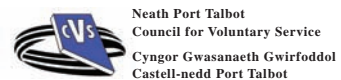


NEATH PORT TALBOT JOINT CARERS' STRATEGY 2007-2010

Produced in Partnership



Neath Port Talbot Carers' Strategy was produced in partnership by the following -

- Age Concern Neath Port Talbot
- Bro Morgannwg NHS Trust
- Carers Action Movement
- Carers Wales
- Hafal
- Job Centre Plus
- Neath Port Talbot Carers Service
- Neath Port Talbot Council of Voluntary Services
- Neath Port Talbot County Borough Council
- Neath Port Talbot Local Health Board
- Swansea Neath Port Talbot Crossroads
- The Pensions Service

Neath Port Talbot Joint Carers Strategy is available in a range of formats including Welsh Language version and on request in Large Print, Braille, on tape or computer disk. We will endeavour to make this document available in other format on request.

FOREWORD

We are pleased to have the opportunity to express our support for Neath Port Talbot's Joint Carers Strategy and to thank everyone involved in the development of the document and those who took part in the consultation process. We would also like to extend our thanks to Dr. Hywel Francis MP for his involvement in the shaping and development of this Strategy.

The aim of this Strategy is to continuously improve the quality of life for Carers and the people they care for. Having been involved in the Carers Strategy planning group, we are aware of the high level of commitment from the Carers, voluntary organisations and statutory sector who worked together to produce this Strategy. We know they are eager to begin putting the action plan into practice, so that over the next three years Carers will see developments which are of real practical benefit to them.

In addition to the practical outcomes, it is important to see that the Strategy promotes Carers as 'partners in care'. It is vital that we encourage and uphold the culture of working in partnership with Carers at all levels. We are confident that as a result of this document there will be greater recognition of the diversity of Carers within Neath Port Talbot and the multiplicity of their needs. It should be acknowledged that the role carers undertake can sometimes change the demand on health, social care and voluntary services. As such the contribution carers make goes beyond what is traditionally perceived as a carer's role. This Strategy recognises the invaluable contribution of carers and we hope it will make a significant difference to their lives.

Cllr. Paul Thomas
Carers Champion
Neath Port Talbot
County Borough Council

Dr. Edward Roberts
Chair
Neath Port Talbot
Local Health Board

CONSULTATION - NEATH PORT TALBOT JOINT CARERS STRATEGY

During a 5 week period (11th June – 13th July 2007) bi-lingual consultation packs were widely distributed to carers and other stakeholders in Neath Port Talbot via Carers Week events, Carers Strategy Group, Young Carers Forum, Carers Forum, CAM – Carers Action Movement, Black Minority Ethnic Forum, Parent Carers Forum, and Neath Port Talbot County Borough Council Accountable Managers. A copy of the Strategy was also sent to Dr. Hywel Francis MP, Gwenda Thomas AM, Dr. Brian Gibbons AM, Edwina Hart AM and the Council Leader and Elected Members of Neath Port Talbot CBC Scrutiny Committee (HSS&H)

The majority of replies were from Carers of which approximately half were also responding on behalf of another organisation. Responses were also received from the Statutory and voluntary Sector.

Consultation responses were grouped together under common themes and presented to the Carers Strategy Group. Examples of some of the changes resulting from the consultation feedback include producing an Executive Summary of the Carers Strategy as part of the proposed Carers Directory/information pack, making links to other local initiatives and listing Direct Payments as a service available to eligible Carers.

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1. INTRODUCTION

‘Unpaid Carers are an essential and vitally important component in the system of support for people with assistance needs.....there are caregivers of all ages and caregivers are a heterogeneous group.’ – (Joseph Rowntree Foundation 2006)

Neath Port Talbot has the highest proportion of Carers, per head of population across the United Kingdom (Census, 2001).

1.1 ‘Who is a Carer?’

A Carer is someone who has the responsibility for providing or arranging care for someone else who, because of long term illness (including mental illness), disability, old age or substance misuse is not able to care for him or herself.

The carer does not have to live with the person they care for to be considered a carer and the care they provide is unpaid.

Countless Carers do not see themselves as Carers, but more as parents, husbands, wives, partners, friends or neighbours. Some may care on a weekly basis, some daily and some 24 hours a day, everyday.

Many Carers undertake a caring role as well as working, attending school or raising their own families. In addition to caring, Carers may also have to deal with other challenges in their lives, for example they may have a disability themselves, they maybe a parent carer or caring for a person with mental health problems, they maybe trying to balance work and caring. Carers are a diverse group of people and have different needs and demands on their time. Carers come from all walks of life; they can be any age, any gender, and from any culture.

1.2 Young Carers

“A young carer is someone who takes responsibility for someone who is ill, disabled, elderly, experiencing mental distress or affected by substance use, or substantial responsibility for caring for a sibling. A young carer could be from any family. They may be the person providing all of the care but may also help some one else to provide the care. Care is not only the things people can see like changing bandages, helping someone to use the toilet or have a wash, but it’s also about how you feel or think because of your care role.” This definition was developed by a group of young carers, who were part of the Young Carers Advisory Panel.

Caring is not a role a child or young person would normally undertake however, research indicates that young Carers are involved in providing a broad range of care, support or assistance. As a consequence of their caring role a young carer may find that their life is different from the lives of others of the same age. Being a young carer can have an impact on education, social life, physical health and mental well being.

1.3 Black Minority Ethnic Carers

Black Minority Ethnic or BME is a term used to describe people who define themselves as non-white in their identity, coming from different ethnic backgrounds and /or having different faiths and beliefs. It is important to note the term is not used to imply a homogenous group and that there is recognition of the diversity which exists within BME communities. In addition to the wide-ranging challenges faced by Carers, Carers from Black and Minority backgrounds may face additional issues arising from, for example, stereotyping assumptions of their needs, lack of culturally sensitive services and inaccessibility of information. *Challenging the Myth "They look after their own": Black and Minority Ethnic (BME) Carers Welsh Assembly Government.*

1.4 Quality of life

Carers provide an enormous service to society that will often take its toll on their own health, well being and quality of life. The Carers (Equal Opportunities Act) 2004, recognises that Carers are entitled to the same life opportunities as others and should not be socially excluded because of their caring role. Carers should have the same rights to education, training, employment and leisure with support to access information actively provided. This strategy aims to promote inclusion by providing support to Carers and ensuring they are not denied the life chances available to other members of society.

2. THE AIM OF THE STRATEGY

The aim of this Strategy is to improve the quality of life of Carers (including young Carers) and the people they care for. This will be achieved by developing and delivering a long term plan of action in respond to the need of Carers in Neath Port Talbot. The focus of the Strategy will be the attainment of agreed and achievable objectives by using a multi agency approach.

2.1 Principles

- Carers will be recognised and valued
- There will be more effective engagement of Carers as ‘key partners’ at a range of levels
- Services will be tailored for and personalised to the individual needs of carers and cared for persons
- Support Carers in their caring role and help them maintain their own health and well being
- Ensure appropriate information will be readily available to Carers
- Recognition that Carers are entitled to the same life opportunities as others

2.2 Key Issues

As part of ensuring that this strategy reflects the views of Carers themselves, Carers have been actively involved in setting the priorities for the future.

Carers living within Neath Port Talbot have told us they would like to :

- Be treated as individuals
- Be provided with informed choices
- Receive best quality services for the person they care for
- Receive accurate and appropriate information and communication on services available and how to access them
- Have a choice of respite, provided in an environment that is both physically and emotionally beneficial to cared for and care-giver
- Have support and training that enhances the caring role
- Have a voice in shaping services
- Have responsive and collaborative care planning
- Have one coordinated point of access into the system that will deal with their preliminary enquiries.

2.3 The Priorities

Carers play a vital role in providing unpaid care for someone who is sick, disabled or frail. In order to support Carers to continue in this role and to have the 'right to an ordinary' life the following strategic priorities will need to be established:

- Carers in Neath Port Talbot can access the right information at the right time
- Carers in Neath Port Talbot are listened to, treated with respect and receive recognition for the important contribution they make.
- At least 90% of Carers of disabled children and adults are offered an assessment of their support needs.
- Timely and appropriate help and support is provided to Carers to sustain them in their caring role.
- To ensure the effective identification of Carers (including young Carers and Carers from Minority Communities) and raise awareness of available services.
- Ensuring that timely and appropriate help and support is provided to Carers to help them attain their personal ambitions for accessing education/ training, leisure and employment opportunities.
- To raise awareness of young Carers and their needs and develop a young Carers Action Plan.

2.4 Status of the Strategy

Neath Port Talbot Joint Carers Strategy will be an overarching plan which will inform other jointly agreed commissioning Strategies within social services and health. It will inform the needs assessment of the 2008-2011 Health Social Care and Well Being Strategy. Neath Port Talbot Joint Carers Strategy will be formally adopted at the highest level within Social Services and the Local Health Board. Partner organisations will be made aware of and take responsibility for the distribution of information about the Strategy within their particular organisations.

3. POLICY CONTEXT

Strategy and policy documents from the Welsh Assembly Government and Acts of Parliament provided the framework and impetus for organisations throughout Wales who engage with and provide services to unpaid Carers.

National

National Carers Strategy for Wales

The National Strategy for Wales ‘Caring for the Carers’ was developed in 1999. In July 2000, the ‘Carers’ Strategy in Wales – Implementation Plan’ was subsequently launched in order to establish some practical steps towards addressing Carers’ needs and improving *‘in the longer term the health and wellbeing of Carers and those for whom they care’*. The Re-focused Carers Strategy for Wales was launched in 2007. *This document is an action plan that sets out a range of specific activities to be taken by the Welsh Assembly Government over the next two years to improve services and support for Carers.* It sets out the Welsh Assembly Government’s strategic direction for Carers alongside specific action points.

Beecham Report ‘Beyond Boundaries’

Sir Jeremy Beecham in his review of local service delivery ‘Beyond Boundaries’ identified as one of the key themes the importance of engagement with service users and Carers in shaping services:

‘Making the voice of the citizen, the service user, the carer really count in making services more responsive and accountable’.

Making the Connections

The Welsh Assembly Government in its ‘Making the Connections’ 2005 vision statement stipulated that Welsh public services should share common goals and work better together, be more citizen-focused and responsive to community needs.

Designed for Life

In the same year the Welsh Assembly Government launched its health and social care strategy ‘Designed for Life’ (2005). The vision is to transform health and social care services in Wales over the next ten years. Again the emphasis is on the need to shape services around users and to rebalance services towards the community. Prevention, involving service users and professionals, exploiting technology and strengthening performance management were highlighted as key to this much-needed transformation.

Fulfilled Lives, Supportive Communities

In the Welsh Assembly Government document 'Fulfilled Lives, Supportive Communities' the challenge of increasing demand on social care is identified as one of the main drivers for change. The effect on the carer population as more individuals and families will experience the caring role has been highlighted. Within the document a range of views from service users and Carers are set out. For Carers it states '*that Carers are partners in care and need support in their caring role. They want to be involved in raising standards and to see further improvement*'. In addition specific references are made about recognising the contributions of Carers and supporting them in their caring role.

Carers (Recognition and Services) Act

Carers (Recognition and Services) Act 1995 was the first piece of legislation to recognise the role of unpaid Carers and introduces the concept of Carers Assessment.

Carers (Equal Opportunities) Act

The Carers (Equal Opportunities) Act came into force in Wales on the 18th April 2005. The Act provides:

- Carers with the rights to information and places a duty on local authorities to inform Carers of their right to a Carers Assessment
- Ensures that work, life-long learning and leisure are considered when a carer is assessed.
- Gives local authorities new powers to enlist the help of housing, health, education and other local authorities in providing support to Carers.

National Service Frameworks (NSFs)

National Service Frameworks provide a systematic approach to tackling the agenda of improving standards and quality across health care sectors. NSFs are implemented in partnership with social care and other organisations. They:

- *set national standards and define service models for a service or care group;*
- *put in place programmes to support implementation;*
- *Establish performance measures against which progress within agreed timescales would be measured.*

There are currently six National Service Frameworks in Wales. The NSF for Older People, Childrens' NSF makes reference to Carers, in addition the NSF for Adult Mental Health has a specific standard on the involvement of Service Users and Carers.

Hospital Discharge Planning Guidance (2005)

In 2005, the Welsh Assembly Government issued hospital discharge planning guidance, which states as one of the key requirements that, *Patients and their families/Carers are fully engaged at all stages in the discharge process*; this in turn can reduce the risk of delayed transfer of care and avoidable re-admissions.

Quality and Outcomes Framework Targets (QOF)

The new GP contract includes a specific Quality and Outcomes Framework target on unpaid Carers - *The practice has a protocol for the identification of Carers and a mechanism for the referral of Carers for social services assessment*. QOF targets are monitored annually this includes lay member visits to GP practices.

LOCAL

The documents listed below outline how the Local Authority and Health Services plan to respond to the needs of local people (Carers) in Neath Port Talbot in line with the themes of national strategies and legislation.

Neath Port Talbot Health Needs Assessment (2003)

The Health Needs Assessment undertaken in 2003 identified Neath Port Talbot as having 18,923 people who provided unpaid care, the highest number of Carers per local population in England and Wales.

Total number of Carers identified in 2001 Census	Number of Carers providing 1-19 hours of care per week	Number of Carers providing 20-49	Number of Carers providing 50+ hours of care per week
Neath Port Talbot 18,923	10,621	2,640	5,662
All Wales figure 340,745	208,291	42,850	89,604

Source: General Household Survey, Office of National Statistics

Neath Port Talbot Health, Social Care and Well Being Strategy 2005-2008

Following on from the development of the Neath Port Talbot Health Needs Assessment the Neath Port Talbot Health, Social Care and Well Being Strategy

(2005-08) begins to set out the priorities for action in order to improve the health and well-being of the population of Neath Port Talbot.

For Carers some clear targets are identified:

Targets and early milestones
<ul style="list-style-type: none">➤ to ensure that at least 90% of Carers of disabled children and adults are offered an assessment of their support needs➤ to finalise development of a Neath Port Talbot Carers Strategy➤ to strengthen the role of primary care teams in providing information and support for Carers and young Carers

The 2008-2011 Health, Social Care and Well Being Strategy will include more ambitious targets in relation to Carers, with the aim of building on the achievements of objectives within this strategy.

Neath Port Talbot Person Centred Planning Framework (December, 2006)

The Neath Port Talbot Person Centred Planning Framework has been developed in partnership with local agencies and Carers of people with learning disabilities. The aim of the framework is to provide guidance and an action plan for local planning, it states that:

“People with a learning disability, their families and Carers will overtime have more opportunities to plan and have the supports and services they receive designed around what is important to them.”

Neath Port Talbot Strategy for Older People highlights issues for older Carers. In addition there is an Older Persons Implementation Group (OPIG) which is tasked with implementing the standards of National Service Framework for Older People and the development and implementation of a local joint commissioning strategy for older people. Carer’s issues are routinely considered and addressed by this group.

4. CARERS AND EMPLOYMENT

The vast majority of Carers are of working age (Census 2001) while approximately 3 million Carers in the UK combine work and the caring role. Many Carers only work part-time or opt for less demanding jobs – others simply cannot work because of their caring responsibilities. Importantly, every year another 2 million people become Carers – so a new population of Carers will be potentially in the workforce every day, (Carers UK ‘Carers in Employment’ June 2004) and changes within the labour market means that it is important that all who can work do so. Many Carers would like to maintain their employment or return to work if the right support is in place, including appropriate and timely respite.

It is also important to recognise that where Carers are unable to work they should not feel compelled to do so and should be provided with adequate income if they are caring and not in work.

Work and Families Act 2006

From April 2007, this new act gives Carers the right to request flexible working (parents of children under 6 and disabled children under 18 already had this rights). Employers have the right to turn down a request for flexible working but they must demonstrate clearly why they are refusing the request.

5. IDENTIFICATION, ENGAGEMENT & INVOLVEMENT WITH CARERS

5.1 Identification of Carers

People who carry out caring responsibilities do not always recognise themselves as ‘Carers’ or see themselves as needing services. Support for Carers should be a well established requirement of local policy and practice; identifying Carers must be a precondition to providing them with that support.

5.2 Carers Assessment

Carers have a legal right to an assessment of their needs. A carer’s assessment is not a process for its own sake; it provides an opportunity for the Carers to discuss with social services -

- all the things that they do when caring for a relative, friend or neighbour.
- what help they need with caring
- what help they need to maintaining their own health
- what help they need to balance caring with other aspects of life for example work, education, leisure and family.

Carers Assessment should be as simple or as complex as it needs to be to deliver an outcome that makes it easier for the carer to care.

How the assessment process is approached maybe vital to the success of improving levels of uptake. Once Carers have positive experiences and outcomes – this may encourage others to seek help – ‘word of mouth’ is one of the most powerful methods of engagement.

Young Carers under 16 years old can be assessed using the Framework for Assessment. Services will be provided in accordance with section 17 of the Children Act 1989.

5.3 Engagement and Involvement with Carers

It is important to recognise that unpaid Carers are the major providers of care and should be recognised for their expertise. Carers and service users should be

‘centrally’ involved with planning and decision-making. Service providers should provide opportunities for active and positive dialogue. Carers and service users should be regularly consulted about the quality and appropriateness of services that affect them.

In addition, when involving Carers with wider consultation on policy strategy and planning it is important to recognise that participation takes time and emotional energy. In order for Carers to take part support (eg replacement care) must be in place and built into ‘their routine’.

6. SERVICES FOR CARERS

There are a range of services for Carers living in Neath Port Talbot. Services available to Carers provided by statutory or voluntary services in Neath Port Talbot include:-

- *Mutual support / friendship groups
- *Carers Assessment
- *Access to Information and advice
- *Benefits advice
- *Short and Longer breaks from caring (respite)
- * Weekend day centre
- *Pilot – Action for Carers and Employment
- *Young Carers Project
- *Opportunities for Participation/ campaigning
- *Support services
- **Looking after Me* programme
- * Early Response Service

Eligible Carers can choose to use Direct Payments to meet the needs eg. Sitting service, respite breaks that have been identified in their Carers Assessment.

Practical help provided by the voluntary or statutory sector to the service user may also alleviate some of the caring tasks provided by the carer.

7. THE ACTION PLAN

To ensure a methodical approach is taken to achieving the objectives the Action Plan covers a three years period. The actions for each objective are prioritised for years 1, 2 and 3. Objectives for each aim will be stated clearly and will be measurable. Organisations will either singularly or jointly agree to lead and deliver specific actions. Aims will be grouped under the 5 Key Priority areas set out in A Strategy for Carers in Wales. The 5 priority areas are:

- Health and Social Care
- Information
- Support
- Young Carers
- Carers and Employment

There will be a sixth section on Working in Partnership.

8. MONITORING AND REVIEW OF THE STRATEGY

The lead agencies carry out the actions within the plan will be asked to provide updates to the Carers Strategy Group on a quarterly basis. In the cases where Objectives and Actions are included in other NPT Joint Strategic Plans, the Service Development Officer for Carers will liaise with the other Strategic Managers and provide updates to the Carers Strategy Group.

Where new legislation or national strategies which impact on Carers come into being, the Carers Strategy Group will review Neath Port Talbot Carers' Strategy and update as necessary.

The Carers Strategy Group will review the overall Strategy yearly and evaluate progress made in achieving the aims and objectives. An annual progress report will be produced.

9. RESOURCES

To support the implementation of the 2000 Carers Strategy the Welsh Assembly Government made a Carers Grant available to all Local Authorities; In 2006 these resources were transferred to the local authority revenue support grant. In March 2007 the Welsh Assembly Government included an additional £1 million (across Wales) to the Mental Health Carers Grant scheme for the provision of Emergency respite services for all Carers. Neath Port Talbot County Borough Council provide a range of services to Carers from these sources, in addition to providing other services which assist Carers. Neath Port Talbot Local Health

Board also commission a range of services for Carers including the ‘Looking after Me’ Programme and Early Response Service (currently for people aged 65 years and over) which provides care for the cared for person in the event of the carer suddenly being taken seriously ill.

10. ACTION PLAN

Abbreviations of the Names of Organisations in the Action Plan

NPT CBC	Neath Port Talbot County Borough Council
NPT LHB	Neath Port Talbot Local Health Board
NPT CVS	Neath Port Talbot Council for Voluntary Services
CAM	Carers Action Movement
CAB	Citizen Advice Bureaux
Vol. Orgs	Voluntary Organisations
Bro Mor NHS Trust	Bro Morgannwg NHS Trust

10. NEATH PORT TALBOT CARERS' STRATEGY ACTION PLAN 2007 - 2010

PARTNERSHIP

AIM							
<i>1. Carers in Neath Port Talbot are listened to, treated with respect and receive recognition for the important contribution they make</i>							
	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
1.1	Where the client consents the carer will be routinely involved in the assessment and review process for the cared-for person	Neath Port Talbot CBC	Performance Management and Improvement and SDO- Carers to develop a system for auditing a sample of completed Unified Assessment forms and highlights where Carers are involved.	The will be a base line figure for the % of Carers involved in Unified Assessment. There will be an accurate picture of the involvement of Carers in the Unified Assessment Process.	Initial report including baseline Report of 6 monthly audit	1 st Audit By End September 2008	
1.2	To raise awareness of the cross-sectoral, nature of Carers needs	NPT CBC NPT CVS Partners - Vol. Orgs NPT LHB	Participate in planning consultation/ process in each of the following areas: *Housing *Transport *Cultural Services *Children & Young People Services *NPT LHB *Bro Mor NHS Trust *The pensions service *Job Centre plus * NPT CVS *Life Long Learning	Strategic/ Business Plans for each of the key service areas will include reference to unpaid Carers.	Review of new strategies / business plans	Review Annually from March 2008	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
1.3	Carers within Neath Port Talbot are made aware and have opportunities to be involved in local, Wales-Wide and UK consultations on issues which relate to Carers	NPT CBC NPT CVS (Vol. Orgs) NPT LHB	Through the Carers Forum, statutory and voluntary organisations agree the process and actions needed to reach Carers and other stakeholders for each different consultation.	There is a methodical approach to getting consultation information to Carers.	Consultation reports including no. of Carers who have responded.	Review Annually from March 2008	
1.4	Look at the opportunities to engage carer/ carer representatives in wider participation e.g. interviews, training, planning, delivery and evaluation of services	NPT CBC (Training Dept) Partners - other orgs	Social Service training dept to consult with Carers and service users on the development of participation. Identify and deliver appropriate training to Carers and service users involved in participation. Stakeholder organisations establish systems for identifying opportunities to include carer representatives in participation	Training has been provided to Carers on issues of participation There is an increased awareness of user/ carer participation Where appropriate opportunities have arisen Carers representatives have participated in selection and recruitment process and delivering training etc.	No. of Carers who have attended and completed training Evaluation report on training Training Dept produce report using monitoring follow –up form for participants and organisations	Annually from March 2008 September 2009	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
1.5	Ensure that the views of Carers are taken into account in planning, commissioning, delivery and evaluation of social and health services	NPT CBC	Maintain the ways that Carers can represent their views to/ at Strategy Planning groups.	Clear mechanism can be demonstrated for the involvement of Carers in planning and development of services	Minutes of Strategy Planning Groups	Review March 2008	
		NPT CVS Vol. Orgs	Organisations working with Carers, support carer representatives to consult with and feedback to other Carers within Neath Port Talbot	Carer representatives have the means to consult with and feedback to a wider group of Carers	Feedback forms Minutes of meetings	Review March 2008	
		NPT CBC NPT LHB NPT CVS Vol. Orgs	Organisations working with Carers have a procedure for reimbursing the out of pocket expenses of carer representatives.	Travel cost etc will not be a barrier to Carers becoming a representative.	Copy of procedure SLA & Annual Budget	Review March 2008	

HEALTH AND SOCIAL CARE

AIM

2. To ensure the effective identification of Carers (including young Carers and Carers from Minority Communities) and raise awareness of available services

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
2.1	Identify Carers of people currently in contact with social services (inc. Young Carers, Carers from minority communities and Carers of EMI clients)	Neath Port Talbot CBC	Conduct audit of Carers/ young Carers in existing caseloads within Social Services	Establish baseline number of Carers of people currently using NPT Social Services – Young Carers, Carers from Minority Communities and Carers of older people with mental illness (EMI)	Production of statistical report	By end March 2008	
2.2	Increase the number of individual Carers recorded on the Carers Service database.	Carers Service	Establish system where Carers involved with other organisations can be added to database (with individuals permission) Database used to produce mailing list to distribute ‘carer’ related information, consultation, evaluations etc.	Annual % increase of contacts held on database culminating in minimum 25% increase by 2010 . As a result a greater number of Carers receiving information etc	Protocol for adding Carers in contact with other organisation is established. Annual statistical report	By end September 2008 First report March 2009	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
2.3	Staff respond appropriately to Carers needs.	NPT CBC NPT CVS NPT LHB Trust	Awareness raising training for staff working in Health, Social Care, Voluntary sector, Independent providers, Adult Community Learning staff Develop, produce an introductory pack about Carers issues for all front-line staff	A greater number of Staff have an increased understanding of Carers issues	No. of training courses offered No. of staff attend training Evaluation forms - training Number of packs distributed	By End March 2008 & Review Annually By End March 2008 & Review Annually By end March 2010	
2.4	Raise awareness of the Services available for Carer's to Carers including 'hidden' Carers by placing information health social care locations and in other places used by the general public.	Carers Service CAM	Maximise use of community venues such as community centres, libraries, leisure centres, shopping centres in addition to health and social care settings. Maximise local media coverage	There will be an increase in the number of Carers who are informed about and access services through their contact in a community setting or local media	No. of Carers attending events/ exhibitions etc No. of leaflets/ information distributed No of media items generated by NPT CBC and Carers Orgs	By End March 2008 & Review Annually	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
2.5	Raise awareness of the Services available for Carer's to Carers including 'hidden' Carers who have contact with GP Practices	NPT LHB Carers Service CAM	Information relevant to Carers is available at GP Practices. Increase and develop role of Carers Service in delivering information and support at GP Practices Develop information role of CAM (including outreach provision)	There will be an increase in the number of Carers who are informed about and access services through their contact with their local GP Practice.	No. of GP Practices meeting QOF requirement for provision of information to Carers No. of:- *sessions *locations *Carers accessing Carer service at GP practice Referrals from GP's etc No. of Carers accessing information directly and indirectly	By End March 2008 & Review Annually By End March 2008 Minimum 14 different locations By End March 2008 & Review Annually	

INFORMATION

OBJECTIVE

3. Carers in Neath Port Talbot can access the right information at the right time

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
3.1	Regular Carers events will take place throughout the year.	<p>CVS CARERS FORUM</p> <p>Partners - Vol. Orgs NPT CBC NPT LHB</p>	<p>Members of NPT Carers Forum produce and sign up to an annual events plan (including Carers Week and Carers Rights day) outlining which organisation will do what, when and where.</p> <p>Members of NPT Carers Forum will be consulted when another member organisation plans, produces or distributes Carers info.</p>	There is a co-ordinated approach to information and events for Carers. Carers will have advanced notice of forthcoming events.	<p>Annual plan of events is produced which is reviewed quarterly</p> <p>Minutes of NPT Carer Forum meetings</p>	<p>By End March 2008 Review Annually</p> <p>By End March 2008 Review Annually</p>	
3.2	Carers are aware of the range of Carers support groups within Neath Port Talbot.	<p>CARERS SERVICE</p> <p>Partners NPT CBC NPT CVS VOL. Orgs NPT LHB</p>	<p>A database of Carers support groups is kept and updated quarterly</p> <p>SD Officer -Carers will send latest details of support groups to teams (inc. health) quarterly</p>	Carers have information about and access to a range of sustainable Carers groups	<p>Database</p> <p>Record of details sent</p>	<p>By End March 2008 & Review Annually</p> <p>By End March 2008 Review Annually</p>	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
3.3	Carers can access information about issues which are important to them including Carers rights, services, breaks from caring etc	NPT CBC Partners- NPT CVS NPT LHB Vol. Orgs	Consult with Carers and stakeholders to establish the type of information needed, in what format and highlight any gaps. Feedback to Carers Forum to inform future development of information	The content of the Directory/ information pack will reflect the ideas/ suggestions and diversity of Carers. Gaps in Carers information will be identified, which will shape development of future publications.	Directory Report	By March 2008 By March 2008	
3.4	The information needs of Carers from Minority Communities are taking into account when producing directory	NPT CBC NPT CBC	Consult with established equality groups within NPT and wider Take note of good practice in other areas	Information within the directory reflects the diversity of Carers within NPT	Feedback from equality groups in contact with Minority Communities and individual Carers	By March 2008	
3.5	Improve the accessibility and availability of local information available on the internet for /and about Carers	NPT CBC Partners - NPT CVS NPT LHB Vol. Orgs	Service Development Officer- Carers to act as link between Task and Finish group and 'web group'	Accurate and up to date Carers information can be accessed through NPT CBC web pages.	Number of 'hits' on Carers web pages	September 2008	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
3.6	Produce a directory of services/ information pack for Carers within NPT area.	NPT CBC Partners - NPT CVS NPT LHB Vol.Orgs	Establish a Task and Finish Group to review range of information currently available to Carers in Neath Port Talbot Gather and collate appropriate up to date information. Review content Annually	A directory is produced and reviewed annually.	Minutes of meetings	By End March 2008	

SUPPORT

AIM							
<i>4. At least 90% of Carers of disabled children and adults are offered an assessment of their support needs</i>							
	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
4.1	Records are kept on the number of Carers assessments offered and provided.	NPT CBC	Work with Social Services teams and Performance management / improvement dept on systems of recording information on numbers of Carers assessments	There is an accurate record of Carers Assessment and take up of Carers Assessment	Statistics	By March 2008	
4.2	As a result of raised awareness of Carers issues staff are proactive in informing Carers about Carers Assessment.	NPT CBC (Training Dept)	Work with training dept training re: Carers issues including statutory obligations in relation to Carers and Carers assessment	Staff have a better understanding of the benefits/ process of Carers assessment	Number of staff completing training Participants evaluation of training course	By March 2008	

AIM

4B. Timely and appropriate help and support is provided to Carers to sustain them in their caring role

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
4B.1	There is recognition of the needs of Carers as well as service users when planning, implementing and reviewing services.	NPT CBC NPT LHB Partners – NPT CVS	Service Development Officer – Carers to act in a linking role with other Service Development Officers and Partnership Strategy Managers. Carer representatives are involved directly with Commissioning/ Planning groups	NPTCBC and NPTLHB Joint commissioning Strategies reflect the distinctive needs of Carers (in addition to the needs of service users) within the following areas: - older people inc. EMI, mental health, learning disabilities, physical sensory disabilities, children & young people, substance misuse.	The needs of Carers are stated in the individual commissioning strategies for each service area	Review new strategies by March 2008	
4B.2	Ensure that Carers in Neath Port Talbot have access to a range of appropriate services, inc. services which help reduce health inequality for Carers	NPT CBC NPT LHB	Establish system where Strategic Planning groups/ managers have a record of unmet need registered on Carers Assessment forms. A range of methods are used to consult with Carers e.g. events, questionnaires, satisfaction surveys	Joint Commissioning strategies reflect the identified needs of Carers in NPT There are systems in place to consult with Carers.	Joint Commissioning Strategies	By March 2009	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
4.B 3	Carers in Neath Port Talbot can contact the Carers Service as a first point of contact of information, advice etc	Carers Service	Produce Carers Service information leaflet. Target publicity across Neath Port Talbot area.	Carers in Neath Port Talbot are aware of the remit of the Carers Service to provide and sign post Carers to specialist information and advice	No. of Carers using the service Qualitative report based on questionnaire completed by sample of beneficiaries	March 2008 September 2008	

YOUNG CARERS

AIM							
5. To raise awareness of young Carers and their needs and develop a young Carers action plan							
	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
5.1	To identify young Carers As 2.1	Neath Port Talbot CBC	Conduct audit of young Carers in existing caseloads within Social Services	Establish baseline number of Young Carers of people currently using NPT Social Services	Production of statistical report	By end March 2008	
5.2	To develop a action plan under the Children and Young People plan	Partners CBC NPT Children and Young peoples partnership Young Carers Forum	Engage with stakeholders through Children and young peoples partnership Consult with young Carers Stakeholders agree and implement specified actions. Have working knowledge of national strategies and legislation as it relates to young Carers	The Action Plan will include plans to - develop services which seek to meet the needs of young Carers - provide young Carers with opportunities for participation and consultation - increase awareness of young Carers education, health and welfare needs - ensure age appropriate information	Minutes of appropriate Children and Young People Partnership meetings Production of Action Plan	March 2009	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
5.3	Records are kept on the number of young Carers who are assessed as children in need as the Children Act 1989	NPT CBC	Performance management enhanced system to record information on numbers young Carers assessed as children in need	There is an accurate record of numbers of young Carers who have been assessed	Statistics	By September 2008	

EMPLOYMENT

AIM

6. Ensuring that timely and appropriate help and support is provided to Carers to help them attain their personal ambitions for accessing education, training and employment opportunities.

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
6.1	To ensure that the income of Carers is maximised	NPT CBC Partners - NPT CBC Welfare rights unit Carers Service CAB	Identify Carers on low income through Carers Assessment. Carers organisations to raise awareness of financial issues with client group and signpost to appropriate 'experts' Ensure information is available about financial matters which relate to Carers. Ensure that a range of service providers are available to advice and assist Carers on financial matter such as benefits	Carers can access information and advice on financial issues such as benefits from a range of services	Sample of Carers assessments Range of information and leaflets available Number of Carers accessing services for financial information	By End March 2008 Review Annually By End March 2008 Review Annually By End March 2008 Review Annually	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
6.2	To assist Carers/ex-Carers where appropriate to re-enter the jobs market	JOB CENTRE PLUS NPT CBC Life Long Learning CVS NPT	Assist individuals to identify current skills and employment opportunities Provide training in - Employment Skills Key Skills Essential Skills Offers training and guidance re; employment	Carers can access employment support services Enhance individual Carers employment skills	No of Carers requesting service No of Carers accessing service No of Carers accessing service	September 2008 September 2008 September 2008	
6.3	To support Carers to achieve an individually assessed work/life balance	NPT CBC Carers Service	Employment, Education and Leisure opportunities to be identified in individual Carers Assessment leading to signposting to relevant services. Information on Employment, Education and Leisure opportunities made available to Carers via Carers organisations	Carers are supported to achieve a work/ life balance	Sample of Carers assessments	By End March 2008	

	OBJECTIVE	LEAD AGENCY	ACTIONS	INTENDED OUTCOMES	MONITORING/ EVIDENCE	TIMESCALE	PROGRESS
	To encouraging Carers to make time to look after their own health needs.	NPT LHB	Carers in NPT have an opportunity to participate in Expert Carers Programme/ Look After Me Programme	Carers who participate receive information and support to help them take more control of their health and caring situation.	Number of participants in training Evaluation for course by participants	By End March 2008	
6.4	Identify and share best practice on Family/ Carer friendly policies for employers with Strategy lead and partner agencies	NPT CBC NPT CVS NPT LHB Vol orgs.	Audit family/ 'Carer' friendly policies across partner agencies Map gaps within partner agency policy Agree plan to share best practice.	Best Practice is identified and systems are established to share best practice.	Increase in number of organisations with 'Carer friendly policies'	March 2010	

11. APPENDICES

11.1 Website addresses for main Acts of Parliament relating to Carers

Carers (Recognition and Services) Act 1995 (c. 12)

http://www.opsi.gov.uk/acts/acts1995/Ukpga_19950012_en_1.htm

Carers and Disabled Children Act 2000

<http://www.opsi.gov.uk/acts/acts2000/20000016.htm>

Carers (Equal Opportunities) Act 2004

<http://www.opsi.gov.uk/acts/acts2004/20040015.htm>

Work and families Act 2006

<http://www.opsi.gov.uk/acts/acts2006/20060018.htm>

11.2 Website addresses for main Wales-wide and local policies relating to Carers

Designed for life

<http://new.wales.gov.uk/docrepos/40382/dhss/reportsenglish/Designed-life-e.pdf?lang=en>

A Strategy for Social Services in Wales over the next Decade – Fulfilled Lives, Supported Communities

Summary document

<http://new.wales.gov.uk/docrepos/40382/dhss/403821211/830492/flscsummary-e.pdf?lang=en>

Full document

<http://new.wales.gov.uk/docrepos/40382/dhss/403821211/830492/fulfilledlives-e.pdf?lang=en>

Making the Connections - Delivering Beyond Boundaries: Transforming Public Services in Wales

http://new.wales.gov.uk/docrepos/40382/403823121/40382213/927634/mtc3_english.pdf?lang=en

Hospital Discharge Planning Guidance WHC (2005) 035

http://www.wales.nhs.uk/documents/WHC_2005_035.pdf

National Carers Strategy

http://new.wales.gov.uk/about/departments/dhss/publications/social_services_publications/carerepublications/?lang=en

Beecham Report – Beyond Boundaries

http://new.wales.gov.uk/docrepos/40382/403823121/40382213/528962/English_Report.pdf?lang=en

Challenging the Myth "They look after their own": Black and Minority Ethnic (BME) Carers

http://new.wales.gov.uk/about/departments/dhss/publications/social_services_publications/carerepublications/challengingthemyth?lang=en

Quality and Outcomes Framework Targets

Available on request from Neath Port Talbot Local Health Board

Neath Port Talbot Strategy for Older Person

<http://www.npt.gov.uk/olderpeoplestrategy/index.cfm>

National Service Frameworks -

Children's NSF

<http://www.wales.nhs.uk/sites3/Documents/441/EnglishNSF%5Famended%5Ffinal%2Epdf>

Mental Health NSF – Raising the Standard

<http://www.wales.nhs.uk/sites3/Documents/438/Raising%20the%20Standard%20%28english%29%2Epdf>

National Service Framework for older people in Wales

<http://www.wales.nhs.uk/sites3/documents/439/NSFforOlderPeopleInWalesEnglish.pdf>

A Health, Social Care & Well-being Needs Assessment of the People of Neath Port Talbot (2003)

<http://www.wales.nhs.uk/sites3/page.cfm?orgid=245&pid=3687>

Chapter 8: Specific client group - Carers

<http://www.wales.nhs.uk/sites3/documents/245/81.pdf>

Neath Port Talbot Social Care and Well being Strategy

http://www.neath-porttalbot.gov.uk/downloads/wellbeing/wellbeing_strategy.pdf