

APPENDIX 2

Croydon Carers Strategy: Draft Action Plan 2011-16

Objective	Action	Target/timescale	Lead/contributors	Progress	RAG rating
	Theme 1: Carer assessments				
Ensure that carers who meet the eligibility criteria can access carers assessments/reviews	<ul style="list-style-type: none"> Carers lead officer to raise awareness internally by way of briefings, attending team meetings, organising training sessions 	Ongoing	Strategic Commissioner – Carers Lead	Cares assessments in the voluntary sector are done as part of existing funding arrangements and will be part of new re-commissioning arrangements	
	<ul style="list-style-type: none"> Ensure part of the carers assessment processes are done by community groups on Council's behalf. Screen all identified carers via the self-assessment questionnaire Ensure that SLAM 's assessment service is 	December 2011	Strategic Commissioner - carers lead/care management		

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	accessible to carers and leads to a service where relevant and is accounts to CPG regularly	Accounts to CPG twice a year?	SLAM carer management team – Steven Priestly/David Williams		
Consider Law Commission review of Carers Assessments and implement locally as necessary	<ul style="list-style-type: none"> Set up a working group if appropriate and implement necessary changes 	Complete by December 2013	Strategic Commissioner CPG carers assessment subgroup	Broad aims of the Commission's review reflected in the Croydon Cares Strategy and re-commissioning of carers services in the community	

Theme 2: Breaks and Emergency Respite					
To make available provision of breaks for parent carers and families	<ul style="list-style-type: none"> Re-commission new services for parent carers Core offer- breaks for parent carers will be made available and published .To regularly report on the availability of breaks for parent carers 	November 2011 January 2012	CYPL/Strategic Commissioner/ carers lead	Arrangements are underway for commissioning short breaks provision In line with needs mapping. Further information on availability of breaks for parent carers will be put up	

				Core offer – information on availability for breaks from CFL for parent carers is due to be published on the Council website	
To provide for breaks for other carers and emergencies	<ul style="list-style-type: none"> Re-commission and redesign short breaks/breaks provision for adult carers to reflect emergency provision and having a break from caring responsibility 	November 2011	Strategic Commissioner/ carers lead	Services are currently being re-commissioned	
	<ul style="list-style-type: none"> To maintain Croycare – carers emergency card 	2012-13		Carers emergency card is in place will run as long as there is additional funding	
	<ul style="list-style-type: none"> Maintain the Time4me – direct payment project for young carers 	Time4me- on-going		Time4me project has been established and maintained	
Objective	Action	Target/timescale	Lead/contributors	Progress	RAG rating

Increase choice and control for carers	<ul style="list-style-type: none"> • Ensure that carers and carers organisations are linked in with the council's self directed programme • Support the Citizen Leadership programme and the Inclusive Forum for Personalisation • Ensure that carers and their cared for have access to the independent brokerage service 	Ongoing monitoring/ Partnership working with other commissioners	Strategic Commissioner	Self directed programme in place as in the Citizen Leadership Programme. New brokerage service in place. Carers Support Network	
	<ul style="list-style-type: none"> • Ensure that through the new Carers Support Network, that 	Carers Support Network due to be in place by March 2012		The Carers Support Network is due to be developed via re-	

	carers know how to access the right service for themselves			commissioning arrangements	
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Theme 3: Information, advice, advocacy and support					
Develop the Carers Support Network in partnership with carers organisations so that carers identify with one single network of providers as opposed to several providers	<ul style="list-style-type: none"> • Consultation with the carers groups and other stakeholders • Support carers network meetings • Support development of consistent procedures/practice across the carers support network • Support the development of carers support network of identity and brand 	December 2012	Strategic Commissioner - Carers lead	Commissioning plan is now being implemented to develop the Carers Support Network	
Identify new carers via the development of a carers register	<ul style="list-style-type: none"> • To identify a provider who will develop the carers register within the Carers Support Network 	December 2012		Will be developed as carers re-commissioning arrangements are in place	
Ensure that carers including	<ul style="list-style-type: none"> • Publish a new "How to..." guide to include 	December 2012	Strategic Commissioner	The new 'How to' will be updated after the New	

young carers are well-informed about services available through written and web-based information	<p>revised/updated information on housing, welfare benefits, self-directed support, direct payments, safeguarding, and information of use to working carers</p> <ul style="list-style-type: none"> • Publish the guide on the council's website and the Croydon YPS site. • Distribute guide to health, adult services and housing staff, GPs, carers services, libraries and community services, together with guidance to officers 		<p>– Carers lead</p> <p>CPG members/Carers Information Service</p> <p>NHS Croydon</p>	<p>Carers Support Network is established</p>	
Ensure that carers are well-informed about services available through events	<ul style="list-style-type: none"> • Organise annual carers week event and disseminate information to (potential) carers • Organise annual carers rights day event 	<ul style="list-style-type: none"> • June 12/13/14/15 • December 2012/13/14/15 	<p>Strategic Commissioner – carers lead</p> <p>CPG Carers Support Network</p>	<p>This happens on a regular basis- publicity normally done through - Your Croydon, Leaflets, carer's news, Council website etc.</p>	

Increase awareness of carers' rights and services amongst professionals	<ul style="list-style-type: none"> • This will continue to be done through the Carers Support Network services and meetings • This will be done through the Carers Information Service – Information providers for carers • Year of the Carer initiative • Provision of online awareness programme for carers 	<ul style="list-style-type: none"> • Ongoing and through the Carers Support Network in July 12 	Harsha Ganatra Carers Grant Funding Panel	<p>Work will continue through the new Carers Support Network services</p> <p>Online awareness programme will be commissioned from July 12</p>	
Ensure fair access to carers services	<ul style="list-style-type: none"> • Monitor access to services by ethnic origin, gender and age, report on results and develop recommendations for promotion or removing barriers 	Monitoring – ongoing and quarterly –	Strategic Commissioner - carers lead/ Divisional support officer	Monitoring on existing services is received quarterly	

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Increase carers income including through benefits and other sources	<ul style="list-style-type: none"> • Via the Carers Support Network services • Raise awareness of benefits and income maximisation through carers events and CPG awareness sessions 	Quarterly	Carers Support Network Croydon's Welfare Benefits Team		
Engage with housing policy and practice officers in order to ensure that housing policy development and practice is carer sensitive	<ul style="list-style-type: none"> • Via the Carers Support Network meetings • Carers Partnership Group meetings 	Twice a year at CPG meetings Quarterly carers support meetings	Strategic Commissioner – Carers lead	CPG invited housing strategy manager to meeting and also CPG members invited to a conference. A further consultation meeting will be organised Allocations manager has been invited to the March CPG meeting	
	<ul style="list-style-type: none"> • Support carers to engage in the Tenants Participation Programme 		Chris Stock/ Resident Participation Team	Carers are becoming increasingly involved in this initiative	
Supporting working carers	<ul style="list-style-type: none"> • Carers will be supported to work or to get back to 		Job Centre Plus/	Systems in place currently and services will be part of	

	<ul style="list-style-type: none"> work Roll out of flexible, mobile and home working – which will benefit working carers 		<p>Strategic Commissioner for Carers</p> <p>Council – HR and line managers</p>	<p>new re-commissioning arrangements</p> <p>The council is making headway for developing flexible ways for working</p>	
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Theme 4 and 7: Health, well-being and support of carers and safeguarding					
Increase health professionals awareness of carers needs	<ul style="list-style-type: none"> Via the Carers Support Network Training awareness for professionals Engaging with 	<ul style="list-style-type: none"> March 2011 CPG Attend Health and Wellbeing Board open 	Strategic Commissioner – Carers lead/ Carers Support		

	<ul style="list-style-type: none"> GPs/practitioners Engagement with Health and Wellbeing Board and participating in the development of the health and wellbeing strategy 	day 19 January	Network		
Support carers to continue to maintain their caring role	<ul style="list-style-type: none"> Ensure that training programmes for carers continue to be in place 	June/July 2012	Strategic Commissioner /Carers Lead	<p>Existing programmes exist e.g. lifting and handling, stress management etc. Similar services are being re-commissioned.</p> <p>Online carers awareness training will also be commissioned</p>	
Increase support for working carers and help maximise their income	<ul style="list-style-type: none"> Maintain support for working carers through the Carers Into Work Project 	Ongoing	Job Centre Plus/Crossroads Care	<p>Job Centre Plus has become a local partner and regularly attends CPG meetings</p> <p>Carers into work project has been maintained and similar services are due to re-commissioned</p> <p>All commissioned services offer income maximisation advice and support.</p>	

Increase emotional support available to carers	<ul style="list-style-type: none"> To continue to ensure that carers have access to counselling services through a commissioned service Ensure that carers are able to improved access psychological therapies (IAPT) locally 	On-going	Strategic Commissioner – Carers lead/ NHS Croydon	Existing counselling services are maintained. Newly commissioned provider will look into increasing a range of emotional support methods and the new IAPT programme provider has just been commissioned	
Ensure the reablement support is accessible for the cared for	<ul style="list-style-type: none"> Provide information and advice to access reablement support 	Dec 2011	Commissioners (Older People and PD)/ Strategic Commissioner Carers Lead	Systems are in place and leaflet published	
Ensure that carers and their cared for are safeguarded from harm/taking inappropriate levels of caring	<ul style="list-style-type: none"> Safeguarding team will deliver awareness training/sessions to CPG members All funded groups will be required to have safeguarding procedures in place 	2 awareness sessions at the CPG a year		Safeguarding team involved in re-commissioning arrangements	
Ensure that BME carers are additionally supported	<ul style="list-style-type: none"> Ensure engagement of BME organisations in the carers network meetings and the carers support network 			Agreement obtained that JSNA will reflect carers issues	

	<ul style="list-style-type: none"> • Ensure Public Health service is engaged through CPG to highlight health issues for carers including BME carers • Commission specialist BME organisations and commission services that 				
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Theme 5: Recognition and involvement					
To Involve carers in the decision-making processes	<ul style="list-style-type: none"> • Establish partnership working with new Health Watch/Link • Engage Health Watch Link to be part of the CPG membership • Engage young carers in participation work 	Ongoing	<p>Chair of CPG Strategic Commissioner – Carers lead</p> <p>Roger King - IYSS(Integrated Youth Support Service)</p>	<p>Link representative engaged in CPG meetings</p> <p>Participation work underway for young carers</p>	

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Increase involvement of carers as expert partners	<ul style="list-style-type: none"> • Involve carers in the Carers Grant Funding Panel • Maintain Carer involvement in CPG and in the community • To involve Link/Health Watch representative with CGP 	<ul style="list-style-type: none"> • Carers Involvement in panel - June 09 • User and Carer Reference Group to meet every quarterly • Carers involvement by December 09 	Chair of CPG Vice Chair of CPG Strategic Commissioner – Carers lead	Health Watch has a representative at the CPG	
involvement of parent carers in decision making processes in planning and delivery of services	<p>Continue to maintain structures for involvement and participation for parent carers</p> <ul style="list-style-type: none"> • Partnership Commissioning Group (SEN and Disabilities) • Children with Disabilities Steering group. (Multi - professional group developing services and multi - agency work across the council) • Play strategy panel 	Ongoing	CYPL	Parent involvement is ongoing	

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	(Developing play in Croydon) <ul style="list-style-type: none"> AHDC (short breaks) commissioning panel Parenting and Family support Work. Learning Disability and Mental Health steering group ASD steering group Transition steering group 				

Theme 6: Young Carers					
Ensure young carers issues are represented at CPG	<ul style="list-style-type: none"> Regular updates from the Young Carers Project Regular updates from the CFL commissioners 	Quarterly	Strategic Commissioner – Carers lead/ Helen Powell/ Pat Smith CFL/Mubin Chowdhury	CFL commissioners now part of CPG network	
Ensure schools are aware of young carers issues	<ul style="list-style-type: none"> Engage with School Governors co-ordinator Encourage governors to receive 	<ul style="list-style-type: none"> To be discussed School Improvement 	Pat Smith/CFL commissioner Young Carers	New school Improvement officers will be included in the CPG network	

	<p>training/awareness sessions in young carers issues</p> <ul style="list-style-type: none"> • Redesign School improvement officers role to include young carers • Develop a young carers register in schools 	officers are due to be recruited	Service/Carers Information Service		
Ensure that adult social care services and children's social care services work together to identify young carers and their families and signpost appropriately	<ul style="list-style-type: none"> • Ensure that memorandum of understanding Working together to support young carer is embedded within 	December 2012	Strategic Commissioner – carers Lead/ Helen Powell		
Safeguarding of young carers	<ul style="list-style-type: none"> • Ensure that young carers do not take on inappropriate caring roles • Ensure that all commissioned services 	Ongoing and from new re-commissioning arrangements June 2012	Young Carers Project/Pat Smith	Will form part of re-commissioning arrangements	

	for young carers have in place safeguarding procedures				
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Theme 8: Service Quality - commission, develop and maintain high quality services in the community					
Review and update the carer services commissioning plan to ensure high quality and value for money services for adult and young carers are commissioned	<ul style="list-style-type: none"> • Consultation with CPG and relevant groups • Consultation/agreement with internal groups and CCB • Consult on the Carers Hub/Carers Support Network (for 2012 commissioning arrangements) • Develop an outcomes framework/monitoring tool for commissioning adult services e.g. Carers not financially disadvantaged, Enjoying life outside caring, recognised and supported as expert partners, mentally and physically well, treated with dignity and benefit from volunteering 	<p>June/August 11 to have commissioning arrangements in place for April 2012</p> <p>Adults services outcomes framework developed by November 2011</p> <p>Adult services outcomes framework translated to a monitoring tool by December 2012</p>	Strategic commissioner - carers lead/ CFL Commissioner	<p>Consultation completed and commissioning plan is now being implemented</p> <p>Adult services outcomes framework has been developed and part of the new commissioning exercise.</p>	

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	<ul style="list-style-type: none"> • Ensure young carers/parent carers services work is aligned with outcomes under the Every Child Matters • Explore a range of methods/tools to assess 'value for money' 	Value for money assessment - on-going			
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	<ul style="list-style-type: none"> • Finalise commissioning arrangements which are value for money for both voluntary sector services as well as in-house services and have closer working arrangements via the new 'carers support network' 	<ul style="list-style-type: none"> • June 2012 	Strategic Commissioner -carers		
Monitor and	<ul style="list-style-type: none"> • All funded services to provide 	<ul style="list-style-type: none"> • Quarterly 	In-house &		

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benchmark services to ensure consistent high quality across all services	performance data <ul style="list-style-type: none"> Review monitoring form to ensure new monitoring requirements if any are embodied. Discuss with CFL commissioners how young carers/parent carers services can be consistently monitored or by way of assessing impact 		external providers Harsha Ganatra/ Strategic Commissioner /CFL Commissioner s		
	<ul style="list-style-type: none"> Assess performance data, identify any concerns 	<ul style="list-style-type: none"> Quarterly 	Strategic Commissioner / Maureen Marron		
	<ul style="list-style-type: none"> Continual assessment of quality assurance procedures (including safeguarding) and standards of funded organisations 	<ul style="list-style-type: none"> Quarterly 	Strategic Commissioner		
Maintain partnership working arrangements with NHS Croydon/carers	<ul style="list-style-type: none"> Set up a carers grants panel with NHS Croydon/GP commissioners/ carers lead and other commissioners Support the development of the Carers Support Network 	<ul style="list-style-type: none"> Grants Panel March 2012 Quarterly Carers Network Meetings from 	Strategic Commissioner – Carers lead	Organisations are already going through a culture shift and beginning to come together	

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services on the development of carers issues/services		August 2012 •			
Support the organisations in the Carers Support Network in developing/extending carers services from external funding sources or other internal funding opportunities	<ul style="list-style-type: none"> Set up regular Invest to Save funding raising meetings 	Quarterly or as required	Kevin McKenna, Invest to Save Officer/ Carers Support Network/Kevin McKenna		

Theme9: Implementation, monitoring and review					
Develop, monitor and review carers strategy plan	<ul style="list-style-type: none"> Create an action plan work and monitor via the Carers Support Network, commissioners and CFL To focus on outcomes Feed review into a new 	Quarterly	CPG/Carers Support Network	A draft action plan completed further discussion needed on outcomes achieved	

	Croydon Carers Strategy 2017				
<ul style="list-style-type: none"> Plan and revise carer's strategy refresh 2011/16 in time for new commissioning arrangements for April 2016. 	<ul style="list-style-type: none"> Begin planning for new carers strategy December 2015 	April 2015	Strategic commissioner /carers lead		