

Multi-Agency Carers' Strategy for Hertfordshire

Annual Action Plan – 2007-08

Agency: EPD

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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	Comments/Outcome (7 outcomes as amended by carers on 23 November)
1. Recognition of carer's role	Carers UK survey still biggest concern of 3,000 carers	1. Increase numbers of carers' assessments	Angela Cannon to co-ordinate for Area Managers	By September 2007 should be evidence of increase	October 2007	Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
		2. Practice Aide Memoire for staff	Angela Cannon/Ann Norway	By October 2007 link to emergency services		
		3. Appointment of Pauline Pickering as lead Area Manager for Carers				
		4. Learning and Developmt Strategy to include Team Managers and outreach by Users and carers Team to RMT, SST and Locality Teams				
2. Information	Ongoing issues	Review information strategy	Tim Anfilogoff	By October 2007		Improved Health, Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity

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3. Time Off	Some resources not fully used. Issues around flexibility of some breaks etc	Complete Review of EPD Respite resources with plan to implement any changes by April 2008	Mark Janes	March 2007	Sept 2007	Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
4. Emotional Support	Carers express desire to speak to same person when making contact	Address Carer dissatisfaction with 'carer pathway' Identify best way of supporting carers in partnership with voluntary organisations. Full use of emotional support database	Tim Anfilogoff/ Pauline Pickering	Seminar with carers about the 'carer pathway' is planned. Timing still to be agreed		Improved Health, Improved Quality of Life , Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity

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5. Training and support to care	Need for skills to care safely	Moving and Handling DVD and training to be funded through ACE project Ongoing training sessions in M and H Investigate possibilities around Expert Carers	Jill Akroyd/ Rosemarie Scrutton Angela Cannon/ Carers in Herts Tim Anfilogoff	May 2007		Improved Health, Improved Quality of Life , Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
6. Financial Security (not in work)	Second biggest concern in Carers UK survey	Continued partnership working with Money Advice Unit	Tim Anfilogoff/ Bernie O’Gorman	Ongoing		Improved Health, Improved Quality of Life , Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
7. Financial Security (carers who can/want to work)	ACE Project Exit Strategy 270 carers worked with	Need to build learning into EPD practice to deliver on s2 of Carers Equal Opportunities Act	Tim Anfilogoff/ Earl Dutton	May 2007 must have clarity about pragmatic approach to what can be delivered		Improved Health, Improved Quality of Life , Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity

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8. A voice		Involvement with local strategy groups, Listening to Carers Days, Age Concern forums, development of LINK process	Tim Anfilogoff/ Pauline Pickering/	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
9. Quality Services	Nationally more measure of outputs than outcomes – need to hear how practice is working	Ensure Beacon/ADSS/ Carers UK questionnaire is used on at least 100 carers to ascertain outcomes of carers' assessments	Tim Anfilogoff	December 2007		Will provide evidence relating to all: Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
10. Equity of access and appropriate support		Impact Assessment of strategy being completed – feed into respite review and emergency planning strand in particular	Shazia Butt	June 2007		

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11. Quality management information about carers	IRIS recording difficulties	Proposed changes and revised guidance should resolve	Angela Cannon/ Steve Eaglesham	June 2007	Links to carers' assessments target	Improved Health, Improved Quality of Life, Contribution acknowledged , Choice and Control, Freedom from discrimination , Economic well-being, Dignity
12. Customer Care and the Carer Pathway	See under emotional support					
13. Emergency Services and Telecare	Carers UK BackMeUp campaign Government policy	EPD Commissioning group Strategy in place Start to spend Contribute to co-ordinating group	Tim Anfilogoff/ Peter Ruane Tim Anfilogoff Tim Anfilogoff/ Peter Ruane/ Ted Maddex	May 2007 July 2007 October 2007 Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity

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14. Carers and Learning & Expert Carers	Government Policy	See above Training and Support to Care Contribute to Carers and Learning Sub Group/ACE Exit Strategy work on tool for carers about how to access learning	Jill Akroyd	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being , Dignity
15. Carers and Health	Silence of New Deal on responsibilities of NHS	Local links with PCTs to facilitate	Pauline Pickering/ Carol Hill?	Still clarifying arrangements		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity
16. Carers and Leisure	S2 of Carers Equal Opportunities Act	Local links to DCs facilitated by DC Carers Champions meeting	Tim Anfilogoff to co-ordinate	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control , Freedom from discrimination, Economic well-being, Dignity

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17. Carers as trainers and carers in recruitment	Contribution valued by staff being trained	Ongoing work in partnership with Carers in Herts	Angela Cannon	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
18. Carers and housing	Some casework showing lack of understanding of carers' issues in this area	New strand of strategy. Need to work out with partners (Supporting People Providers, District Councils etc) best way forward	Mark Janes/ Tim Anfilogoff	Ongoing		Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity
19. Carers and transport	Evidence that transport difficulties can undermine sustainability and that direct payments can help	Link to Gill Borg and outcomes of reviewed Transport Strategy	Jill Akroyd/Gill Borg			Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity

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20. Carers and Commissioning	Ensure Carers Grant commissioning fully integrated and understood	Emergency Services and Respite review part of outcome focused commissioning strategy	Mark Janes Tim Anfilogoff			Commissioning identified by CSCI as critical to delivering all: Improved Health, Improved Quality of Life, Contribution acknowledged, Choice and Control, Freedom from discrimination, Economic well-being, Dignity

Tim Anfilogoff, May 2007