

Supporting Carers in Leicestershire

**A strategy and delivery
action plan**

2008 - 2011

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FOREWORD

The County Council, Leicestershire County and Rutland Primary Care Trust (LCRPCT) and our partners are pleased to present a new 3 year Carers' Strategy and Delivery Action Plan for 2008 – 2011.

In 2002, in recognition of the major contribution made by carers to support vulnerable people to live in their communities, the County Council established a 3 year Carers' Plan and embarked on the delivery of this in partnership with colleagues in the local NHS, in the private and voluntary sector and with carers themselves.

We have had significant success in the delivery of our 2002 Carers' Plan. However, we recognise that with changing needs and greater opportunities more and different support for carers is required.

We would like to thank the Council's Social Care Services Carers Project Board for their work in ensuring the achievements on the 2002 Carers' Plan and, for the development of this new Carers' Strategy. Our thanks also to our staff, colleagues in the wider local NHS and, in the various multi-agencies service areas Partnership Boards/Implementation Teams, the local voluntary, independent/third and private sectors for continuing to support our efforts to deliver support for carers.

We recognise that helping those who choose to take up caring to lead as normal a life as possible is an essential part of the solution needed for the challenges ahead.

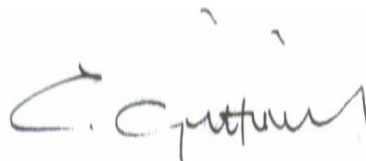
Our intention is that our stated on-going commitment to support carers in their caring role is reflected in our commissioning plans and in our relationship with carers of people in Leicestershire.

We trust that during the next three years carers, cared for people, staff and colleagues will see and experience a range of support for carers that are appropriate to their needs.

Mr David Parsons
Leader of the County Council



Catherine Griffiths
Chief Executive LCRPCT



OUR VISION

The vision of Leicestershire County Council, Leicestershire County and Rutland Primary Care Trust and our partners for the next three years is that:



Having consulted carers about their views of current support, on how they wish to be supported and how best to shape future service development, we will continue to be able to offer appropriate support to carers now and over the forthcoming years



We value and recognise the major contribution that carers make to the delivery of community care services and we continue to focus our help and resources on carers for whom providing care is having a great impact on their quality of life



Amongst our staff, colleagues and partners there will be the right level of awareness and understanding of the issues relating to the caring role



Carers have choice about whether or not to take on a caring role



Carers have access to all the help and support they need including support in times of crisis



Carers are able to lead as normal a life as possible



Carers are able to share their views and concerns with key authorities, departments and service providers

Introduction

In June 2002, the County Council published its first Carers' Plan and Action Plan, which set out its vision of future services for carers and, its plan for the development and delivery of these services.

In this new joint Carers' Strategy (2008 – 2011) we have included a Delivery Action Plan in which we set out our vision for the 3 year period.

We have sought to build on our past achievements, on feedback from carers and other stakeholders and, to address the requirements of recent government legislation and guidance statements.

Who is a carer?

A carer is someone who is looking after another person/people who because of long term illness, disability or old age, is not able to care for him or herself.

A carer can be a:

- parent
- son or daughter
- brother or sister
- partner or spouse
- friend or neighbour

A carer is someone who is not paid for the care they provide.

A parent carer is a parent or guardian who supports an ill or disabled child including a child or young person who is misusing or abusing substances and/or alcohol, to a degree greater than normal parenting.

A young carer is someone under the age of 18 who is caring for a disabled or ill member of their family including those who are misusing or abusing substances and/or alcohol. They will be taking on responsibilities that an adult would usually have and as a result, they may not have as many social, personal and educational opportunities as other young people.

What do carers do?

- Carers help the people they care for to deal with and manage problems caused by illness or disability or substance or alcohol abuse by giving physical, practical and emotional support to the cared for person
- Caring responsibilities may be for short periods of time or in many cases, for a lifetime. The condition of the cared for person may change on a daily basis making it difficult to predict the demands on the carer
- Anyone can become a carer as a result of an accident or sudden illness or it may be a gradual process with a slow deterioration in the health of the cared for person
- Carers may be called upon to supervise someone to keep them safe and may do this from a distance

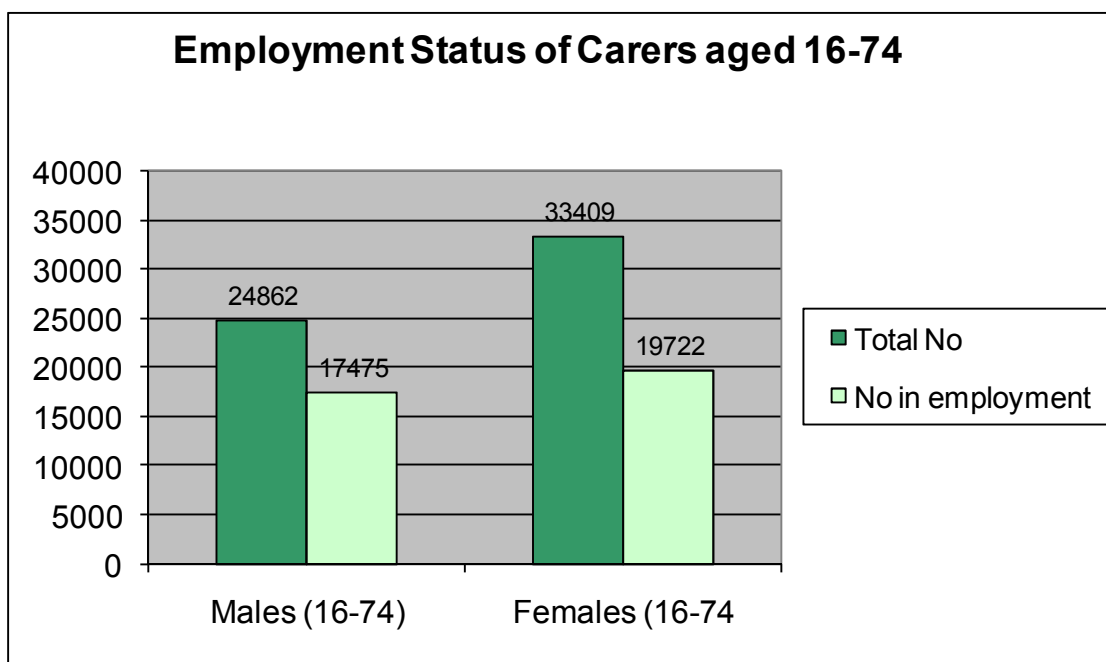
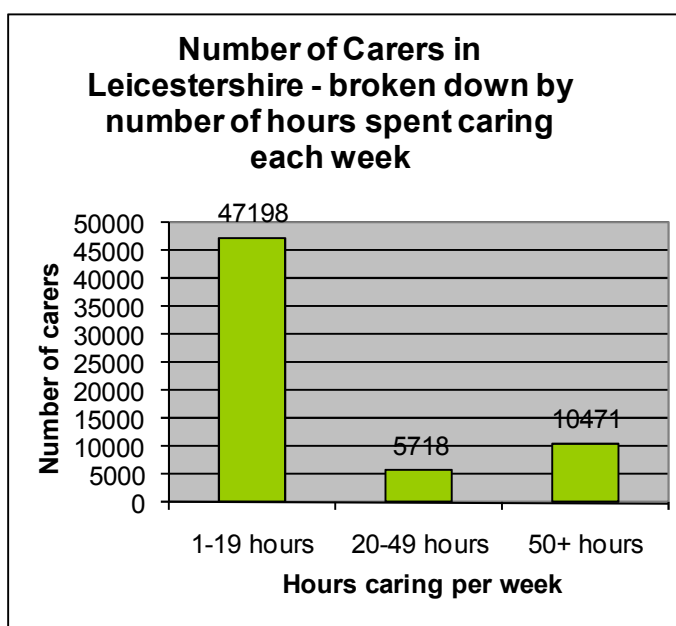
Numbers of people who are carers

Key figures for carers in Britain taken from the 2001 Census and General Household Survey 2000:

- 5.2 million people are carers
- There are almost 175,000 young carers
- 21% of carers are caring for more than 50 hours a week
- The percentage for women caring is 58% and for men caring is 42%
- 80% of carers are of working age and 3 million carers already combine work with care
- 3 in 5 people will become carers at some point in time
- By 2037, the number of carers in Britain will increase by about 60%

Key figures from 2001 Census show that in Leicestershire:

- There are 63,387 carers in the County of Leicestershire;
- There are 1,568 dependent children providing some care;
- 47,198 carers are providing care for 1 – 19 hours per week;
- 5,718 carers are caring for 20 – 49 hours per week;
- 10,471 carers are providing care for 50+ hours per week;
- 24,862 carers (aged 16-74) are male and 17,475 of these are in full or part-time employment
- 33,409 carers (aged 16-74) are female and 19,722 of these are in full or part-time employment





The Law Relating to Carers

There are a number of Laws that state what Local Authorities like this County Council must do for carers. The following is a summary of the key legislation.

- The Carers' (Recognition and Services) Act (1995) – states that carers who are providing or intend to provide 'regular and substantial' care are entitled to request an assessment of their ability to care. This assessment must be taken into account when planning services for the cared for person.
- The Carers' and Disabled Children Act 2000 – entitles carers who are providing or intend to provide 'regular and substantial' care, to an assessment of their needs even when the cared for person refuses an assessment. It also enables local councils to provide services to carers including Direct Payments. This Act also gives parent carers of disabled children the right to request an assessment of their caring needs.
- The Children Act 1989 – provides for the assessment of a child whose health or development is likely to be significantly affected or impaired without the provision of local authority services.
- The Children's Act 2004 – this Act requires that arrangements are in place to promote co-operation between agencies and services to improve the well-being of all children, including young carers.

- The Carers' (Equal Opportunities) Act 2004 – places a duty on local councils to inform carers of their right to an assessment. It recommends that local authorities seek the help of other local authorities in the planning for and delivery of support to carers. It also asks that their wish to work, for education/training and leisure is considered as part of this assessment.

Government Guidance Relating to Carers

The importance of the role of carers and of the need to adequately support them is also highlighted in the following government own and government endorsed Guidance and underpins the principles that we in Leicestershire adhere to, to shape services to meet the needs of carer's.

- The National Service Framework for Mental Health – Standard 6 for carers of people with severe mental illness. It expects that all carers who provide regular and substantial care for a person on the Care Programme Approach (CPA) should have an assessment of their caring needs repeated on an annual basis. In addition, it is expected that these needs are met by the development of specific services.
- The National Service Framework for Older People – does not include a separate standard for carers. However, throughout the document are detailed requirements for informing, assessing and supporting carers of older people and seeking carers' views about planning for services.
- Valuing People – the Government's strategy for learning disabilities – Chapter Five covers the need to support carers with better information, assessments and access to support services. It also highlights the requirements to address the needs of carers aged over 70 and carers from minority ethnic communities. Valuing People Now reinforces these requirements.
- The National Service Framework for Children – this is the main source of guidance for local authorities and health in dealing with the needs of children including those who are care givers.
- The National Service Framework for Long-term Conditions – has a number of quality requirements one of which is supporting family and carers of people with long term neurological conditions.

- National Carers' Strategy 1999 – looked at 'Information for Carers', 'Support for Carers', 'Care for Carers', 'Young Carers' and 'Carers in Employment'.
- Carers' Special Grant – government funding for services to give carers a break and, conditions for spending this grant.
- "How Good are Our Services to Carers", King's Fund Guide 2002 – quality standards associated to information, providing a break, emotional support, maintaining the carer's own health and giving carers' a voice.
- "Our health, our care, our say", a new direction for community care services – January 2006: directions for Health and Social Care working to enable improved support for carers including, access to the right up-to-date information, home based respite in crisis or emergency situations and, training for carers.
- Putting People First – A shared vision and commitment to the transformation of Adult Social Care (December 2007), emphasises the key role of carers in shaping future services.

The Carers' Plan 2002 – 2005 - How well did we do?

Leicestershire County Council worked with its partners to improve and where necessary develop a range of services to support carers. Many services which support carers were delivered as part of support services given to the cared for person. In addition, the County Council used its Carers' Special Grant budget to develop a variety of new and innovative services and improve existing carers' support services.

The objectives of the County Council's Carers' Plan Action Plan 2002 – 2005 were centred on the five elements of the National Carers Strategy 1999:

- Information for carers
- Support for carers
- Care for carers
- Young Carers
- Carers in Employment

A summary of our achievements against the objectives of the 2002-05 Carers' Plan Action are set out in Appendix 1.

What do carers want?

We have endeavoured to involve carers and carers' representatives in our efforts towards these achievements and have sought to receive and gather information and feedback through formal and informal consultation at for example, Carers Forum, carers' groups and questionnaire surveys of carers including our employees who are carers.

The main key messages from carers were around:

- their need for more and flexible respite;
- information especially at the beginning of their caring role;
- recognition of their caring role by statutory agencies;
- more one-to-one care for the cared for person;
- training;
- longer opening hours at day care and help around the home.

In addition, some of our officers and staff have membership on related multi-agency groups and have been partners to the development and delivery by these groups of strategies that take account of carers' issues.

Samples of the key achievements from these strategies over the period since our first Carers' Action Plan are:

- Standard 6 Carers' Strategy Group (Adult Mental Health) - produced a Carers' Resource Pack, revised carers' assessment to now include self assessment, informed the establishment of posts of carers support workers to work with statutory mental health and primary care services
- The Aspergers' Syndrome Planning Group (for carers of adults with a diagnosis of Aspergers' syndrome) - developed a Carers' Identification Form to support the delivery of training for this carer group and to inform service planning. Staff in health and social care services have received training on the impact of living with someone with a diagnosis of Aspergers Syndrome and, on the range of support services available to meet these needs
- Learning Disability (The Carers' Group, sub group of the Learning Disability Partnership Board) - produced information posters and

promotional material for carers. The group also designed and produced a newsletter for carers and had input on shaping the proposals for the re-development of respite provision in the local health sector. The Valuing People Team has appointed a community development worker for carers

- County Integrated Partnership for Older People (CIPOP) – This has lead responsibility for multi-agency working and has drawn up an Ageing Well Strategy in conjunction with the Users and Carers' Reference Group (now called OPEN).

What do we hope to achieve over the next 3 years?

We are committed to continuing to improve the range and availability of the support we provide for carers and to seek every opportunity to engage our partners in the planning for and the delivery of such support.

We have involved carers and local carers' organisations in consultation around their views on existing support services and on what new or different services may better meet their support needs. Whilst most carers are positive and complimentary about the services they currently receive some have identified a need for the planning for and development of different types of support. For example:

- carers are keen to have access to more flexible home and community respite services and for such support to be available in circumstance of an emergency;
- to have more training in particular on looking after themselves;
- flexible day care services for the person they are caring for that can accommodate people who have more challenging needs.

We will continue to work with our partners to identify and address local priorities. In particular, we will use the strong partnerships and relationships we have already developed through the Local Area Agreement (LAA) to bring together the main public services in the area that can focus and use resources to deliver the priorities. The new arrangements for the inclusion from 2008 of the Carers' Grant in the Area Based Grant will provide a further impetus for better joint work.

Our goal is that carers of people living in Leicestershire who choose to take on or continue in a caring role will feel supported and be supported in this role. This goal is translated into the 'Delivery Action Plan' which describes

how we intend to provide and commission services to meet the needs of carers of people living in Leicestershire. It reflects the standards of the King's Fund Guide 2002, the objectives related to carers as noted in the White Paper 'Our health, our care, our say' and incorporates the other related local multi-agency strategies and, the related strategies of our individual service areas and departments.

The Delivery Action Plan – a summary

The Delivery Action Plan 2008 – 2011 is attached as Appendix 2 and its key Performance management and Targets as Appendix 3.

The Delivery Action Plan aims to build on the previous County Council's Carers' Plan Action Plan (2002 – 2005). It reflects the requirements of current and emerging agendas and, seeks to take account of what carers across all service areas have told us would help them in their caring role.

For example, from recent questionnaire surveys in 2005/06 carers have told us what services they think would most meet their needs with the following coming out as top priorities:

- help around the house;
- support in emergency situations
- information and advice;
- transport; and
- a break for the cared for person.

A summary of the key delivery areas and the related objectives we have identified for the next three years are:

1. **Having a break** – to extend the range and accessibility of break opportunities for carers including short term, home-based respite at times of crisis or an emergency.
2. **Self Directed Services for carers** – to have in place a wider range of carers' services, including services that can be accessed through self-assessment by carers and through a Direct Payment.
3. **Young carers** – to have a robust multi-agency process for the identification of young carers and the provision of support to these young carers.

4. **Employment opportunities** – to work with partners and local employers to help carers to take up and remain in employment.
5. **Health and well-being** – through work with health our aim is for carers to be able to maintain an acceptable level of good physical and emotional health and access and receive health checks and advice on looking after themselves.
6. **Information and awareness raising** – We want carers to receive appropriate and timely information and carers to be actively involved in the delivery of training to staff. Staff are able to recognise carers and are knowledgeable about carers' issues and the related information and support that may help carers in their caring role.
7. **Involvement in planning services** – all carers, including carers from the diverse communities, have opportunities to share their views and influence the way services are planned and delivered.

Resource Implications

It is proposed that the financial support for the delivery of this Strategy will be from within the Carers Grant received by the County Council from the Department of Health. The total amount of the Carers Grant allocated to support Carers Schemes and Carers' Services in 2008-2009 is £1,433,530. The following Table gives a breakdown of the service user groups that would benefit from this budget and the percentage of the budget that we expect to spend on each group.

Service User Groups	Percentage of Budget
Older People	24%
Mental Health	13%
Learning Disabilities (Adults)	15%
Physical Disabilities (Adults)	8%
Young Carers	5%
Parent Carers of disabled children	11%
Other illness	19%
Administration costs	5%

A similar amount is expected to be available in the following two years. This money will be in addition to money spent by the Council on direct community care services to support service users and carers.

Carers of people living in Leicestershire will as from 2008 benefit from an additional £223,000 to be used specifically for services to support carers with short term, home-based respite in an emergency or a crisis. 20% of this money is to be spent for the benefit of parent carers.

Monitoring and Evaluation

The specific objectives and outcomes in the Delivery Action Plan will be incorporated in a Performance and Monitoring System. Our colleagues in the voluntary and independent sector and in local district authorities will be enabled to contribute to the overall performance monitoring of the Delivery Action Plan. We will also use regular feedback from carers and carers' organisations to evaluate our progress.

Review

The County Council's Carers' Project Board will have lead responsibility for an annual review of the Delivery Action Plan. The review will involve carers and their representative organisations and, our colleagues and partners in the local district councils and independent sectors. It will need also to take account of national and local policy directives and developments.

Related Plans and Strategies for the next three years

In addition to this strategy and Delivery Action Plan, in Leicestershire County Council individual planning groups have developed service specific action plans related to service user groups. These are listed below. These along with the Carers' Strategy of the Leicestershire Partnership NHS Trust (LPT) are reflected in the Delivery Action Plan.

- Leicestershire Adult Social Care Strategy for Identification of and Support for Carers of Older and Disabled People – 2006-2009
- Supporting Carers of people in Leicestershire with a learning disability

- Leicestershire inter-agency Strategy for the identification of Young Carers
- Improving Services and Information to Carers of Adult Mental Health service users within the Leicestershire Partnership Trust

All Adult Social Care is needing to respond differently to people given Government policy and the way society is changing. A programme will be developed in Leicestershire to transform Adult Social Care over the next 3-5 years, based on the new Statement of Purpose and Service Aims described in the [Department's Strategic Plan 2007-2010](#), Promoting Independence, Changing Lives. These changes will support the approach outlined in this strategy.

APPENDIX 1

Summary of achievements 2002 – 2005

Elements	Action taken	Achievements
<p>Information for Carers</p>	<ul style="list-style-type: none"> • Carers were asked about their information needs • Staff were encouraged and enabled to give feedback on how able they were to meet the information needs of carers • Engagement with partners and colleagues in the local health and voluntary sector to agree development needs and action 	<ul style="list-style-type: none"> • Information Strategy developed in the County Council • Information Booklet produced – “Looking after someone you care about?” We have to date printed several thousand copies of this booklet and have made these available for carers in Leicestershire through for example, GP Surgeries, Social Care Services Offices, the mental Health Trust, Voluntary Organisations, Libraries • Staff training e.g. on the duty to inform carers of their right to an assessment and, awareness of the range of support available to support carers in their caring role • Information Posters, leaflets, Directories produced – some of these have been displayed in local GP Surgeries, local Social Care Services Offices and Voluntary Sector organisations • Information Events held – targeted at carers of older people and older people with mental health problems, carers of people with learning disabilities, young carers

Elements	Action taken	Achievements
<p>Support for Carers</p>	<ul style="list-style-type: none"> • Review of the availability and the content of Guidance for staff • Consulted with carers on their needs for support to carry on caring • Consulted with our partners and colleagues in the local health, voluntary and independent sector to ascertain the level of support that is available and the planning needs for future support 	<ul style="list-style-type: none"> • Practice Guidance Documents for staff have been produced and key staff groups in social care services and the local Mental Health Trust have received training in respect of Carers' Assessment and Services for carers following assessment • There has been a focus on promoting carers' assessment with a year on year increase in the numbers of assessments since 2002. More carers have received support through the care packages that have been set up for the person they are looking after • We have developed contracts with voluntary sector agencies to provide training for carers for example, training for carers of adults with mental health problems covering in particular, medication, behaviour management and understanding illnesses and, training for carers of older and disabled people on moving and handling, stress management. Other training included healthy living (diet, exercise, leisure) and an introduction to complementary therapies • Some of our local District Council partners have introduced concessionary access for carers to leisure activities and especially during Carers' Week (each June), have given support to specific Information and Activity Events for carers

Elements	Action taken	Achievements
<p>Care for Carers</p>	<ul style="list-style-type: none"> • Consultation with carers and care staff on services to give carers a break from caring • Review of services that are provided to give carers respite and short breaks • Developed new and innovative services to give carers a break from caring 	<ul style="list-style-type: none"> • We learnt that most carers value and are happy with the services we offer • The 'Take A Break' Scheme for carers of adults and for parent carers of disabled children both continue to be in high demand each year and give a flexible break for carers • Another popular and oversubscribed service is the Community Respite Scheme for carers of older people with dementia. The success of this community respite service has led us to develop similar services for carers of adults with mental health problems and another for carers of adults with autism • We have in response to feedback from carers piloted a transport scheme to give support to carers who have no other means of visiting the person they are looking after whilst that person is in hospital or of accompanying the person they are looking after to essential medical appointments • We have developed our Local Authority Direct Payments Scheme to be able to offer carers this option for accessing support • We have developed with our partners more flexible day care for carers and home-based respite for carers

Elements	Action taken	Achievements
<p>Young carers</p>	<ul style="list-style-type: none"> • Set up an Interagency Young Carers' Strategy Group • Sought to develop links with education establishments • Reviewed the provision of local support for young carers 	<ul style="list-style-type: none"> • The Interagency Strategy Group developed a Strategy for the identification of young carers in partnership with local statutory bodies and voluntary sector agencies • Funding was secured to support a designated post in the Connexions service to address the needs of young carers not engaged in education and/or training • The Education Welfare Service worked to raise the profile of young carers in their work by exploring opportunities to focus on school absences involving young carers • A Programme of multi-agency training sessions has been delivered to front line workers. The training sought to address support that all staff are capable and expected to provide and, the identification of situations where specialist support is needed and how it can be accessed • Identified the need to plan for addressing the needs of young carers who are looking after substance misusing parents or siblings • A network of informal support groups of parent carers meet in each District throughout the year with funding support from the Council's Carers' Grant • Enabled disabled children aged under 5 and over 13 year to access free of charge leisure taster sessions of their choice

Elements	Action taken	Achievements
<p>Carers in Employment</p>	<ul style="list-style-type: none"> • Surveyed employees of the County Council to ascertain their support needs • Updated the Practice Guidance for social care staff • Awareness raising sessions for staff and managers • Worked with key voluntary sector agencies to support awareness raising with local employers 	<ul style="list-style-type: none"> • Wide publicity to staff and managers in the County Council about the support available for employees who are carers • Adoption and publication of a Carers' Charter which sets out the Council's commitment to support employees who are carers

APPENDIX 2

Delivery Action Plan 2008 – 2011

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
<p>Having a Break</p>	<p>To extend the range and accessibility of break opportunities for carers including parent/carers of disabled children with a particular focus on access at times of crisis or an emergency.</p> <p>To encourage carers to have more control over their assessment and the service they receive.</p>	<ul style="list-style-type: none"> • Self assessments and identification of need by carers workers in all sectors • Carers need for a break is identified via the community care and carers' assessments, Care Programme Approach (CPA), Person centred planning and, the Framework of Assessment for Children in need • Evaluation and review of current break services provision to determine their effectiveness 	<ul style="list-style-type: none"> • Commissioning workers in social care services, Children's services Access Teams and Disabled Children's Team • CPA Key workers in Leicestershire Partnership Trust • Carers workers in the voluntary sector • Carers workers in Leicestershire's Drug and Alcohol Action Team 	<p>Increased numbers of carers who access and the take up one or more of the following:</p> <ul style="list-style-type: none"> • Take A Break • Community respite services including sitting services • Adult placements • Direct Payments • Residential respite • Voluntary sector support • Day services • Home respite • Leisure Activities

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
<p>Having a Break Cont'd</p>	<p>As above</p>	<ul style="list-style-type: none"> • Ensure separate parent/carer assessments are carried out in initial and core Child in Need assessments of disabled children • Parent/carers of disabled children to access break and leisure activities via self-referral to voluntary agencies • Promote Direct Payments to carers and raise awareness among staff to direct payments for carers 	<ul style="list-style-type: none"> • Carers' workers in Primary Care and in Patient Advisory & Liaison Service (PALS) • Service Providers • Carers' Project Board • The Direct Payments Team • Carers' Leads in Adult Social Care and Children and Young People's Service • The Early Years Service 	<ul style="list-style-type: none"> • Positive feedback from carers about the services provided and the outcomes for them from these services • Any new services developed as an explicit response to local need including cultural needs • Fewer complaints from parent carers • There are increased numbers of carers in receipt of Direct Payments offering greater flexibility in services to meet the needs of carers

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
<p>Having a Break Cont'd</p>	<p>As above</p>	<ul style="list-style-type: none"> • Consultation with carers in particular carers from the black and minority ethnic communities 	<ul style="list-style-type: none"> • As above 	<ul style="list-style-type: none"> • Carers from black and minority ethnic communities are working with planning groups for service development • There are more opportunities for carers who need these, to access culturally specific services • Increased numbers of children with moderate learning difficulties enabled to access mainstream school holiday break schemes

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
<p>Self Directed Services for Carers</p>	<p>To have in place a range of carers' services including services that can be accessed directly by carers and mechanisms for the delivery of carers' direct payments</p>	<ul style="list-style-type: none"> • Confirm the definition of 'carers' services' • Work with Providers to agree direct access to services by carers • Prepare and disseminate information to carers' workers and to carers on what is available and how to access the services • Promote the Carers' Direct Payments Scheme and set targets for staff teams for the number of carers in receipt of a direct payment 	<ul style="list-style-type: none"> • Social care Management • Voluntary Sector Providers • Leicestershire Care on Line service • Leicestershire County Council Direct Payments Team • Carers' Leads in all agencies 	<ul style="list-style-type: none"> • An increase in the number and variety of services available which offer greater choice and flexibility for carers • Profile of carers taking up carers' services and the partners who are working together to promote access to services for carers • Increased take up of Direct Payments being used to provide flexibility in meeting the needs of carers

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
<p>Young carers</p>	<p>To have a robust multi-agency process for the identification of young carers and the provision of support to these young carers.</p>	<ul style="list-style-type: none"> Identify lead officers in partner agencies to be ‘champions’ for young carers Develop protocols between Adult Social Care and Children and Young People’s services to support identification of and assessment for young carers Address the needs of young carers who are looking after substance misusing parents or siblings Training for key staff – staff at the first point of contact and those staff at the more involved level of contact 	<ul style="list-style-type: none"> Children and Young People’s service/Health/Voluntary sector agencies Carers’ Leads in Adult Social Care and in Children and Young People’s services Drug and Alcohol Services Training officers in all related agencies The Interagency Young Carers’ Strategy Group Schools and Colleges 	<ul style="list-style-type: none"> Established team of multi-agencies ‘carers’ champions’ Agreed Protocol in place and operational to ensure that the needs of carers are considered and services in place to meet need An established range of support services for young carers looking after substance misusing parents or siblings

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
Young carers cont'd	As above	<ul style="list-style-type: none"> • Training for trainers across agencies and training for 'champions' to act as facilitators within multi disciplinary/multi agency training 	See above	<ul style="list-style-type: none"> • Training Programme(s) in place to ensure that the needs of young carers are considered by all professionals • Greater prominence of the needs of young carers in multi agency assessment and planning processes

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
<p>Employment opportunities</p>	<p>Carers are supported to take up and remain in employment.</p>	<ul style="list-style-type: none"> • Community care and carers' assessments to consider the carers' need in respect of work • Care planning and reviews to take account of carers need to take up and/or continue in work • Promote carers' friendly employment policies in partner agencies and employers • Advise carers of where they can access advice on the range of benefits available • Promotion of Carers' Charter in and work with partner agencies and other local employers 	<ul style="list-style-type: none"> • Commissioning and key workers • Voluntary sector benefits advice, support and Advocacy services • Leicestershire County Council's Corporate Human Resources 	<ul style="list-style-type: none"> • Take up of Direct Payments to offer flexibility in providing services to carers and assisting carers to work • Flexible services that enable carers to complete their role as an employee • A range of flexible working arrangements in operation in the County to offer carers flexibility in working arrangements • Quality of publicity of rights for carers in relation to flexible working and other employment opportunities • Number of working carers on the databases of agencies • Number of agencies signed up to Carers' Charter

Key Delivery Areas	Objectives	Action	Lead Person/Agencies	Evidence of Outcomes
<p>Health and well-being</p>	<p>Carers are able to maintain an acceptable level of good physical and emotional health and can access and receive health checks and advice on looking after themselves</p>	<ul style="list-style-type: none"> • Carers are identified by GPs and Primary Care staff • Liaise with GPs so that carers can be offered health checks within 12 months of becoming a carer • Training is available for carers on moving and handling, stress management, the use of equipment and on managing medication and challenging behaviour • Liaise with Pharmacies for the delivery of minimal health checks • Records to be established and maintained to support evidence capture 	<ul style="list-style-type: none"> • Primary care staff • Training Departments in statutory agencies and in the voluntary sector • All carers assessors • Carers' Leads 	<ul style="list-style-type: none"> • Number and profile of carers identified as recorded by health agencies • Numbers of carers offered health checks and support by partner agencies • Numbers and profile of carers having to give up caring due to ill health • Quality and range of training offered to carers in relation to maintaining well-being

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
<p>Information and awareness raising</p>	<p>Staff are able to recognise carers and are knowledgeable about carers' issues and the related information and support that may help carers in their caring role. Carers have access to information as and when needed</p>	<ul style="list-style-type: none"> • Increase numbers of Carers' Champions in Leicestershire County Council • Through Leicestershire County Council's Care on Line service and main web-site • Through contractual arrangements between the County Council and relevant voluntary sector providers monitoring is available about support to carers • Consultation with carers • Training for staff • Through Customer Service Departments • Presentations at Carers Forums 	<ul style="list-style-type: none"> • Contract Officers • Consultation and Communication service • Carers' Leads • Web-site managers • Training departments 	<ul style="list-style-type: none"> • Up to date and accessible on line and web pages are developed to enable carers to access information when they need to • Newsletters of relevant Carers' organisations are freely available • Providers routinely monitor services to carers • County-wide Carers' forum meetings and for all service areas • Health agencies websites and newsletters • The Learning Disabilities Partnership Board Newsletter

Key Delivery Areas	Objectives	Action	Lead Persons/Agencies	Evidence of Outcomes
Information and awareness raising Cont'd	As above		See above	<ul style="list-style-type: none"> • Information Booklet, leaflets and packs • Profile of carers accessing written and on-line information

Key Delivery Areas	Objectives	Action	Lead Person/Agencies	Evidence of Outcomes
<p>Involvement in planning services</p>	<p>Carers, including carers from the diverse communities have opportunities to share their views and influence the way services are planned and delivered</p>	<ul style="list-style-type: none"> • Training for carers on the conduct and business of planning meetings • Support for carers to enable them to take on active memberships on planning groups including development of personalised budgets • Capture and analyse feedback from carers • Recruit carers workers from the diverse communities • Involve carers in service reviews • Involve the Council's Diversity Specific Groups 	<ul style="list-style-type: none"> • All agencies • Social care commissioning Teams • Carers' Leads 	<ul style="list-style-type: none"> • Training sessions provided to carers • Number and profile of carers involved in planning forums including the Local Involvement Networks • Completed surveys on carers view, wishes and needs the results of which is linked to service development • The number and type of complaints and commendations • Number of carers' workers from the diverse communities across all Providers • Contract monitoring and reviews

APPENDIX 3

Performance management and targets

Performance Measures	Target for 2007-2008	Target for 2008-2009	Target for 2009-2010	Target for 2010-2011
Number of Carers' Assessments – joint assessments with the cared for person or separate carers' assessments.	3616 assessments	3652 assessments	3692 assessments	3722 assessments
PAF C62 – Carers' Services ¹	10.2%	11.1%	12.2%	13%
Number of breaks for carers from: <ul style="list-style-type: none"> • Take A Break Grants • Community Respite Services including sitting services • Adult Placements • Direct payments • Day Services • Home respite • Residential respite 	14,000	15,100	16,000	17,100

¹ The definition of PAF C62 is the number of carers assessed or reviewed during the year where the outcome was a service, shown as a percentage of all service users receiving a community service during the year. From April 2008 PAF indicators will be replaced by the new National Indicator Set (NIS) of 198 indicators across all public services. Carers' services will be measured via the indicator NI 135. The proposed definition of NI 135 is the similar to PAF C62 but with the inclusion of 'advice and information' for carers. Once the final definitions have been agreed, the above targets will be adjusted to reflect the new NIS indicator instead of the current PAF indicator.

Performance Measures	Target for 2007-2008	Target for 2008-2009	Target for 2009-2010	Target for 2010-2011
Numbers of carers receiving break services	1,645	2,344	3,000	3,850
Number of carers receiving Direct Payments eg <ul style="list-style-type: none"> • Training • Short Break • Help with housework • Travel assistance • Equipment 	50	55	60	65
Number of carers from black and minority ethnic communities receiving break services.	80	90	115	135

Performance Measures	Target for 2007-2008	Target for 2008-2009	Target for 2009-2010	Target for 2010-2011
Number of carers from black and minority ethnic communities active in planning groups.	180	210	250	300
Number of carers receiving 'other carers' services'.	700	750	800	850
Number of carers receiving information and advice.	2,300	2,570	3,150	3,800
Survey a percentage sample of known carers on: <ul style="list-style-type: none"> • Health and well-being outcomes 	50%	50%	50%	50%

Performance Measures	Target for 2007-2008	Target for 2008-2009	Target for 2009-2010	Target for 2010-2011
<p>Increased number and variety of carers services that offer greater flexibility and choice – to include:</p> <ul style="list-style-type: none"> • Leisure services • Training and Education • Travel assistance • Support in an emergency and crisis • Carers direct access services 	24	28	32	36