

Issue/Strategic Theme	Data/Evidence	Action 07-08	Responsible Contact	Date for complete	Date for Review	Comments/Outcome
Information	Ongoing Issues	One full time carers support worker covering Welwyn Hatfield, East Herts and Broxbourne and three part time workers covering St. Albans and Hertsmere; Watford and Three Rivers and North Herts and Stevenage (N.B the North Herts and Stevenage worker works with Asian carers and carers who are looking after someone who has been discharged from Lister Hospital) are recruited and trained.	Independent Living Manager and HR Manager	Ongoing	Quarterly	Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.
		Up to 4 volunteers are recruited and trained in each area to assist at the groups or visit carers in their own homes (40 volunteers in total).	Local Carers' Support Workers and Volunteering Coordinator	Ongoing	Monthly	Each month, 450 older carers in Hertfordshire have access to individually tailored, timely and accurate information and advice offered to them, face to face, either in their own homes or at a 'neutral' location. This will include: <ul style="list-style-type: none"> • Developing and registering an emergency plan • Benefits check • Access to a Carer's Assessment • Signposting and referral • Health and safety checks • Carers' breaks • Registering a disability • Direct Payments • Transport • Navigating the health and social care system
		Monthly support groups are run by ACH in nine district borough council areas supporting up to 15 carers at each group meeting (135 carers at any one time). Carers are given the opportunity to receive peer support; training and information and advice.	As above	Ongoing	Quarterly	Carers are empowered to make informed decisions, have greater access to other services – including training, are helped to understand their responsibilities and obtain their rights.
		Three information sessions are held each year at each carers' group to raise awareness of their rights and entitlement e.g. carers' assessment.	Information and Advice Manager & Local CSWs	Ongoing	Monthly	Carers are helped to prevent the development or enhancement of a crisis situation. This in turn benefits their physical and mental well-being and enables them to continue in their caring role.
		Carers are signposted to other services within ACH (e.g. help in the home; home matters; advocacy; hospital discharge; day care and 10 to 3 clubs) or other organisations through ACH's information service and to partner organisations such as ACS; HAD; Carers in Herts etc.	As above	Ongoing	Monthly	

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Time off	Ongoing issues	<p>Eight social outings are arranged each year allowing carers a break from their normal routine and the opportunity to socialise with other carers.</p> <p>Monthly support groups are run by ACH supporting up to 15 carers at each group meeting (135 carers at any one time). Carers are given the opportunity to and receive support from other carers.</p> <p>Complementary therapy sessions are run twice a year (10 weeks each) in 9 areas supporting 10/12 carers at each session.</p> <p>Two volunteers are recruited and trained to help at the complementary therapies sessions (10 volunteers in total).</p> <p>A transport and sitting service is provided to enable carers to attend complementary therapies sessions.</p> <p>26 10 to 3 clubs are run throughout Herts including 5 clubs for Asian elders.</p> <p>Partnerships and referral routes are established and widely publicised.</p>	<p>Local CSWs</p> <p>Local CSWs</p> <p>Local CSWs & ACH admin</p> <p>Local CSWs and Volunteering Coordinator</p> <p>ACH admin</p> <p>Active Ageing Manager</p> <p>Independent Living Manager</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Quarterly</p> <p>Monthly</p> <p>Quarterly</p> <p>Monthly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p>	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Each month, 135 older carers in Hertfordshire have access to health promoting activities which help to improve their physical and emotional well-being and empower them to continue in their caring role.</p> <p>Each month, 450 older carers in Hertfordshire have access to individually tailored, timely and accurate information and advice offered to them, face to face, either in their own homes or at a 'neutral' location. This will include:</p> <ul style="list-style-type: none"> • Carers' breaks – respite; sitting services; day centres and clubs; help in the home; social contact and leisure activities • Navigating the health and social care system <p>33% of 10 to 3 club attendees are cared for by an older carer. Approximately 170 older carers are given the opportunity to have an often much needed break from their caring role, each week.</p>

Emotional Support	Ongoing issues	<p>One full time carers support worker covering Welwyn Hatfield, East Herts and Broxbourne and three part time workers covering St. Albans and Hertsmere; Watford and Three Rivers and North Herts and Stevenage (N.B the North Herts and Stevenage worker works with Asian carers and carers who are looking after someone who has been discharged from Lister Hospital) are recruited and trained.</p> <p>Up to 4 volunteers are recruited and trained in each area to assist at the groups or visit carers in their own homes (16 volunteers in total).</p> <p>Monthly support groups are run by ACH supporting up to 15 carers at each group meeting (135 carers at any one time). Carers are given the opportunity to and receive peer support.</p> <p>Partnerships and referral routes are established and widely publicised.</p> <p>Signposting and referrals are made to 'specialist' agencies e.g. counselling</p>	<p>Independent Living Manager</p> <p>Local CSWs and Volunteering Coordinator</p> <p>Local CSWs</p> <p>Independent Living Manager</p> <p>Local CSWs</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Quarterly</p> <p>Quarterly</p> <p>Monthly</p> <p>Quarterly</p> <p>Monthly</p>	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Each month, 450 older carers in Hertfordshire have access to individually tailored, timely and accurate emotional support in their own homes or at a 'neutral' location.</p> <p>Carers are helped to prevent the development or enhancement of a crisis situation. This in turn benefits their physical and mental well-being and enables them to continue in their caring role.</p>
Financial Security (carers not in work)	Ongoing issues	<p>In addition to our four carers support workers we recruit and train four part-time outreach information and advice workers and 40 volunteers to provide benefits information and support and four part-time ethnic outreach advice workers to provide benefits information and support.</p> <p>Working partnerships are developed between ACH, the local Pensions Service and Hertfordshire County Council's Money Advice Unit.</p>	<p>Information and Advice Manager</p> <p>Information and Advice Manager</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Quarterly</p> <p>Quarterly</p>	<p>All older people, including carers, have access to additional funds which will help maintain their independence and improve their physical and mental well-being.</p> <p>A minimum annualised total of £639,600 is secured for beneficiaries of the service (300 people claiming the average benefit of £41 per week x 52 weeks).</p>

A Voice	Ongoing issues	<p>Local older people are given the opportunity to express their views on issues such as: housing, crime, health and social care, discrimination, transport, existing services and future needs.</p> <p>Older people will also be able to have their say using our website, via a discussion board, and through our magazine, fiftymatters.</p> <p>A multi-agency steering group informed of carers' views and concerns</p> <p>Voice and Choice training will be offered to carers wishing to have their say but needing the confidence to participate.</p> <p>ACH will respond to external consultation requests; produce and disseminate reports detailing the views of older people in Hertfordshire and recruit, train and support project volunteers who will take over as local facilitators, thereby ensuring the long-term sustainability of this project.</p>	<p>Hertfordshire Voice Coordinator</p> <p>Marketing Manager</p> <p>Independent Living Manager</p> <p>Hertfordshire Voice Coordinator</p> <p>Hertfordshire Voice Coordinator – working with CinH and Links</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Quarterly</p> <p>Twice a year</p> <p>Quarterly</p>	<p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>After each session</p> <p>Quarterly</p>	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Older carers are encouraged to participant in Hertfordshire Voice – ACH's Involving Older People project – so they can have their say on issues that affect their lives. Carers are helped to:</p> <ul style="list-style-type: none"> • Take control • Have their voices heard • Identify their choices • Influence decision making
Quality Services	Ongoing issues	<p>ACH works with statutory and voluntary partners to develop best practice and inform countywide carers' strategy.</p> <p>A comprehensive Service User Assessment form is developed in partnership with HCC – completed April 07. Staff trained to use new form – May 07. The holistic needs of service users are identified and met.</p> <p>Soft outcome monitoring systems are introduced, using the SOUL Record system. The difference our service makes are evaluated six-monthly</p>	<p>ACH Deputy Chief Executive</p> <p>ACH Deputy Chief Executive</p> <p>ACH Deputy Chief Executive</p>	<p>Quarterly</p> <p>August 07</p> <p>March 08</p>	<p>Quarterly</p> <p>Quarterly</p> <p>Monthly</p>	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Carers are empowered to make informed decisions, have greater access to other services – including training - are helped to understand their responsibilities and obtain their rights.</p> <p>Carers are helped to prevent the development or enhancement of a crisis situation. This in turn benefits their physical and mental well-being and enables them to continue in their caring role.</p>

						<p>Older carers in Hertfordshire have access to health promoting activities which help to improve their physical and emotional well-being and empower them to continue in their caring role.</p> <p>Older carers participant in Hertfordshire Voice and are able to have their say on issues that affect their lives.</p>
Equity of access and appropriate support	Ongoing issues	<p>One full time carers support worker covering Welwyn Hatfield, East Herts and Broxbourne and three part time workers covering St. Albans and Hertsmere; Watford and Three Rivers and North Herts and Stevenage (N.B the North Herts and Stevenage worker works with Asian carers and carers who are looking after someone who has been discharged from Lister Hospital) are recruited and trained.</p> <p>Carers are signposted to other services within ACH or other organisations through ACH's information service.</p> <p>Working partnerships are developed with referring agencies to ensure appropriate and timely referrals are received.</p> <p>ACH identifies and fills gaps in Carers Support Service e.g. carers support for Asian elders in St. Albans.</p> <p>Equality and Diversity Policy updated.</p>	<p>Independent Living Manager</p> <p>Local CSWs</p> <p>Independent Living Manager</p> <p>Independent Living Manager</p> <p>HR Manager</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p>	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Carers are empowered to make informed decisions, have greater access to other services – including training - are helped to understand their responsibilities and obtain their rights.</p> <p>Carers are helped to prevent the development or enhancement of a crisis situation. This in turn benefits their physical and mental well-being and enables them to continue in their caring role.</p> <p>Older carers in Hertfordshire have access to health promoting activities which help to improve their physical and emotional well-being and empower them to continue in their caring role.</p> <p>Equality and Diversity are valued.</p>

11. Quality management information about carers	Ongoing issues	<p>Comprehensive Service User Assessment form developed in partnership with HCC – completed April 07.</p> <p>Hard outcomes are recorded monthly on Charitylog, ACH's central database system.</p> <p>Soft outcome monitoring systems are introduced, using the SOUL Record system, throughout the service and evaluated six-monthly.</p>	<p>Deputy Chief Executive</p> <p>Local CSWs</p> <p>Deputy Chief Executive</p>	<p>Staff trained to use new form – May 07.</p> <p>Staff trained to use new system by May 07.</p> <p>Staff trained to monitor soft outcomes by March 08</p>	Quarterly	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Best practice becomes standard.</p> <p>Relevant information is captured and is kept centrally and is easily accessible.</p> <p>Staff can identify the holistic needs of service users.</p> <p>Equal Opportunity and Diversity are valued.</p> <p>Data protection requirements are met.</p> <p>Funders' requirements are met.</p>
13. Emergency services and telecare	Ongoing issues	<p>One full time carers support worker covering Welwyn Hatfield, East Herts and Broxbourne and three part time workers covering St. Albans and Hertsmere; Watford and Three Rivers and North Herts and Stevenage (N.B the North Herts and Stevenage worker works with Asian carers and carers who are looking after someone who has been discharged from Lister Hospital) are recruited and trained.</p> <p>Telecare service is promoted by ACH staff.</p> <p>Telecare is promoted in fifty matters.</p>	<p>Independent Living Manager</p> <p>All</p> <p>Marketing Manager</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Summer 07</p>	Quarterly	<p>Each month, 450 older carers in Hertfordshire have access to individually tailored, timely and accurate information and advice or at a 'neutral' location. This will include:</p> <ul style="list-style-type: none"> Developing and registering an emergency plan <p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p>

15. Carers and health		<p>Monthly support groups are run by ACH supporting up to 15 carers at each group meeting (135 carers at any one time). Carers are given the opportunity to and receive support from other carers.</p> <p>Three health promotion talks are delivered to carers at each group, e.g.</p> <ul style="list-style-type: none"> • diabetes awareness • Keeping mobile and falls prevention • Relieving stress and anxiety • Healthy eating • Recognising and managing depression • Coping with dementia • Encouraging regular health checks • Registering as a carer with your GP • Emotional support and befriending <p>Complementary therapy sessions are run twice a year (10 weeks each) in 9 areas supporting 10/12 carers at each session.</p> <p>Two volunteers are recruited and trained to help at the complementary therapies sessions (18 volunteers in total).</p> <p>A transport and sitting service is provided to enable carers to attend complementary therapies sessions.</p>	<p>Local CSWs</p> <p>Local CSWs</p> <p>Local CSWs & ACH admin</p> <p>Local CSWs and Volunteering Coordinator</p> <p>ACH admin</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Quarterly</p> <p>Monthly</p> <p>Quarterly</p> <p>Monthly</p>	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Each month 135 older carers in Hertfordshire have access to health promoting activities which help to improve their physical and emotional well-being and empower them to continue in their caring role.</p>
16. Carers and leisure		<p>Eight social outings are arranged each year allowing carers a break from their normal routine and the opportunity to socialise with other carers.</p> <p>Monthly support groups are run by ACH supporting up to 15 carers at each group meeting (135 carers at any one time). Carers are given the opportunity to and receive support from other carers.</p>	<p>Local CSWs</p> <p>As above</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Monthly</p> <p>Quarterly</p>	<p>Improved health; quality of life; choice and control; freedom from discrimination; economic well being; dignity; contribution acknowledged.</p> <p>Each month 135 older carers in Hertfordshire have access to social activities which help to improve their physical and emotional wellbeing and empower them to continue in their caring role.</p>

	<p>Complementary therapy sessions are run twice a year (10 weeks each) in 9 areas supporting 10/12 carers at each session.</p> <p>Two volunteers are recruited and trained to help at the complementary therapies sessions (18 volunteers in total).</p> <p>A transport and sitting service is provided to enable carers to attend complementary therapies sessions.</p>	<p>As above & ACH admin</p> <p>Local CSWs and Volunteering Coordinator</p> <p>ACH admin</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Quarterly</p> <p>Monthly</p> <p>Quarterly</p>	
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