

Multi-Agency Carers' Strategy for Hertfordshire

Annual Action Plan – 2007-08

Agency: CSF

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Review date:

1. Principles

This action plan should

- demonstrate where progress is, or is not, being made
- ensure carers are not seen as a 'bolt-on' issue but part of the public sector's core business
- ensure carers are not seen as a health and social care issue only but are fully acknowledge in policies around Equalities and Diversity, Social Inclusion, Economic Development and Prosperity, Employment, Leisure, Community Development
- demonstrate that there has been an Impact Assessment to ensure no specific groups of carers are excluded from benefiting from the strategy
- Because resources are finite, the majority of resources are likely to be targeted primarily at those carers who most need support to carry on caring but there will be attention to the information needs of all carers

Issue/Strategic Theme	Data/Evidence	Action 07-08	Responsible contact	Date for completion	Date for review of progress	Comments/Outcome
1. Recognition of carer's role	<ul style="list-style-type: none"> • Carers and Equal Opportunities Act 2004 • Number of assessments evidenced on files • To ensure that all carers assessments are undertaken and offered at the Initial Assessment interview 	<ul style="list-style-type: none"> • Distribute guidance to all teams • Attend team meetings to discuss practice and raise awareness • Recruit to PA's post • Liaise with training department to include carers legislation and practice included in all CDT's as part of mandatory and induction training 	<ul style="list-style-type: none"> • Team Mangers, Head of Service, Training department 	2007 - 2008	Ongoing	Team managers and staff including this in their service improvement plan, reporting bi-monthly to the Joint disability Steering Group on Progress

2. Information	<ul style="list-style-type: none"> To liaise with ACS in developing and promoting communication and information strategy to carers in Herts 	<ul style="list-style-type: none"> To work with Carers Strategy Group in developing communication on an information action plan 	<ul style="list-style-type: none"> Head of service, team managers 	2007 - 2008	Ongoing	HAND and PAVAG newsletters distributed widely and used as a communication tool.
3. Time Off	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> Assessment to identify services available so that parent/carers can benefit from services such as short breaks to ensure they can also have a break from their caring role 	<ul style="list-style-type: none"> DCT's staff 	2007 - 2008	Ongoing	Progress on the implementation of the CSF Carers Guidance to be undertaken by the JDSG bi monthly monitoring meetings Lead officer to report on progress
4. Emotional Support	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> Assessment to consider impact of 	<ul style="list-style-type: none"> DCT's staff and other professionals 		Ongoing	Must ensure that all agencies are aware of their role in recognising and

		caring for the child/young person and offer support, signpost to appropriate services to the family	Is			supporting the emotional needs of the family
5. Training and support to care	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> Assessment includes signposting to other services which includes money/benefit advice, work and training opportunities 	<ul style="list-style-type: none"> DCT's staff 		Ongoing	JDSG to monitor progress
6. Financial Security (not in work)	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> See above 	<ul style="list-style-type: none"> DCT's staff 		Ongoing	JDSG to monitor progress
7. Financial Security (carers who can/want to work)	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> See above 	<ul style="list-style-type: none"> DCT's staff 		Ongoing	JDSG to monitor progress
8. A voice	<ul style="list-style-type: none"> Establish 	<ul style="list-style-type: none"> Parent/carers 	<ul style="list-style-type: none"> Michael 		Ongoing	JDSG to monitor progress

	<p>parent/carer for a in each locality</p> <ul style="list-style-type: none"> • To have parent/carer representation on PAVAG Steering Group • To liaise and work with Carers in Herts 	<p>groups are in the process of being established in each locality as part of the participation strategy and within the Service Improvement Plan</p> <ul style="list-style-type: none"> • Carers in Herts involved in the setting up of the groups • Parent/carer representative included on PAVAG Steering Group 	<p>Francis, Martin Bailey, DCT's staff, Maria Kiely</p>			
9. Quality Services						
10. Equity of access and appropriate						

support						
11. Quality management information about carers	<ul style="list-style-type: none"> Carers Equal Opportunities Act 2004 	<ul style="list-style-type: none"> To liaise with ICS team to ensure that carers assessments are evidenced and monitored as part of performance management in DCT's and LA's responsibility in meeting its statutory obligations 	<ul style="list-style-type: none"> Jenny Holland, Head of Service, DCT's staff and managers 	Autumn 2007		Work underway to ensure that new ICS system includes evidence that carers assessments are being undertaken and reports for use by managers will include this data
12. Customer Care and the Carer Pathway	<ul style="list-style-type: none"> See under emotional support 					
13. Emergency Services	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> Guidance notes include section on Emergency Plan to be included in the carer 	<ul style="list-style-type: none"> DCT's staff 		Ongoing	Supervision notes to monitor content and quality of carers assessments undertaken

		assessments				
14/15. Carers and Learning	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> Assessment to take into account learning needs of carer and signpost to appropriate services 	<ul style="list-style-type: none"> All staff undertaking assessments 		Ongoing	Supervision notes to monitor content and quality of carers assessments undertaken
16. Carers and Health	<ul style="list-style-type: none"> CSF Carers Assessment Guidance as above 					
17. Carers and Leisure	<ul style="list-style-type: none"> CSF Carers Assessment Guidance 	<ul style="list-style-type: none"> Assessments to take into account leisure opportunities for carers as part of a comprehensive assessment 	<ul style="list-style-type: none"> All staff undertaking assessments 		Ongoing	Supervision notes to monitor content and quality of carers assessments undertaken

20. Carers and Commissioning