

1 Appendix I

Carers Strategy

Work Plan 2006 - 2008

Objectives	Task	Success Measures	Evidence	Ownership	To be completed by	Status
1 Before 2008 there will be a variety of ways for carers in Oldham to have fair and equal access to services to support them.						
1.1	Develop a multi-agency information and communication strategy for Carers.	<ul style="list-style-type: none"> All agencies aware of strategy Communication subgroup 	<ul style="list-style-type: none"> Signup by lead members of partner agencies Available on council website Available on partner agencies websites 	CSG LIP (CB) CSM Comsub	28 Mar 2007	
1.2	Ensure fair access to services for families of: <ul style="list-style-type: none"> Children with disabilities; Young Carers. 	<ul style="list-style-type: none"> Year on year increase Feedback via annual satisfaction survey N.B. need to check with ODIP re identification of young carers 	<ul style="list-style-type: none"> Increase on numbers accessing services Monitored via contract monitoring 	CSG TB/MW	30 Sept 2006	
1.3	Ensure information on services for Carers is available in GP surgeries, hospital wards, pharmacies, Social Services offices, libraries, community centres, places of worship and other places that carers may visit.	<ul style="list-style-type: none"> Information developed and distributed to all sites Promotional material developed i.e. pharmacy bags 	<ul style="list-style-type: none"> Feedback from carer Supervision of carers centre Ad hoc monitoring Posters and post cards developed 	CSG CC (FB) CB HA JH FC	30 Dec 2006	
1.4	Develop a single point of contact for Carers in need of advice or services	<ul style="list-style-type: none"> Numbers making contact increasing month on month 24/7 contact point 	<ul style="list-style-type: none"> Contact point established 	CSG CC Contact Centre? CSL EDT	30 Sept 2006	
1.5	Ensure any information/communication promotes Carers' rights to an assessment.	<ul style="list-style-type: none"> All carers information within the borough includes reference 	<ul style="list-style-type: none"> Information embedded in FACT sheets 	CSG CB	28 Feb 2007	
1.6	Develop training on Carers Assessments and the needs of Carers (for health & social care staff).	<ul style="list-style-type: none"> Strategy developed and implemented 	<ul style="list-style-type: none"> Training number monitored by CSL, reporting to CSG 	CSG	30 Mar 2007	
1.7	Develop strategies to ensure that Carers from all diverse and minority ethnic groups have the same opportunities to access services.	<ul style="list-style-type: none"> Proactive Strategy developed and implemented Development workers employed 	<ul style="list-style-type: none"> Increase in the uptake of carers services See 1.3 	CSG CC CSL FC	30 Sept 2006	
1.8	In collaboration with the Primary Care Trust & other relevant partners, consider developing a register to help identify Carers, especially those not known to services.	<ul style="list-style-type: none"> Register developed 	<ul style="list-style-type: none"> Monitored twice a year reporting to CSG 	CSG Psub	30 Sept 2007	

Complete or Target Met	On Schedule To Meet Target	Behind Schedule\ Not Yet Started
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Objectives	Task	Success Measures	Evidence	Ownership	To be completed by	Status
2 Before 2008 there will be a variety of support services for carers in Oldham to enable them to continue caring.						
2.1	Collate a comprehensive needs analysis and develop a commissioning strategy to inform future direction of Carers services.	<ul style="list-style-type: none"> See 2.4 Partnership subgroup PCT mapping 	<ul style="list-style-type: none"> Signed off by CSG 	CSG CC CSL	30 Sept 2007	
2.2	Develop a programme of training & lifelong learning opportunities for Carers.	<ul style="list-style-type: none"> Programme developed and approved by CSG 	<ul style="list-style-type: none"> Programme developed and approved by CSG 	CSG CC CSL DB	30 Dec 2006	
2.3	Ensure short breaks for Carers through the development of a "voucher" scheme for short break services.	<ul style="list-style-type: none"> Monitor Highbarn pilot scheme 	<ul style="list-style-type: none"> Report in place 	CSG	30 Mar 2007	
2.4	Use information from Carers Assessments to highlight unmet need and plan services appropriately.	<ul style="list-style-type: none"> Information developed Information incorporated into Carers Strategy 	<ul style="list-style-type: none"> Presented to the CSG and minuted 	CSG CSL	30 Mar 2008	
2.5	Increase the uptake of Individualised budgets (Direct Payments/In Control) for Carers especially parents of children with disabilities.	<ul style="list-style-type: none"> Year on year increase evident 	<ul style="list-style-type: none"> Increase in Children's figures Increase in Adults figures to 12 	CSG TB JW	30 Mar 2007	
2.6	Ensure current and future services are available and sensitive to the needs of Carers from Oldham's diverse and Black & Minority Ethnic communities.	<ul style="list-style-type: none"> Carers Grant monitoring subgroup Application subgroup Communication subgroup Team plans 	<ul style="list-style-type: none"> Year on year increase in the uptake of carers services by the BME community 	CSG CSL FC	30 Sept 2007	
2.7	In partnership with all key agencies and organisations consider the development of a new Carers Centre in Oldham.	<ul style="list-style-type: none"> See objective 7 Agree type and range of funding required from all partner agencies 	<ul style="list-style-type: none"> Funding agreed Carers Centre commissioned 	CC CSL CCSub DB	30 May 2007	
2.8	Identify other centres and the range of carers services that are available at around the borough.	<ul style="list-style-type: none"> Carer Centre involvement officer agenda 	<ul style="list-style-type: none"> Services identified and fed into objective 3.6 	CaCen	30 Mar 2007	
3 Before 2008 there will be systems that ensure that all services provided to carers are monitored and provided the highest quality.						
3.1	Adopt the Kings Fund Quality Standards for carers throughout social services and contracted services.	<ul style="list-style-type: none"> Carer Grant subgroup minutes 	<ul style="list-style-type: none"> CSG minutes New contracts in place 	CSG CGsub	30 Dec 2006	
3.2	Develop quality assurance mechanisms to monitor services for carers.	<ul style="list-style-type: none"> Carer Grant subgroup minutes Comprehensive data reporting system 	<ul style="list-style-type: none"> CSG minutes 	CSG CSL CGsub	30 Dec 2006	

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3.3	Develop reviews that ensure all contracted services are providing value for money.	<ul style="list-style-type: none"> Carer Grant subgroup Contract monitoring report – See 3.9 	<ul style="list-style-type: none"> CSG minutes New contracts in place 	CSL CGsub	30 Dec 2006	
3.4	Encourage and support the development of initiatives that enhance quality services e.g. “life stories”, the Carers Forum.	<ul style="list-style-type: none"> Carers Grant Applications subgroup 	<ul style="list-style-type: none"> Commissioning of ‘new’ services (8) 	CSG	30 Jul 2006	
3.5	Provide training opportunities to all staff that support carers.	<ul style="list-style-type: none"> Carers Centre work plan Volunteers development plans SIP plans Team plans 	<ul style="list-style-type: none"> No of staff trained 	CC DB CSL	30 Dec 2006	
3.6	Develop an approved list of carer’s services and ensure they are compliant with carer’s standards.	<ul style="list-style-type: none"> See 2.4 See 2.8 	<ul style="list-style-type: none"> Available at the Carers Centre and on website 	CSL	30 Mar 2008	
3.7	In consultation with carers address issues of recruitment and retention of staff in future workforce strategies.	<ul style="list-style-type: none"> See 5.5 	<ul style="list-style-type: none"> As 5.5 Subgroups HR policies 	CC CSL	30 Mar 2008	
3.8	Further develop ways to involve carers in planning and reviewing services, ensuring that as many people as possible can participate and have a voice.	<ul style="list-style-type: none"> Carer Grant subgroup Report on contract monitoring to the CSG Annual satisfaction survey 	<ul style="list-style-type: none"> CSG minutes (6 monthly report on contracts and progress) 	CSL	30 Sept 2007	
3.9	Involve and support carers to have a key role in monitoring the quality of services.	<ul style="list-style-type: none"> Carers Grant subgroup Report on contract monitoring to the CSG 	<ul style="list-style-type: none"> CSG minutes (6 monthly report on contracts and progress) 	CSL	30 Sept 2006	
4	By 2008 through partnerships with all relevant health bodies there will be programmes and initiatives that promote the health and well being of carers in Oldham.					
4.1	Develop arrangements to ensure that all relevant health and social care agencies work in partnership to promote the health and well being of carers in Oldham.	<ul style="list-style-type: none"> Ownership of Carers Agenda 	<ul style="list-style-type: none"> Sign-up by partner agencies Carer representation on relevant committee/forums/groups 	CSG	30 Sept 2006	
4.2	Increase awareness amongst carers and professional on the impact caring has on an individual's health and well-being.	<ul style="list-style-type: none"> Embedded in local authority workforce strategy Communication subgroup 	<ul style="list-style-type: none"> Update reports to the CSG 	CSG CB	30 Mar 2007	
4.3	Develop opportunities to promote carer issues with GPs, primary health care teams, hospital teams and other relevant health professionals.	<ul style="list-style-type: none"> H&SCP briefings Partnership Subgroup Communication subgroup 	<ul style="list-style-type: none"> Progress report to the CSG 	CC CSL PPIH	30 Sept 2006	

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4.4	Development and commissioning of a service that provided emotional support for carers. <ul style="list-style-type: none"> Build in counselling 	<ul style="list-style-type: none"> Carers Centre determine need Commissioning of service via Carers Grant Applications subgroup 	<ul style="list-style-type: none"> Service in place (dependant on Carers Centre evidence) Contract monitoring 	CSG	30 Dec 2006	Complete or Target Met
4.5	Commission training that helps keep carers healthy i.e. moving and handling, stress management.	<ul style="list-style-type: none"> Carers Centre work plan PCT support 	<ul style="list-style-type: none"> Contract monitoring 	CSG DB	30 Dec 2006	Complete or Target Met
4.6	Through Carers Assessment ensure carers are aware of all the financial benefits they are entitled to.	<ul style="list-style-type: none"> Embedded in Carers Assessment process Sign posting by Carers Centre staff (monitored) 	<ul style="list-style-type: none"> Consultation/satisfaction survey 	CSL	30 Sept 2007	On Schedule To Meet Target
5	By 2008 there will be an established range of partnerships to ensure the carers issues are included in the wider agendas.					
5.1	Develop links with a wide range of groups and organisations in the community that can be involved in the carer's agenda.	<ul style="list-style-type: none"> Agenda of Carers Centre Involvement Worker Ongoing Carers Forum 	<ul style="list-style-type: none"> Increase in uptake of carers newsletter Increase membership 	CSL CCentre DB	30 Mar 2007	Complete or Target Met
5.2	Ensure that the work of the Carers Steering Group recruits a wider range of partners to be involved.	<ul style="list-style-type: none"> Broad membership of subgroup membership Roles & Responsibilities subgroup 	<ul style="list-style-type: none"> Membership of subgroups Development of the Carers Steering Group informed by subgroups 	CSG	30 Sept 2006	Complete or Target Met
5.3	Develop mechanisms that incorporate the objectives of carers into service plans of all relevant agencies.	<ul style="list-style-type: none"> Partnership subgroup Departmental subgroup 	<ul style="list-style-type: none"> Objectives in place SIPs Team plans 	CSG Depsub	30 Mar 2008	On Schedule To Meet Target
5.4	Through briefing and information communicate carers issues to the wider council and elected members.	<ul style="list-style-type: none"> Roles and Responsibilities subgroup 	<ul style="list-style-type: none"> Health & Social Care committee minutes Staff matters newsletter 	CSG Cabinet member with responsibilities for carers Councillor membership of the CSG	30 Oct 2006 Ongoing	Complete or Target Met
5.5	Develop an employment policy within the council that is "care friendly" and seek adoption into the wider community.	<ul style="list-style-type: none"> CSL and CC working liaising other departments within the council 	<ul style="list-style-type: none"> Policy in place 	CC CSL	30 Mar 2008	On Schedule To Meet Target
5.6	Research as necessary good practices in other region's in building community links and initiatives.	<ul style="list-style-type: none"> Presentation of briefing to the CSG Beacon site monitoring and briefings Ongoing 	<ul style="list-style-type: none"> Minutes of the CSG 	CSG CSL	30 Mar 2008	On Schedule To Meet Target
6	To recruit a permanent Carers Development officer.					

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6.1	Advertise post, shortlist and interview applicants and appoint	<ul style="list-style-type: none"> Carers Development officer in post. 	<ul style="list-style-type: none"> Carers Development officer in post. 	CC	30 Mar 2007	
7	To outsource the Carers Centre provision.					
7.1	To retain the Carers Centre provision within the Local Authority for a 12 month period from April 2006.	<ul style="list-style-type: none"> EDRS approved Employment of 2 x full time staff Carers Centre subgroup established 	<ul style="list-style-type: none"> Carers Centre managed by local authority for a maximum period of 12 months 	CSG CC CSL DB	30 May 2006	
7.2	To develop the tendering and contract process.	<ul style="list-style-type: none"> Carers Centre subgroup established Options explored i.e. Princess Royal Trust/Beacon sites 	<ul style="list-style-type: none"> Specification and contract developed 	CSG DG, CSL	30 May 2007	
7.3	To commission Carers Centre provision in line with Carers Centre review.	<ul style="list-style-type: none"> See 7.2 	<ul style="list-style-type: none"> Carers Centre commissioned 	CSG	30 May 2007	

Legend			
CC	Carers Champion	SIPs	Service Improvement Plans
CSG	Carers Steering Group	PPIH	Patient and Public Involvement in Health
CSL	Carers Strategy Lead	FC	Fakrul Choudry (Equalities and Diversity officer)
O&SC	Overview and Scrutiny Committee (Local Authority)	CaCen	Oldham Carers Centre
H&SCP	Health and Social Care Partnership	Psub	Partnership Subgroup of the Carers Steering Group
CB	Carol Bryant (Communication Officer)	CCsub	Carers Centre Management Subgroup of the Carers Steering Group
LIP	Local Information Partnership	ComSub	Communication Subgroup of the Carers Steering Group
JH	Jill Higgins (PCT, Patient Advice and Liaison Services Manager (PALS))	CaGsub	Carers Grant Subgroup of the Carers Steering Group
HA	Hazel Arda (Involvement Officer)	JW	Janet Whitehead
TB	Teresa Broadbent (Head of Children's Services)	Depsub	Departmental Subgroup of the Carers Steering Group
DB	Derek Broadbent (Manager of the Link Centre and Carers Centre)		

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