Carers decisions about work and paid employment are based on the person they care for. They are also more likely to go into caring professions because these are the only skills they think they have. The other skills they have developed because of their caring role, that are desirable in the work place, go unrecognised and do not appear on their CV’s.
- Young Adult Carers want support and specific help linked to their caring role as well as information and advice on key transitional issues affecting their lives. They would rather access ‘known’ support unofficially rather than ‘unknown’ support officially.

- Young Adult Carers did not feel that current young carers services or adult carers services were helpful as they were currently running. Many had ideas on what they think would most benefit to them. Young Carers projects are too young and adult carers services are too much geared towards older adult carers. There is a need for a social calendar geared towards their age group, as Young Adult Carers grow out of the activities of young carers services but not the support that they provide.

PCT funding from 2010 -11 was used to pilot a 1 year Young Adult Carers Service provided jointly by Young Carers and Adult Carers Services providers. This was been delivered successfully and CCG transition funding was allocated until 31st March 2012 to enable the Service to continue. Consideration is currently being given as to the lessons learned and how best to provide support to young adult carers in the future.

9. What Support is currently available for Carers in Darlington?

A Service Development Officer/Carers Lead continues to be employed by Darlington Borough Council Services for People to act as a focus for carers' issues within the Borough and to lead on developing and implementing the Carers' Strategy and service development in relation to support for carers.

Support to carers is provided in a variety of ways, including the following:

Type of Support	What it offers
Care Management, Care Co-ordination and Social Work processes within Darlington Borough Council Services for People	<p>Care Management, Care Co-ordination and Social Work processes 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.</p> <p>It may result in the provision of breaks or services directly to the carer.</p>
Assistance from health staff in a variety of acute and community settings, including hospitals, GP surgeries and via community nursing staff	<p>This includes direct support to the person cared for and may include signposting/advice giving to the carer.</p> <p>Palliative care providers play a vital role by identifying the needs of carers known to them and offering them support and information that will help them to continue their caring role. It is vital the key health and social care workers in the community and the hospital have a greater awareness of the issues facing carers in this situation.</p>

<p>DAD Carers' Support Service – funded by both Darlington Borough Council Services for People and NHS County Durham and Darlington PCT to provide specific support to carers.</p>	<p>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 (funded by DBC) and a part time Health Link Worker post to work in GP practices (funded by the PCT).</p>
<p>Starting Point (Support Service for carers of people who misuse drugs or alcohol)</p>	<p>Services provided include group and individual support to carers, friends and families; court support: GP/Health professional appointment support; treatment access and treatment choices information; links to advocacy services and regional and national carer services.</p>
<p>Carers Emergency Support Service funded jointly by DBC, Durham County Council and County Durham and Darlington PCT</p>	<p>Provides alternative care in emergency situations to the person cared for by carers registered with the Service.</p>
<p>Support networks such as the Carers Darlington branch and specific disability organisations such as the MS Society, the Alzheimers Society and St Teresa's Hospice</p>	<p>Full time Dementia Support Worker employed by the Alzheimers Society until 31st March 2013.</p> <p>St Teresa's Hospice provides:</p> <ul style="list-style-type: none"> • respite – Day Therapy, Hospice at Home and In-Patient care • direct support for carers (both adults and children) by specialist social workers and counsellors • regular carers' group meetings • access to information and support from the multi-disciplinary team • complementary therapies
<p>Tees Valley YMCA Young Carers Project -</p>	<p>The Project aims to support young carers by providing targeted</p>

<p>funded by both Darlington Borough Council Services for People and NHS County Durham and Darlington.</p>	<p>group activities and one to one support, which addresses specific age related issues for these young people. Assessments are carried out to ascertain individual levels of need. On this basis, a support plan is put in place. The project continues to raise awareness of young carers and the issues they face within relevant agencies and schools. Additional support takes place within local schools working with both staff and pupils. Lunch time drop-ins are available for the young carers which are delivered by Project staff.</p>
<p>Young Adult Carers Project – delivered by Tees Valley YMCA and Darlington Association on Disability Carers Support Service; bridging the gap between young and adult carers’ services. Funded by NHS County Durham and Darlington.</p>	<p>The Project aims to support young adult carers aged 16 – 25 years through this transitional stage in their lives. The programme offers group based and one to one support addressing the issues that face young adult carers. The project works to raise awareness about around the specific needs of young adult carers and how these can differ from young carers. Through this awareness raising, the Project will identify a ‘hidden army’ of young adult carers.</p>

10. Funding Sources

Funding for support for carers (including short break services) comes from a variety of sources, including Darlington Borough Council Services for People, NHS County Durham and Darlington and Darlington Clinical Commissioning Group.

Some of this funding is provided through core budgets; other funding is directed specifically at carers.

Those cared-for people receiving breaks funded through Services for People 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 Services for People, 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.

PCT Breaks Funding

In 'Recognised, valued and supported: Next steps for the Carers Strategy' the coalition government made the commitment to make available to the NHS an additional £400 million to support carers to take breaks from their caring responsibilities over the next 4 years.

For Darlington the new funding was £90,000 for 2011-12, which has been agreed locally by Darlington Borough Council and NHS County Durham and Darlington, taking into account the views of members of the Carers' Strategy Steering Group.

Further information on spend is included in Appendices 3, 4 and 5.

Implementation

Plan

2013-16

Outcome 1a – All carers in Darlington are assisted to identify themselves as carers at an early stage			
How this will be achieved	Evidence	Accountable Officer	Timescale
Continued use of a range of publications and other communication methods (both internal and external) to raise the profile of carers and their needs	Publicity undertaken and outcomes	All partners: Darlington Borough Council NHS County Durham and Darlington County Durham and Darlington Foundation Trust Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) Carers Support Service JobCentre Plus Young Carers Project Young Adult Carers Service Carers Emergency Support Service	Information to be provided annually: March 2014 March 2015 March 2016

<p>Carers Week/Carers Rights Day activities, to include work to be undertaken with supermarkets</p>	<ul style="list-style-type: none"> • Number and type of activities undertaken • Number of carers who take part in these activities • Number of new carers identified through these activities 	<p>All partners</p>	<p>June and December each year</p>
<p>Training of Health and Social Care staff to increase recognition of carers' rights and needs and outcomes from this</p>	<p>Carers assessments training programme – to be available to staff from Adult Social Care, NHS County Durham and Darlington, County Durham and Darlington Foundation Trust and TEWV.</p> <p>Training targeted at staff working with specific groups of carers eg carers of people who misuse alcohol or drugs</p>	<p>DBC carers lead with Carers Support Service</p> <p>DBC carers lead with Carers Support Service</p>	<p>Ongoing</p> <p>Ongoing</p>

	<p>Continuation of work with GP surgeries, including the development of a training package; number of surgeries the training package is rolled out to and the number of sessions delivered</p>	<p>Carers Support Service</p>	<p>Information to be provided annually: March 2014 March 2015 March 2016</p>
	<p>Consideration given as to how to continue to develop links with staff in outpatients departments at Darlington Memorial Hospital, with community based staff and with Mental Health Services for Older People at West Park to support them to identify and support carers</p>	<p>Carers Support Service</p>	<p>June 2013</p>
	<p>Work undertaken previously to be evaluated and consideration given to possible future developments</p>	<p>Carers Support Service</p>	<p>June 2013</p>

	Carers awareness training for all staff at TEWV	TEWV	Information to be provided annually: March 2014 March 2015 March 2016
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Outcome 1b – Carers have opportunities to be fully involved in designing and influencing local and national care provision and involvement in planning individual care packages			
How this will be achieved	Evidence	Accountable Officer	Timescale
Ensuring that carers are made aware of national issues and are able to express their views if they wish to do so	Number of times information about national issues is included in the Carers Support Service newsletter	Carers Support Service newsletter	Information to be provided annually: March 2014 March 2015 March 2016
Continue to develop effective partnership working with all key partners to support the delivery of good outcomes for carers	Examples of partnership working undertaken, including any new partnerships established	All partners	Ongoing
	Inclusion of additional information about carers in the Single Needs assessment	DBC Carers Lead	June 2013
	Establish links with the Community Support Network as it develops and with Darlington Cares	DBC Carers Lead	April 2013 onwards April 2013

<p>Continued development of a relationship with Darlington Clinical Commissioning Group</p>	<p>Darlington Clinical Commissioning Group is aware of carers' needs and these are taken into account when decisions are made regarding future funding and service provision</p>	<p>DBC Carers Lead PCT Adult Carers Lead</p>	<p>Ongoing</p>
<p>Involvement of carers in the development of local strategies and policies and in service design/review, including the following:</p> <p>Continued involvement of carers in:</p> <ul style="list-style-type: none"> • Carers' Strategy Steering Group meetings • Learning Disability Carers' Subgroup meetings and on the Learning Disability Network 	<p>List of strategies, policies, service designs/reviews with which carers have been involved.</p> <p>Minutes of meetings</p>	<p>All partners</p>	<p>Information to be provided annually: March 2014 March 2015 March 2016</p>

<ul style="list-style-type: none">• Work to develop the TEWV Carers' Strategy and the Triangle of Care, initially at West Park Hospital and subsequently across the Trust• Evaluating contracts• Interviews for staff posts• Developing carers' personal budgets			
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Outcome 2 – Carers will be enabled to fulfil their educational/training/employment potential			
How this will be achieved	Evidence	Accountable Officer	Timescale
Carers' educational/training/employment needs will be identified through their carers self directed assessment/review and appropriate support will be put in place wherever possible to enable them to meet these	Audit of sample of cases where such needs have been identified and the type of support that has been provided	DBC Carers Lead	December 2013

<p>Young Carers and Young Adult Carers will be supported to attend school/college and to follow training and employment opportunities and not to become NEET (not in employment, education or training)</p>	<p>Number of young carers/young adult carers who are in education/training/employment</p> <p>Number of young carers/young adult carers who are NEET and reasons for this.</p> <p>Plans put in place to address any issues identified and to reduce numbers who are NEET.</p>	<p>Young Carers Project Carers Support Service</p> <p>Young Carers Project Carers Support Service</p> <p>Young Carers Project Carers Support Service</p>	<p>Information to be provided annually: March 2014 March 2015 March 2016</p>
<p>Work with employers in a coordinated and proactive manner to raise the profile of carers, their rights and needs and the support available to them</p>	<p>Ongoing work by Job Centre Plus with employers</p> <p>Develop links with Darlington Cares</p>	<p>Specialist Manager, Job Centre Plus</p> <p>DBC Carers Lead</p>	<p>Ongoing</p> <p>April 2013</p>

Outcome 3 – Carers will receive personalised support, both for themselves and the person they care for, enabling them to have a family and community life			
How this will be achieved	Evidence	Accountable Officer	Timescale
Carers Self Directed Assessments/Reviews	All carers assessed by Adult Social Care will have a Carers Self Directed Assessment/ Review	DBC Carers Lead with DBC operational staff	Information to be provided annually: March 2014 March 2014 March 2016
Breaks services provided via Personal Budgets	Breaks services will be provided as part of the cared for person's Personal Budget and carers will be able to direct the support they need as flexibly as possible Number of breaks services provided, including examples and outcomes from these	DBC Carers Lead with DBC operational staff	Information to be provided annually: March 2014 March 2015 March 2016

<p>Development of Carers Personal Budgets for services for carers in their own right</p>	<p>Number of Carers Personal Budgets provided, including examples and outcomes from these</p> <p>Carers' views of the support provided</p>	<p>DBC Carers Lead</p>	<p>Information to be provided annually: March 2014 March 2015 March 2016</p>
<p>As part of the transition from PCTs to Clinical Commissioning Groups, funding for Carers and arrangements in place with DBC will be communicated</p> <p>Ensuring identification and spend of PCT breaks funding</p>	<p>Reports will be offered to Darlington Clinical Commissioning Group and the Integrated Federated Board outlining current resource and future planning requirements</p>	<p>NHS County Durham and Darlington Carers Lead & DBC Carers lead</p> <p>NHS County Durham and Darlington Carers Lead, DBC Carers lead & Darlington CCG</p>	<p>Ongoing</p> <p>June 2013</p>

<p>Provision of social activities and support groups for carers (subject to availability of funding).</p> <p>Each group to be reviewed and evaluated annually.</p>	<p>Review of existing groups -</p> <ul style="list-style-type: none"> • Male Carers Group • Mental Health Carers Group • Dementia Group • Circle of Friends • Hospice Group • Starting Point • Young Carers Project • Young Adult Carers Service <p>Activity data regarding each group to be provided as follows:</p> <ul style="list-style-type: none"> • number of carers attending • carers' views of the group • activities offered 	<p>Carers Support Service Carers Support Service</p> <p>Alzheimers Society Carers Support Service St Teresa's Hospice DAAT Young Carers Project Young Carers Project & Carers Support Service</p>	<p>Information to be provided annually: March 2014 March 2015 March 2016</p>
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Outcome 4 – Carers will be supported to remain mentally and physically well			
How this will be achieved	Evidence	Accountable Officer	Timescale
Joint work with Durham County Council to deliver a Carers Card	<ul style="list-style-type: none"> • Number and range of providers who will accept the card • Number of carers who have the card 	DBC Carers Lead NHS County Durham and Darlington Carers Lead	Information to be provided annually: March 2014 March 2015 March 2016
Provision of a Carers Support Service	As required by the service specification	DBC Carers Lead NHS County Durham and Darlington Carers Lead	Tender to take place and Service to commence from 1 st September 2013
Provision of a Young Carers Service	As required by the service specification	DBC Carers Lead Children's Commissioning Manager, NHS County Durham and Darlington	Tender to take place and Service to commence from 1 st September 2013
Continued provision of support to Young Adult Carers as part of the provision of the Young Carers Service	As required by the service specifications	DBC Carers Lead NHS County Durham and Darlington Carers Lead Children's Commissioning Manager, NHS County Durham and Darlington	Tender to take place and Service to commence from 1 st September 2013

Decision made re how to continue to provide support to the carers of people with dementia	Continuation of provision of a Dementia Support Worker (subject to availability of funding)	DBC Carers Lead NHS County Durham and Darlington Carers Lead Alzheimers Society	April 2013
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APPENDICES

Appendix 1.

Members of the Carers Strategy Steering Group (as at March 2013).

**Chair - Lisa Holdsworth
Carers Lead
Darlington Borough Council Services for People**

Shamaza Ali	Dementia Advisor, Alzheimers Society
Paula Dobbin	Unique Home Care, Carers Emergency Support Service
Rachel Dyne	Tees Valley YMCA, Young Carers and Young Adult Carers Services
Jonathan Fay	Job Centre Plus
Diane Groves	Intake Team, Darlington Borough Council Services for People
Sarah Hackett	Programme Manager, Tees Valley YMCA
Annette Harrison	Job Centre Plus
Jane Hesford	Patient Experience Support Officer, County Durham and Darlington Foundation Trust
Jacki Hiles	Deputy Chief Executive, Darlington association on Disability
Bernie Huscroft	Care Manager, Darlington Borough Council Services for People
Jenny Leeming	Dementia Support Worker, Alzheimers Society
Melanie Merryweather	Health Link Worker, Darlington Association on Disability
Geoff Newton	Carers Support Service Coordinator, Darlington Association on Disability
Elaine O'Brien	Head of Strategic Commissioning and Partnerships, Darlington Borough Council Services for People
Andrea Patterson	Contract coordinator/Adult Carers

	Lead, NHS County Durham and Darlington
Tony Pendlebury	Recovery and Reintegration Manager, Darlington DAAT
Julia Pennock	Befriending Coordinator, Age UK, Darlington
Sona Peskin	Carers Support Worker, Darlington Association on Disability
Deborah Robinson	Family Support and Bereavement Manager, St Teresa's Hospice
Linda Sloan	Tees Esk and Wear Valleys NHS Foundation Trust
Ben Smith	Children's Commissioning Manager, NHS County Durham and Darlington
Peter Stirling	Community Assessment Officer, Darlington Borough Council Services for People
Christine Thompson	Darlington MIND
Clair Tynan	Carers Support Worker, Darlington Association on Disability
Warren Tweed	Strategic Commissioner, Darlington Borough Council Services for People

Carer Members

Catherine Bowman, Mary Brookbanks, George Cree, Kenny Fridd, Dennis Haithwaite, Margaret McElheran, Neville Town, Shirley Winters, Ann Wood, Brenda Flynn (ex carer)

In addition, a further 26 carers and 6 members of staff from partner organisations also receive minutes

Appendix 2.

Progress Report on Implementation Plan 2008 - 11

1. Better recognition from professionals and inclusion in society

Actions	Outcome Measures	Progress
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	Achieved
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	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	Ongoing
	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	Not achieved
	Review of the Carers' Compact against the	Not achieved

	Darlington Borough Council Customer Charter undertaken	
	Decision made re whether the Carers' Compact can be included in the Customer Charter	Not achieved
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	Ongoing
Establishment of carers' champions roles	Identification of a carers' champion for Adult Social Care	Achieved
	Identification of a carers' champion for children's services	Achieved
	Identification of a carers' champion for the PCT	Achieved
	Identification of a carers' champion for the County Durham and Darlington Foundation Trust	Achieved
	Identification of a carers' champion for Tees Esk & Wear Valleys NHS Foundation Trust (TEVV)	Achieved
Establish contact with LINKs	Carers' needs are integrated within the	Achieved

	services researched and reported on.	
Increased recognition of carers' needs	8 agencies likely to engage with carers have received carers awareness training/information session from the Carers Support Service	Achieved

2. Information

Actions	Outcome Measures	Progress
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)	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.	Achieved
	Agreement reached with the Customer Contact Centre as to how to enable them to assist people to identify themselves as carers.	Not achieved
	Implementation of the process agreed	Not achieved
	Review of the process agreed	Not achieved
	Agreement reached with the Access and Contact Team at Adult Social Care to enable them to improve the identification of carers	Achieved
	Implementation of the process agreed	Achieved
	Review of the process agreed	Achieved
	Continued use of a range of internal agency publications and external media to assist people to	Ongoing

	<p>identify themselves as carers.</p> <p>Minimum of 2 awareness raising activities per year in June and December (Carers Week and Carers Rights Day)</p>	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	Achieved
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	Partially achieved
	Information needs of parent carers addressed in the Parent Carers' Action Plan	Achieved
	Information needs of Young Carers addressed in the Young Carers' Action Plan	Achieved
	Continued promotion of the Carers Register to professionals and carers, leading to a further 240 new carers per year coming onto the Register	Not achieved
	Referral source for all new carers on the Register (including self referrals) identified	Partially achieved

	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
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3. Integrated and personalised services

Actions	Outcome Measures	Progress
Publicise carers' rights to assessment	More carers are aware of their rights and are able to engage fully in the assessment process	Ongoing
	Questionnaire undertaken to ascertain carers' experiences of assessment	Achieved
	Review of current Adult Social Care carers' checklist undertaken	Not achieved - Learning Disability Carers Subgroup disbanded. Now included in review of carers assessments process
	Continuation of work with staff in all areas to further increase knowledge around carers' issues and the legal requirements in respect of carers	Ongoing
	Review carers assessments training module to include the role of carers in delivering the training	Achieved
	2 carers assessments training courses delivered to staff each year	Achieved

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%	25.3% 25.1% 23.4%
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	Not achieved
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).	NSF Standard 6 group now disbanded
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).	Achieved
Identification of issues affecting Parent Carers and of actions to be taken to address these	Development of a Parent Carers Action Plan	Partially achieved
Continue to raise the profile of	Implementation of the Young Carers' Action Plan	Achieved

Young Carers across all statutory sector settings	2007-09 Development of a further Action Plan from 2009	Achieved
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.	Achieved Achieved
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	Partially achieved
Review the mechanisms for the involvement of carers and their representatives in developing the Carers' Strategy and Implementation Plan and in monitoring its progress	Review the terms of reference of the Carers' Strategy Steering Group Review the mechanisms for the involvement of carers in Carers' Strategy Steering Group meetings	Achieved Achieved
Continue to increase involvement of carers and their representatives in service planning and delivery	Review engagement with carers of different service user groups Implementation of Primary Care Trust Patient Carer and Public Engagement strategy and evaluation of action plans Clear statement made re how carers will be	Achieved Not achieved Achieved

	supported to be involved in meetings, including how expenses will be reimbursed Consideration given as to what other feedback mechanisms can be used eg satisfaction surveys	Achieved
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4. A life of their own

Actions	Outcome Measures	Progress
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	Achieved
	Improve publicity	Not achieved
	Increase in the number of carers holding this card to 100 in Year 1, 150 in Year 2 and 200 in Year 3	Not achieved
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	Partially achieved
	Continuation of social activities, such as lunches and coffee afternoons	Achieved
Review the provision of pamper sessions	Identify the level of need and consider how to provide funding	Achieved
Continue to promote the short break voucher scheme	Increase in the number of providers signed up to 20	Achieved
	Increase in the number of providers who can provide support to people with learning disabilities	Not achieved
	Increase in number of carers receiving vouchers to	54 in Year 1; 52 in

	50 in Year 1, 60 in Year 2 and 70 in Year 3	Year 2; 43 in Year 3
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'	Not achieved
	Improvement in the provision of short breaks for people with dementia and their family carers	Partially achieved
Darlington Borough Council and the PCT to work together to review and improve models of short break care, including emergency provision	New models of short break care developed in line with best practice guidelines, local needs and preferences.	Partially achieved
	Active market development demonstrated in the introduction of new providers and creative models of short break care which meet the needs of carers.	Partially achieved
	Carer satisfaction feedback.	Achieved
Darlington PCT and Borough Council will work together to agree how the additional breaks money allocated to the PCT will be spent	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.	Achieved
Continue to offer training opportunities for carers and to publicise these widely	Continuation of monthly relaxation sessions (a minimum of 8 carers to attend over the course of the year)	Achieved
	Development of a carer programme to include a	Not achieved

	<p>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>Consideration given to identifying funding for 1 ‘voice and choice’ training course to be delivered by the Carers Support Service</p>	<p>Achieved</p> <p>Not achieved</p> <p>Achieved</p>
<p>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</p>	<p>Carers’ needs are recognised and carers are more aware of the support that can be provided via this route</p>	<p>Achieved</p>
<p>Publicise availability of free carer travel on buses if necessary to accompany a bus pass holder</p>	<p>More carers are able to benefit from the scheme</p>	<p>Achieved</p>

5. Income and employment

Actions	Outcome Measures	Progress
Continue to highlight the needs of employees who are carers and the support available to them	Carers' legal right to request flexible working and to benefit from time off for dependents policies publicised to both statutory and private sector employers	Partially achieved
	Feasibility of identifying a carers' champion within the Darlington Partnership to do this explored	Not achieved
	Consideration given by each organisation as to the specific actions to be taken to inform employees of their rights as carers For example: <ul style="list-style-type: none"> • a carers page on their intranet • an employee survey to identify carers and their needs • awareness raising events 	Partially achieved
	Number of requests for flexible working in each of the following organisations monitored : Darlington Borough Council, Darlington Primary Care Trust County Durham and Darlington Foundation Trust TEWV Foundation Trust	Not achieved
Seek out carers' experiences of	Development of a questionnaire to send out to	Not achieved

flexible working	carers on the Carers Register to look at the experiences of flexible working and analysis of the questionnaire undertaken	
Make links with the Care Partnership Manager at Jobcentre Plus	Identify the Care Partnership Manager at Darlington Jobcentre Plus	Achieved
	Invite the Manager to become a member of the Carers' Strategy Steering Group	Achieved
	Identify links/actions to progress the agenda in Darlington	Achieved
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.	Achieved
	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	Not achieved (service ceased)
	Awareness raising regarding carers benefits for Carers Rights Day	Achieved

6. Health and well- being

Actions	Outcome Measures	Progress
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>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</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.	Not achieved
Look at how best to provide carers with help in an emergency	Decision taken re mechanism to be used	Achieved
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	Partially achieved
Review Adult Social Care's strategic approach to providing support to carers	Decision made re how to continue to deliver carers support	Achieved

<p>Review the PCT's strategic approach to providing support to carers in Darlington in line with national requirements and local need.</p>	<p>PCT Health Link Worker Service contract review completed.</p>	<p>Achieved</p>
<p>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.</p>	<p>Health link worker project report on partnership initiatives with general practices.</p> <p>Carer's health needs assessment and satisfaction feedback to inform, service design, planning and commissioning.</p>	<p>Achieved</p> <p>Achieved</p>

Appendix 3 - Funding for Support for Carers 2011 -12

Type of Service	Amount of Funding Allocated		TOTAL
	Darlington Borough Council	NHS County Durham and Darlington	
Breaks/specific Carers Services (following assessment by Adult Social Care)	Included in Adult Social Care core budget		Services to an approximate value of £320,000 per annum were agreed in the course of the year *
Breaks for Disabled Children and Young People	£280,000		£280,000
Carers Support Service	£73,554	£19,746	£93,300
Young Carers Project	£30,000	£10,841	£40,841
Young Adult Carers Service		£49,464	£49,464
Carers Emergency Support Service	£5343.60	£5343.60 (from the £90,000 PCT breaks funding)	£10,687.20
PCT breaks funding		£90,000	£90,000
			£884,292

* This is based on the **full year cost** of all services agreed in 2011-12, as opposed to the actual spend in this time period. It does **not** include services agreed in previous years which continued in 2011 -12. It is anticipated that these will offset each other.

Breakdown of PCT Breaks Funding Allocation

Type of Break/other support provided	Amount of Funding Allocated
Activities for Young Carers	£28,587.68
Short breaks for Disabled Children	£24,600
Additional health related work by the Carers Support Service	£12,000
Mental Health Pack update	£4360
Support for carers of people with life limiting illness - carers group, complementary therapies and resources	£2215.88
Carers Emergency Support Service	£5343.60
Transfer of funding to Darlington Borough Council Adult Social Care to support the provision of breaks/ specific carers services	£12,892.84
TOTAL	£90,000

Appendix 4 - Funding for Support for Carers 2012 -13

Type of Service	Amount of Funding Allocated			
	Darlington Borough Council	NHS County Durham and Darlington	Clinical Commissioning Group	TOTAL
Breaks/specific Carers Services (following assessment by Adult Social Care)	Included in Adult Social Care core budget			
Breaks for Disabled Children and Young People	£280,000			£280,000
Carers Support Service	£73,554	£19,746	£15,628	£108,928
Young Carers Project	£30,000	£10,841	£28,587.68	£69,428.68
Young Adult Carers Service			£49,464	£49,464
Carers Emergency Support Service	£5343.60	£5343.60		£5343.60
PCT breaks funding		£88,380		£88,380

Breakdown of PCT Breaks Funding Allocation

Type of Break/other support provided	Amount of Funding Allocated
Befriending Service	£9054
Short breaks for Disabled Children	£16,800
Specialist respite care and counselling	£9450
Carers Support Service – Health and Wellbeing Days and carers groups	£8640
Independent Living Hub bespoke programmes	£5055.60
Support for carers of people with life limiting illness - carers group and complementary therapies	£2380.40
Transfer of funding to Darlington Borough Council Adult Social Care to support the provision of breaks/ specific carers services	£12,000
Young Carers/Young Adult Carers	£25,000
TOTAL	£88,380

Appendix 5 - Funding for Carers Support Services 2013 -14 and 2014 -15

Type of Service	Amount of Funding Allocated		
	Darlington Borough Council	Darlington Clinical Commissioning Group	TOTAL
Carers Support Service	£50,000	£50,000	£100,000
Young Carers Service	£30,000	£30,000	£60,000
TOTAL			£160,000

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