

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

14 July 2009

North Yorkshire Joint Carers Strategy: Report of the Head of Scrutiny and Corporate Performance

1.0 Purpose of Report

- 1.1 To introduce the consultation document on the North Yorkshire Carers Strategy.
- 1.2 To invite the Committee to comment upon the consultation document and take a view as to whether this issue has significance for your work programme.

2.0 Background

- 2.1 The consultation document attached represents the third published strategy in relation to carers for North Yorkshire.
- 2.2 On a number of occasions in the past the Committee has looked at carers' issues, not necessarily as a topic by itself, but how they relate and impact upon other reviews, most notably Access to Dementia Services in the County.
- 2.3 The consultation period will run from 8 June to 31 August 2009. This is an opportunity for the Committee to feed its comments into this process. As part of the consultation the directorate is asking people to consider:
- 2.4 The look of the document and the accessibility:
 - Did you find the document easy to understand?
 - Was the document laid out in a logical way that made it easy to follow?
 - What formats would you like the final document to be available in. e.g. audio, Braille, easy read or alternative languages?
 - Where do you think people should be able to get the final strategy from?
- 2.5 The content of the document:
 - Was there enough/too much information in the document?
 - Do you think there were any key areas missing from either the strategy or the action plan?
 - Did the document feel relevant for you?

- 2.6 At your meeting a presentation will be given on the scope of the Strategy.
- 2.7 There will be a further opportunity for this matter to be discussed at the next Mid-Cycle Briefing.

3.0 Recommendation

- 3.1 The Committee is invited to receive the consultation document and decide upon any comments it wishes to feed into the consultation process.

HUGH WILLIAMSON
Head of Scrutiny and Corporate Performance

County Hall
NORTHALLERTON
3 July 2009

Background Documents: None

North Yorkshire
Joint Carers Strategy

Consultation Document

DRAFT

2009 – 2018

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2 Introduction

The North Yorkshire Joint Carers Strategy 2009 – 2018 is the 3rd published Carers Strategy for North Yorkshire. It follows in the footsteps of the hard work and commitment that went into the previous two and aims to continue the tradition in North Yorkshire of listening to, and developing quality services for, carers.

For the purpose of this document we intend to use the National Carers Strategy's definition of a carer as:

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

(Carers at the heart of 21st century families and communities, HM Government 2008)

This strategy also refers specifically to young carers and by this we mean:

A young carer is a child or young person under the age of 18 carrying out significant caring tasks and assuming a level of responsibility for another person, which would normally be taken by an adult

(Princess Royal Trust for Carers)

Parent carers are also referred to in the strategy and are intrinsic in many of the actions. A parent carer is a parent or guardian who is likely to provide more support because their child is unwell or has a disability. Parents will often see themselves only as a parent rather than a carer, but if their child has additional care needs, they may be entitled to additional services.

The North Yorkshire Joint Carers Strategy is a document for Adult Carers, Parent Carers and Young Carers. Through this process we will identify our commitment to all of these groups and focus specific attention where their needs may differ.

Carers UK states that 1 in 8 adults are carers. For North Yorkshire this would represent a figure of 54,000 adult carers. Within this strategy we aim to outline the current profile of carers in North Yorkshire with the help of the Joint Strategic Needs Assessment and other locally collected data. We will also acknowledge the diverse nature of North Yorkshire and how social exclusion through rurality, and limited access to transport links, affects carers.

In the last 10 years there have been numerous initiatives which affect the lives of carers and the people they care for, including government legislation. We will aim to outline the most pertinent legislation and its relation to the needs of carers.

This document aims to give an up to date profile of services for carers in North Yorkshire, with examples of initiatives across both the statutory and voluntary sector. Within the Action Plan we will also outline how we intend to keep developing services and ensuring that we continue to consult with our communities to ensure that all services are needs led and responsive. The North Yorkshire Joint Carers Strategy Action Plan will be a working document which has been signed up to by all partners and shows our continued commitment to developing quality provision that is fit for purpose. This document will be subject to annual review.

3 Partners, Stakeholders and Consultation

In line with the tradition of partnership working in North Yorkshire this The North Yorkshire Joint Carers Strategy Draft Document has been contributed to by a vast array of individuals and groups with an interest in policy and services which affect the lives of carers. The following is a list of those who have given their views on this draft document:

- NHS North Yorkshire and York
- North Yorkshire County Council
- Hambleton and Richmondshire Carers Resource
- Harrogate and Craven Carers Resource
- Scarborough Whitby Ryedale Carers Resource
- Selby Carers Resource

In line with North Yorkshire County Council's Consultation Strategy and our Compact agreement with the Voluntary agencies in the area this period of consultation will last for a 12 week period and as a result of this we would hope to have an expansive list of contributors and stakeholders in the final published document.

4. A local profile – North Yorkshire Carers

The Joint Strategic Needs Assessment 2008-2011 was undertaken by the Directors of Adult Social Care, Public Health and Children and Young People Services. This document aims to discover health and wellbeing needs and, through a process of consultation, tries to identify any gaps in provision where needs are not being met.

In relation to carers the Joint Strategic Needs Assessment identifies that for September 2008, 2032 carers were receiving support and or services from Adult and Community Services. In April 2009 this figure increased to 3857. There are over 3000 Carers Breaks funded by the County Council per annum and the Carers Resource centres across the county report contact with approximately 16000 carers at any one time.

The North Yorkshire Joint Strategic Needs Assessment data shows that we differ slightly from the national average of 99.3 carers per 1000 people at 99.2 carers per 1000 people.

In Jan 2008 and March 2009 North Yorkshire County Council conducted a needs analysis with a large selection of known carers in North Yorkshire. Over 1200 questionnaires were returned in total. It is acknowledged that this research had it's limitations in that it did not target hidden carers. It has nevertheless provided us with invaluable information about the needs of carers in the county and the nature and intensity of the care they provide. This information has been used to inform this strategy and is intended to be used to inform service development over the next 12 months. Within this strategy we commit to repeating either local or national needs analysis to ensure that this information is kept up to date and reflective of the needs of our communities.

Findings from local needs analysis 08/09

- When asked what relationship the carer was to the cared for person 62.7% said that they were either the spouse or partner to the cared for person.
- 80.9% of the sample lived with the person they cared for.
- 70.3% of the sample believed that the person they cared for had had an assessment of their needs.
- 55.3% of those carers who contributed to the survey were over 65 years old.

- The majority of responders were White British with only 0.2% being from mixed ethnic backgrounds and 0.3% identifying themselves as Asian or Asian British.
- Unsurprisingly this sample of carers was offering a high level of care with 49.4% spending 15 or more hours a day caring.
- 73.1% of those who responded felt that their health was affected by their caring role.
- When asked which services would improve their quality of life the top 3 responses were: gardening, holiday respite and cleaning services.

5. Key National Drivers and Legislation

There are a number of pieces of legislation and recent key drivers with which North Yorkshire works to provide quality services to carers, these include:

Carers (Recognition and Services) Act 1995

For the first time, carers are given formal recognition. Carers are entitled to a separate assessment in their own right, providing the person they care for is being assessed or reassessed for services. Although this Act provides an opportunity for the carer's situation to be considered, any services which are provided as a result of a carers assessment are for the 'cared for' person rather than the carer. This Act defines a carer as someone who 'provides a substantial level of care on a regular basis'.

Caring about Carers: a National Strategy for Carers 1999

A major initiative in which the government acknowledges the value of carers by offering them information, support and care. Key points:

- Amend legislation to give local authorities more flexibility to provide certain services direct to carers
- Encourage more carer support services
- Local authorities and local health authorities to involve carers in drawing up plans for carer support services and breaks from their caring responsibilities
- Identify children with additional family caring responsibilities and to offer services to ensure their educational and general development do not suffer

Carers and Disabled Children Act 2000

Most significantly, this Act enables carers over the age of sixteen who care for someone over eighteen to have their own needs assessed even if the person they are caring for chooses not to be assessed or to receive services. Parents caring for a child with special needs can also request an assessment of their own needs.

It also means that carers are able to receive services from local authorities in their own right. However local authorities can charge carers for any 'carer services' provided directly to them, subject to a means test.

Valuing People: A New Strategy for Learning Disabilities for the 21st Century 2001,

This was the first initiative in 30 years aiming to transform the lives of people with learning disabilities. This paper looked at the key principles of Rights, Choices, Independence and Inclusion to give people better life chances, and was a move away from traditional day services and a move towards inclusive services in local communities using Person Centred Approaches. Since 2001 Learning Disability Partnership Boards were set up to work in local areas to make the changes happen and to challenge traditional ways of working and providing services.

Carers (Equal Opportunities) Act 2004

Carers right to an assessment

The latest Act enhances the provisions of the 1995 and 2000 Acts by requiring local authorities to inform carers that they may be entitled to an assessment. Carers must be informed of this right before local authorities make any decisions about services.

Assessments

When carrying out a carer's assessment, local authorities must also consider:

- whether a carer works, or wishes to work
- whether a carer is undertaking or wishes to undertake, any education
- carer's leisure activities

Co-operation between authorities

The Act provides a formal basis for co-operation between local and other authorities in relation to carers and cared for people. For example, a local authority will be better placed to seek the participation of the NHS when deciding how to deliver services. Issues such as housing or education could also be included.

This Act is significant in addressing carer's own needs on a broader basis so that they can continue to care, but maintain other aspects of their lives in a more fulfilling manner.

New Deal for Carers 2007

This programme was a commitment in Department of Health 2006 White Paper 'Our Health, Our Care, Our Say'. It includes revision of the 1999 Carers Strategy.

Key areas:

- New strategy covers whole area of government responsibilities which impact on carers.
- Helpline - £3m to fund advice/helpline on issues relative to carers
- Emergency respite care – under new provisions to be launched October 2008 £25m will be available to local authorities to help carers.
- Expert Carer Programme to be established August 2008 to provide vital training for carers. £5m per year to be available to fund this programme.

Carers at the heart of 21st-Century families and communities

As a response to the New Deal for Carers the 2008-2018 National Carers Strategy was published in June 2008. It states 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.

- 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.
- Carers have the best possible quality of life and recognition that they deserve.

Support in respect of legislation to give carers new rights, including the right to an assessment of their own needs, independent of the person they care for. When assessing carers, councils should bear in mind carer's need or wish to work, study or undertake leisure opportunities outside of their caring responsibilities.

Valuing People Now: A New Three Year Strategy for people with learning disabilities, January 2009

This document updates and improves the original Valuing People Strategy with a wider context encompassing Putting People First, Carers Strategy, Healthcare for All, A Life Like Any Other, the New Dementia Strategy, The Independent Living Strategy, Aiming High for Disabled Children and World Class Commissioning. The key principles still apply with an emphasis on Including Everyone and Making It Happen.

Living with Dementia: a National Dementia Strategy, 2009

The importance of the role of carers is acknowledged within the National Dementia Strategy (Department of Health Feb 2009). Objective 7 of the strategy refers to the implementation of the Carers Strategy.

NHS North Yorkshire and York and North Yorkshire County Council are jointly developing a local implementation strategy to ensure those with dementia and their carers receive the best possible care within the available resources.

6. North Yorkshire – The last 10 years

Since the first North Yorkshire Carers Strategy in the early 1990's and the subsequent 2000 Strategy 'Working with Carers – The Next Decade', there have been many developments and innovations designed to improve the lives of carers. This progress has included:

Carers Resource Centres and Action for Children

North Yorkshire County Council and NHS North Yorkshire and York have financially invested in the development and sustainability of Carers Resource Centres across the region since 1995. There are four Carers Resource Centres that cover Hambleton & Richmondshire, Harrogate & Craven, Selby and Scarborough, Whitby & Ryedale. These centres are dedicated to the needs of carers and offer a personal service which aims to support carers, both practically and emotionally, to help with any pressures that arise from their caring role. These centres provide a lifeline for many people be it through face to face contact, via telephone or by giving information through their websites. Children and Young People's Service (Children's Social Care) also fund Action for Children for Scarborough, Whitby and Ryedale for the provision of services to young carers.

In addition to this from April 2009 the Carers Resource Centres in North Yorkshire will now be able to offer Carers Assessments on behalf of the Council which are authorised by the Council, on carers of adults and young carers. This will enable those already in contact with them to have an assessment delivered by someone they are already familiar with rather than a separate referral to Adult and Community Services or Children and Young People's Service (Children's Social Care).

Carers Assessments

All carers are entitled to request an assessment in their own right and North Yorkshire continues to strive to reach as many carers as possible. An assessment is currently available through North Yorkshire County Council, the Carers Resource centres across the area, Community Mental Health Trusts and will in time be available online. In line with new contracts Carers Resource can also deliver young carer assessments and support plans which are authorised by Children's Social Care.

Emergency Carers Card

Since February 2008 any adult carer of an adult in North Yorkshire has been eligible to receive an Emergency Carers Card. The card is credit card size with a unique identifier number on it and a contact number, available at all times of day or night. The aim of the card is to provide support to the cared for person in the event of the carer becoming incapacitated in some way. The card can be activated and either a friend or family member will be informed that the cared for person needs assistance. Where no one else is available Adult and Community Services can offer free emergency respite care to the cared for person for a period of 72 hours.

Breaks Provision

Within North Yorkshire we have always seen the importance of breaks provision for carers. This enables the cared for person to either be supported in their own home or to be supported to take part in a meaningful or recreational activity outside the home whilst the carer has time out of their caring role.

We are able to offer breaks to those who care for disabled adults and older people from a range of services, from sitting services in a person's own home to admission to settings that allow full caring support to enable the carer to take a holiday.

Carers Grant

The Carers Grant has been embedded in North Yorkshire since 1999 and despite the fact that this money is no longer ring fenced by central government the council has continued to ensure that this money is used to meet the needs of carers of adults, young carers and parent/carers of disabled children. As well as funding breaks for carers it also supports specialist projects which provide both emotional and practical support to carers.

Direct Carers Support Grants

These Direct Payments are available to carers of adults and will be available for young carers from June 2009 to pay for goods or services to directly improve their quality of life and their ability to continue to care. The Council continues to offer carers a payments of up to £400 per annum based on the needs of the carer and the intensity of their caring role.

Telecare

Telecare is equipment with a wireless link which can automatically tell the telephone to make an alarm call if the cared for person is in need of help or support. This links to a 24 hour specialist centre who can alert the appropriate person. Examples of Telecare equipment are fall detectors, flood detectors or bed occupancy sensors. Telecare schemes began in North Yorkshire in 2005 and currently 2000 people at any one time are being supported by the services. Telecare has been an invaluable service for carers since it launch. It gives carers the chance to regain their own quality of life with the assurance that the person they care for is safe. It reduces stress and anxiety levels for the carer and gives an element of control back to the cared for person.

Carers Representation

North Yorkshire has over the past 10 years continued to develop and support carer participation in the delivery of services, be it through Carer Forums, Carer Representation, Reference Groups and ad hoc consultation. This has most recently resulted in over 1200 carers taking part in a local needs analysis designed to inform this strategy and future service development.

7. North Yorkshire Joint Carers Strategy – Our Vision

North Yorkshire County Council and NHS North Yorkshire and York are committed to the provision of excellent quality services to carers. Through listening to carers, being informed by central government initiatives and good practice we aim to continually improve these services and meet the changing needs of carers. We aim to be responsive to the ever changing nature of our communities and acknowledge that the needs of carers, and the provision of care they provide, are paramount to the sustainability of those communities.

In order that this vision is translated into practice it has been converted into areas of action as highlighted below and then in more detail in the Action Plan.

Personalisation

It is acknowledged that personalisation and personal budgets within adult services can cause some anxiety for carers, therefore North Yorkshire intends to build on existing knowledge and good practice around direct payments and national pilot projects to develop a system that serves to increase choice for both carers and cared for people without any unnecessary burdens being placed on either party. This system will involve not only assessing the needs of the cared for person but also takes into account any unpaid care provided.

Information

Both statutory and voluntary organisations endeavour to provide useful and appropriate information to carers, however it is acknowledged that more needs to be done to ensure that we reach hidden carers and maximise carer participation and support. Ultimately we would aim to identify an increased number of carers and offer ongoing services and support to those carers.

Expert Care Partners

With North Yorkshire being in the fortunate position to be delivering the 'Caring with Confidence' programme via Carers Resource Centres there will be increased opportunities for carers to receive this training and gain the full benefits of this scheme.

Workforce Development

North Yorkshire is committed to an ongoing programme of joint working with our partners in the voluntary sector. This includes the provision of joint training in response to new policy developments and ongoing partnership working and close communication between statutory and non statutory staff. This aims to improve professional and expert knowledge of carers needs.

Carers Breaks

NHS North Yorkshire and York and the council will jointly plan to utilise the Carers Breaks funding to maximise the benefits to carers. This will be informed by the views of carers themselves. In addition to this there are Direct Carers Grants which are available annually to enable carers to have a life of their own away from their caring role. Children and Young Peoples Services aims to amend Children's Social Care Direct Payments Procedure to include young carers aged 16 and 17 years to enable them to apply for Direct Payments for the person they care for to help young carers to have time of their own.

Technology

Continued developments in technology are key for carers being able to have a greater level of independence with the reassurance that the person they care for is safe. Telecare is now something that is considered for everyone being assessed by Adult and Community services, whether it be as a short term or long term intervention which will delay that person's admission into full time residential or nursing care. The Council will continue to offer customised packages of care to individuals and is committed to working in partnership with local Voluntary Organisations to deliver this service.

Housing Leisure and Transport

In a large rural area it is acknowledged that many challenges exist in relation to housing and transport in North Yorkshire. However we will strive to work in partnership with our colleagues in housing and transport to address issues as they develop and listen to the voices of carers on these issues through, amongst others, our work with the LINK.

Income and Financial support

North Yorkshire plans to continue to support individuals to avoid hardship as a result of their caring role. We will also monitor developments within the Department of Work and Pensions in relation to benefit reform and liaise with our stakeholders to support their involvement with this.

Employment and Training for Carers

For carers who wish to continue to work, return to work or embark on training, we aim to develop systems to support this and maximise on the opportunities that there are for flexible employment within North Yorkshire.

Support to stay mentally and physically well

It is recognised that carers will often be in touch with Primary Care services. Some work has taken place to encourage carer identification within Primary Care. However more can be done to increase carer awareness and the importance of carers being offered health checks and support to stay mentally and physically well.

Young Carers

A number of initiatives are being taken to help young carers, by North Yorkshire Children and Young People's Service (Children's Social Care) and the Carers Resource Centre in North Yorkshire, including a new Carers Resource Centre in Selby provided by the Wilf Ward Family Trust. As the National Carers Strategy states young carers need;

- recognition of their role
- support with caring tasks. This is especially important so they can attend school and do their homework
- information about the support available to them
- emotional support, and especially someone who they can talk to about their feelings

Children and Young People's Service (Children's Social Care) have incorporated goals within their Children and Young People's Service Plan in order to achieve these outcomes, these include;

- The provision of a child in need assessment by Children's Social Care and provision of services to young carers if they wish to have this;
- Children's Social Care to design a leaflet for young carers to increase information about the support available to young carers and their families and The Children's Social Care Young Carers Procedure will be revised to include the revised arrangements for young carer assessments and support to young carers.

Parent Carers of Disabled children

North Yorkshire County Council Children and Young People's Service are one of the Department for Children, Schools and Families Pathfinders for the Aiming High for Disabled Children: Short Breaks Transformation Programme. A joint plan (2008 – 2010) with Children's Social Care, the NHS North Yorkshire and York, Education and the North Yorkshire Forum for Voluntary Agencies is in place to implement the requirements for the pathfinder.

The establishment of more and greater take up of these short breaks will help both the child and parent/carers, some of the many actions in the plan that are being taken are:

- Strengthening disabled children, young people and their parent/carers involvement in short breaks service development. This has included the development of focus groups for children, young people and parent/carers.
- Expanding care in family homes and residential services and consideration of day care and outreach with NHS North Yorkshire and York.
- Weekends and holidays for families in North Yorkshire in outdoor centres and provision of overnight care in the child's home.
- Continuing care arrangements with NHS North Yorkshire and York to support children in their own home who have challenging behaviour or complex health needs.
- Development of further extended school, youth work provision and school holiday schemes.

8. Monitoring, Evaluation and Feedback

The North Yorkshire Joint Carers Strategy is an overarching document aiming to reflect the expectations and timescale of the national strategy, whilst being aware of the specific needs of our local population. The Action Plan will be subject to annual review which will be adjusted to reflect up to date needs analysis and central government initiatives and changes in legislation. The strategy aims to be responsive and current, thus meeting the changing nature of our population and the needs of carers. The annual Action Plan Review will be available on request and through the Council's website.

The strategy will be monitored through the specific Local Area Agreement national indicators, Adult and Community Services Performance Board and the Children and Young People's Plan.

Carer Resource Centre and Action for Children contracts will be monitored six monthly re their provision and requirements. Respite contracts are reviewed on an annual basis as are any other contracts specific to the provision of services to carers.

The Carers Strategy group meets quarterly; this is a multi agency group which oversees the implementation of the strategy. In addition to this the Locality Carers Funding groups meet within the council to look at need and the ongoing development of services.

The National Carers Questionnaire proposed for winter 2009 will also monitor the effectiveness of services currently being offered to carers who are in contact with Adult and Community Services.

North Yorkshire County Council Adults and Children's Social Care to monitor adult carers and young carers 'Outcomes' forms completed at reviews of Adults Carers Assessments and Young Carer Assessments and collated six monthly in contract reviews and by Deputy Service Managers in Children's Social Care in order to implement improvements to the service for young carers

9. North Yorkshire Joint Carers Strategy – The Action Plan

Key Themes	Objectives	Action	Desired Outcomes	Responsible Parties	Timescale
1. 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.	Personalisation: Carers should have the flexibility to buy or influence the provision of services, where they wish to, to meet their own agreed outcomes and those of the cared for person.	<p>Carers to be included in NYCC consultation for Personal budgets.</p> <p>Uptake of Direct Payments to carers to be measured with a year on year increase.</p> <p>All agencies Satisfaction Surveys to take account of carers views in relation to Personalisation.</p> <p>NYCC to monitor 'Carers Outcomes' Forms</p> <p>NHS North Yorkshire and York Personal Health Budgets Pilots to be explored.</p>	<ul style="list-style-type: none"> • Demonstrable increase in the uptake of Personal Budgets for carers • Personalisation should reflect the diverse needs of the carers and the person they care for. • Services Satisfaction Surveys should reflect an increase in satisfaction with both provision or services and carers perception of their own involvement as care partners and how this made a difference for both themselves and the person they care for. • Outcomes should take into account Dignity and Respect 'Engage with Family Members and Carers as Care Partners' 	<p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres</p> <p>National Carers Survey Provider</p>	<p>Personalisation will be rolled out by NYCC in Summer 2009</p> <p>By 2011 30% of people in receipt of services must be receiving a direct payment (inline with the Local Area Agreement)</p> <p>Vol orgs/NYCC/ Health Satisfaction Feedback Annually and National Survey Nov 2009</p> <p>Carers Outcomes collated 6 monthly</p> <p>NYYPCT Pilots 2010</p>

All key themes relate to Carers of all ages and disabilities. Dignity and Respect is a core value which underpins every aspect of involvement.

Key Themes	Objectives	Action	Desired Outcomes	Responsible Parties	Timescale
1. 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.	Information: Carers should be enabled to access and use information more effectively to reduce isolation and maximise participation and support.	<p>All agencies to conduct an annual review of carers information for: Relevance, Accuracy, Up to date</p> <p>Carers Emergency Card to be further publicised throughout the county.</p> <p>Both statutory and voluntary organisations to highlight needs of carers on the websites and ensure all information is: Relevant, Accurate, Up to Date</p> <p>Carers Resource to identify 'Hidden Carers including assisting people to identify themselves as carers.</p> <p>North Yorkshire 'Carers – A life of your Own' DVD circulation schedule</p> <p>Carers to be offered an assessment / review inline with NYCC guidelines and Carers Resource Centre Contracts. All assessments to include Advice and Information. All assessments to inform 'Equality Profiling' and analysis.</p>	<ul style="list-style-type: none"> Community based services both statutory and voluntary to provide a high quality of information services in a variety of different mediums inclusive of both National and local web based tools. Information should be available in an easy to access format (i.e. translated / easy read versions) Services Satisfaction Surveys should reflect an increase in satisfaction with information available and accessibility of information. Increased numbers of carers accessing services as a direct result of wider and more appropriate circulation of information. Increase in the number of diverse populations accessing services as a result of information being available in more accessible formats throughout the county. 	<p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres</p> <p>National Carers Survey Provider</p>	<p>Annual review of information and National Carers Survey Nov 2009 will take into account carers satisfaction with access to information.</p> <p>Carers Emergency Card uptake monitored quarterly</p> <p>Websites to be review quarterly by the host.</p> <p>DVD dirculation to be scheduled by May 2009</p> <p>Carers assessments and reviews to reach annual targets both for NYCC and Carers Resource Centre. 09/10. Targets are 25%.</p>
1. Carers will be respected as expert care partners and	Information continued...	Findings of both National and Local Carers Surveys to be shared with carers through a number of different			Local Survey May/June 2009 National Early 2010

All key themes relate to Carers of all ages and disabilities. Dignity and Respect is a core value which underpins every aspect of involvement.

Key Themes	Objectives	Action	Desired Outcomes	Responsible Parties	Timescale
will have access to the integrated and personalised services they need to support them in their caring role.		mediums. Carers Assessment to be available as an online tool via the NYCC Website.			Online self assessment to be available in 2009
	Training: Carers should be offered training to assist with their caring roles and enable them to be more confident and supported in this role.	Information for 'Caring with Confidence Course' to be circulated via Carers Strategy Group. Harrogate to host training and work with other partners re recruitment.	<ul style="list-style-type: none"> Carers across North Yorkshire will have access to 'Caring with Confidence' courses. 	Carers Strategy Group	Carers Strategy Group mets quarterly. Uptake of course will be reviewed annually once it is in place.
	Health: Carers should be encouraged and supported to play a larger role in the diagnosis, care planning and discharge care of the person they care for and receive support from health care professionals.	<p>All carers should be offered a Carers Assessment / Review in line with NYCC and DH Guidelines.</p> <p>All relevant carers to be included in Care Planning process in line with Standard 6 National Service Framework for Mental Health</p> <p>National Satisfaction Surveys to include questions re how the carer feels they have been included in Health decisions.</p>	<ul style="list-style-type: none"> Services Satisfaction Surveys should reflect an increase in satisfaction with information and inclusion with the provision of health interventions. 	<p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres</p> <p>National Carers Survey Provider</p>	<p>Carers assessments and reviews to be monitored in line with annual targets. These stand at 25% for 09/10.</p> <p>National Carers Survey Nov 2009</p>

All key themes relate to Carers of all ages and disabilities. Dignity and Respect is a core value which underpins every aspect of involvement.

Key Themes	Objectives	Action	Desired Outcomes	Responsible Parties	Timescale
1. 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.	<p>Voluntary sector and workforce development: Carers should have a choice of how they receive information and support and therefore the voluntary sector should be supported to deliver high quality services to carers.</p> <p>Workers in both statutory and voluntary agencies should be supported to work effectively and respectfully with carers.</p>	<p>Monitor information re contract reviews as to how many carers are being reached. Include equality profiling in this monitoring.</p> <p>Carers Resource Centres to have access to NYCC Workforce Development training.</p> <p>Joint Carers Assessment training to take place between NYCC ACS staff and Carers Resource Staff.</p> <p>NYCC to monitor 'Carers Outcomes' Forms</p> <p>Carers to be encouraged to become involved in planning and developing Carers Resource Centres and services developed by NYCC and NHS NY and York for carers through focus groups, questionnaires and carer representation at Board and Strategic group level.</p>	<ul style="list-style-type: none"> • Demonstrable evidence that carers are accessing services through both statutory and voluntary organisations. • Increased carer satisfaction with the quality of service delivered by both statutory and voluntary services especially in the way in which they feel they were interacted with and respected by professionals and specialist services. • Outcomes should take into account Dignity and Respect 'Support people with the same respect you would want for yourself or a member of your family' • To have diverse Carer Representation on both Carer Centre Boards and relevant strategic NYCC and NHS NY and York Groups. 	<p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres.</p> <p>National Carers Survey Provider</p>	<p>6 monthly Carers Resource contract reviews.</p> <p>Carers Resource on Workforce Development contact list from March 2009</p> <p>National Carers Survey Nov 2009</p> <p>Carers Outcomes collated 6 monthly</p> <p>Carers representation on Carers Resource Centre Boards and Carers Strategic groups 09/10</p>

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Key Themes	Objectives	Action	Desired Outcomes	Responsible Parties	Timescale
2. Carers will have a life of their own outside their caring role.	Breaks: To provide carers with a choice of innovative breaks to enable them to have time out from their caring role.	<p>NYCC and NHS NY and York to consult re money available for Carers Breaks. Money to be targeted based on good practice from other areas, needs analysis and carer views.</p> <p>The provision of Carers Breaks to take into account any diversity issues of the cared for person/carer or family. Monitor this through carers outcomes and consultation.</p> <p>Carer Questionnaires (2008/9) feedback to be taken into account when assigning money for Carers Breaks.</p> <p>Ongoing National Carers Survey to feed into information re needs assessment of Carers Breaks and what works.</p> <p>Carers to have up to date information available re variety of breaks available at the point of service delivery.</p>	<ul style="list-style-type: none"> Carers should have access to a variety of breaks within a format that meets their individual needs and those of the cared for person. This should have a direct link to the personalisation agenda and offer the flexibility of direct payments. Outcome should take into account Dignity and Respect 'Treat each person as an individual by offering a personalised service' 	<p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres</p> <p>National Carers Survey Provider</p>	<p>NYCC / NHS NY and York to outline plan May / June 2009</p> <p>Feedback to be available May 2009</p> <p>National Carers Survey Nov 2009</p> <p>Ongoing Communication between 'Locality Carers Funding Group', General Managers and Locality Teams.</p> <p>Carers Outcomes collated 6 monthly</p>
	Technology: Carers should have access to technology that improves the quality of their life and that of the cared for person.	<p>NYCC to monitor 'Carers Outcomes' Forms</p> <p>All Carers to be informed of the availability of Telecare at the point of service delivery. Uptake of Telecare as a service provision to be monitored.</p>	<ul style="list-style-type: none"> Telecare should be widely publicised and available where appropriate. Demonstrable evidence that the uptake of Telecare has increased. 	<p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres.</p> <p>National Carers Survey Provider</p>	<p>Telecare Provision to be monitored in line with Local Area Agreement targets, number of people benefiting from Telecare 09/10 1683</p>

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Key Themes	Objectives	Action	Desired Outcomes	Responsible Parties	Timescale
2. Carers will have a life of their own outside their caring role	<p>Housing, Leisure and Transport: Carers should have a range of housing choices and should be appropriately supported in making decisions re housing. Carers should have access to a wide range of leisure activities and transport issues should be addressed especially in relation to rurally isolated communities.</p>	<p>Carers Resource to continue to advocate on peoples behalf or signpost where appropriate to support carers to access the most appropriate housing provision.</p> <p>Work in partnership with housing providers to increase their knowledge of carers and cared for persons needs.</p> <p>NYCC to follow national good practice in relation to working with housing providers.</p> <p>NYCC to continue to provide and monitor home adaptations and technologies offered to carers / cared for persons. National Carers Survey specifically asked about the appropriateness and accessibility of home adaptations.</p> <p>Carers Support Plans and Carers Resource interventions to reflect individual needs and wants in relation to leisure activities where appropriate.</p> <p>Direct Carers Support Grants to be utilised to enable carers to pursue interests and continue to care.</p> <p>Replacement Care to be identified by the Case worker / Carers Resource (where possible) where leisure activities are arranged.</p> <p>Barriers to access (transport) to be identified through Carer Feedback (Surveys and Carers Outcomes Forms).</p>	<ul style="list-style-type: none"> • An increase in carers choice of housing and satisfaction with the housing provision available. • Carers should be able to access their choice of leisure activities; this should have a direct link to Carers Breaks and the provision of replacement care. • Carers in isolated communities should have accessible transport links available. 	<p>Local Housing Associations</p> <p>Supporting People</p> <p>The LINK</p> <p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres.</p> <p>National Carers Survey Provider</p>	<p>Ongoing Advocacy and referral to housing providers to be monitored as part of Carers Resource Contract review</p> <p>Carers to have representation on the LINK and to be included in Supporting People Consultation 09-/12</p> <p>Adaptations monitored in line with local area agreement. Target 09/10 is 20 weeks for a major adaptation.</p> <p>National Carers Survey Nov 2009</p> <p>Carers Outcomes collated 6 monthly</p> <p>Direct Carers Support Grants to continue to be monitored locally.</p> <p>Carers Outcomes collated 6 monthly</p> <p>Carers to have representation on the Local Improvement Networks (LINK)</p> <p>Carers Outcomes collated 6 monthly. Feedback to be available May 2009</p> <p>National Carers Survey Nov 2009</p>

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Key Themes	Objectives	Action	Desired Outcomes	Responsible Parties	Timescale
3. Carers will be financially supported so that they are not forced into financial hardship by their caring role	Income: Carers should not be forced into financial hardship as a result of their caring role.	All Carers Assessments to include information about any financial / income difficulties. Onward referrals to be offered to ensure appropriate benefit checks. NY carers to be supported to feed into pending benefits reviews that affect their income.	<ul style="list-style-type: none"> All carers to have access to a full range of benefits available to them. They should be appropriately supported and advised in relation to their welfare benefits entitlement. 	NYCC Health Carers Carers Resource Centres Job Centre Plus CAB	Carers Outcomes collated 6 monthly
	Employment and Training: All carers who wish to either remain in work or return to work should be able to do so. Carers should have access to training that takes into account their caring responsibilities and re-training needs.	Clear pathways within NYCC (Supported Employment Workers) to be identified for those carers who wish to be supported to return to employment. Carers Resource to continue to support and advise those who wish to re-train or return to employment. Employers and employment services to be educated in the needs of carers and the suitability of some positions for flexible working allowances. Carers Lead (NYCC) to establish partnership working with Regional Carers Lead for Job Centre Plus.	<ul style="list-style-type: none"> Carers should be able to access employment and training opportunities that are flexible and responsive to their caring role. Both statutory and non statutory agencies should be able to demonstrate pathways into training and employment for carers 	DWP Benefit review	Local monitoring via NYCC and Carers Resource Centre of numbers of carers returning to paid employment on a 6 monthly basis Carers Resource to monitor those referred for training opportunities or those who undertake training provided by Carers Resource. On a 6 monthly basis Links with Job Centre Plus June 2009

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4. Carers will be supported to stay mentally and physically well and treated with dignity	Annual health checks for carers: All carers should have the appropriate assessment of their health needs via their GP and emotional support when required.	<p>NYCC and NHS NY and York to learn from and develop services as a result of the findings of the National Demonstrator Sites.</p> <p>Carers Resource and NYCC to promote with carers the sharing of their Carers Assessment with their GP.</p> <p>Audit of existing emotional support and or psychological therapies to be conducted in partnership with Carers Resource Centres.</p>	<ul style="list-style-type: none"> All carers should have the opportunity for a Health Check via their GP. Carers should receive emotional support and psychological therapies where required. Outcomes should take into account Dignity and respect 'Enable people to maintain a maximum possible level of independence choice and control' 	<p>NYCC</p> <p>Health</p> <p>Carers</p> <p>Carers Resource Centres.</p> <p>National Carers Survey Provider</p>	<p>Findings from demonstrator sites should be available spring 2012</p> <p>Carers Assessments from April 2009</p> <p>Audit 09/10</p>
	Training for GP's: GP's should be better aware and equipped to deal with the needs of carers.	<p>Ensure GP's / Practice Managers have up to date local carers information via statutory and non-statutory routs and improve their signposting to other services including the voluntary sector</p> <p>Develop a self help checklist and promote annual health checks via GP surgeries.</p>	<ul style="list-style-type: none"> Carers should be supported in line with good practice through their GP's and carers should report increased levels of satisfaction with the service they receive from their GP. 	<p>NYCC</p> <p>Health</p>	<p>Carers Outcomes collated 6 monthly</p> <p>National Carers Survey Nov 2009</p>
	Expert partners in care: Carers to receive relevant and accessible information in a timely fashion to make them more equal partners in care.	To gather evidence of cost effectiveness of identification and effective support for carers	<ul style="list-style-type: none"> Carers to have access to 'Information prescriptions' via primary health in the form of referral and advice. 	<p>Carers</p> <p>Carers Resource Centres.</p> <p>National Carers Survey Provider</p>	To be reviewed in April 2009 and take into account findings of National Carers Survey

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<p>5. 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 achieve against all the Every Child Matters outcomes.</p>	<p>Targeted support for Carers: Implement the revised contract arrangements for Young Carer Assessments and provision of support between the Carers Resource Centres and Children's Social Care. To include support for young carers as they move to adulthood, Including replacement care so they can maximise further education and employment opportunities and in relation to their transition to Adult and Community Services.</p>	<p>Young Carer Assessments include a Support Plan.</p>	<ul style="list-style-type: none"> • Year on year Increase in young people accessing support. • Increased joint working between statutory and non statutory agencies to support young people and raise awareness of young carers. • Young carers to be more visible with increased numbers being identified and supported through services. • Outcomes should take into account Dignity and Respect 'Act to alleviate people's loneliness and isolation' • To help keep young carers safe. • To help young carers keep healthy • To help young carers to enjoy and achieve 	<p>Young Carers</p>	<p>May 2009</p>
		<p>To design a leaflet for young carers and Children's Social Care staff to increase information about the support available to Young Carers.</p>		<p>NYCC Children's Social Care</p>	<p>By November 2009</p>
		<p>Revise the Children's Social Care Young Carers Procedure to include revised arrangements for Young Carer Assessments and support to young carers.</p>		<p>Education</p> <p>Adult and Community Services</p>	<p>By June 2009</p>
		<p>Implement and monitor the above actions as required in the Children and Young People's Plan.</p>		<p>Health</p> <p>Action for Children</p>	<p>Six monthly and Annual Review</p>
		<p>NYCC Children's Social Care to monitor Young Carers 'Outcomes' forms completed at reviews of Young Carer Assessments and collated six monthly in contract reviews and by Deputy Service Managers in order to implement improvements to the service for young carers.</p>		<p>Carers Resource Centres</p>	<p>Six monthly</p>

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<p>5. 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 achieve against all the Every Child Matters outcomes.</p>	<p>Universal services and whole family support: Further investment in education and health in relation to increase awareness of young carers within universal services from central government.</p>	<p>Collate information including the numbers of young carers accessing services via the Carers Resource Centres for planning purposes and target considerations. Implement and monitor actions as required in the Children and Young People's Plan.</p>	<ul style="list-style-type: none"> To help young carers make a positive contribution To help young carers to achieve economic well-being 	<p>Young Carers</p>	<p>June 2009</p>	
	<p>Family Pathfinder Programmes in some authorities are providing further investment in education and health to maximise whole family working with young carers and reduce risks of inappropriate caring for young carers.</p>	<p>Include section in the Safeguarding Children Procedures on young carers.</p>		<p>NYCC Children's Social Care</p> <p>Education</p> <p>Adult and Community Services</p> <p>Health</p> <p>Action for Children</p> <p>Carers Resource Centres</p>		<p>By May 2009</p>
		<p>Implement joint Children's Social Care and Adult and Community Services Disabled Parents Policy and Procedure to provide support to disabled parents to enable young carers to attend school and to provide breaks for young carers and also to enable them to spend time with their family in family activities. Also as a result of the policy and procedure young carers will be able to access the Adult and Community Services Direct Carers Support Grant.</p> <p>Amend Children's Social Care Direct Payments Procedure to include young carers aged 16 and 17 years to enable the cared for person to receive Direct payments to allow the young carer to have time of their own.</p>				<p>By December 2009</p>

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