

# NI 135

Carers receiving needs assessment or review and a specific carers service or advice or information.

LAA PRIORITY: Improved health & well-being

## **DELIVERY PLAN Year 3**

Updated March 2010

**Delivery Plan for NI 135: Carers receiving needs assessment or review and a specific carer's service or advice or information. Version 7. March 2010**

Please answer the following questions to help set the context for this LAA delivery plan. This will also provide assurance that the relevant, minimum standards have been met in terms of delivery planning.

<b>What the plan is seeking to achieve? Please include details of the people and places it will affect, linking it back to the persuasive rationale.</b>
Improvement in quality of life for carers and sustainability of their caring roles.
<b>Who is the activity intended to affect/benefit? Who else might the activity impact one? Please consider factors such as age, gender, religion, race, sexuality, disability. If there is likely to be a negative impact, what actions will you take to mitigate against this?</b>
Carers of all ages – those less able to access information/services, may need a particular focus. E.g. rural carers, those less able to get out because of disability/caring roles, carers with communication difficulties e.g. BME carers/sensory impaired. Ensure regular impact amendments are undertaken on new developments.
<b>Are the activities set out in the plan, accessible and inclusive? Have you considered the barriers to access? How will you overcome these barriers?</b>
Yes, as above
<b>Under Section 17 of the Crime and Disorder Act, all local authorities, police authorities and other agencies must consider crime and disorder reduction and community safety in the exercise of all their duties and activities. How have you met this requirement in developing this plan?</b>
n/a
<b>How have you considered the impact the activities in this plan may have on climate change?</b>
Yes – none identified.

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<b>Name of Delivery Cluster</b>	Living Independently		
<b>Is an existing partnership to be used for delivery?</b>	Yes – Carers Partnership Board		
<b>If no, please specify the other partners to contribute</b>	[Name] – [Organisation]		
<b>Please specify the plans to which you are going to add value in delivering this</b>	SC&H Thematic Improvement Plan & District Plans		
<b>Added Value Activities</b>	<b>Description</b>	<b>Completion Date</b>	<b>Lead Officer and Organisation</b>

	<b>FIRST QUARTER</b>		
	<b>1. Increase number of Carers Assessment undertaken &amp; recorded.</b>		
	<ul style="list-style-type: none"> <li>District targets to be agreed</li> <li>Performance Managers to work with Practice Leaders and Business Managers in district to deliver targets embedded within district Action Plans</li> </ul>	June 2010 June 2010	SCH Performance Team SCH District Performance Managers
	<ul style="list-style-type: none"> <li>Practice Leaders to ensure that carers are identified and offered a separate assessment, where this is declined a joint assessment should be undertaken</li> </ul>	April 2010 Ongoing	SCH Practice Leaders
	<ul style="list-style-type: none"> <li>Performance Managers to work with districts to ensure accurate recording of carers assessments (separate and joint)</li> </ul>	April 2010 Ongoing	SCH District Performance Managers
	<ul style="list-style-type: none"> <li>Progress to be monitored monthly at Social Care and Health (SCH) Performance Board</li> </ul>	June 2010 Ongoing	SCH Performance Board
	<b>2. Improve quality of Carers Assessments</b>		
	<ul style="list-style-type: none"> <li>Practice Leaders to ensure that Improving Customer Experience (ICE) include face to face interviews with carers and the feedback used to improve the quality of the assessment process</li> </ul>	June 2010 Ongoing	SCH Practice Leaders
	<ul style="list-style-type: none"> <li>Practice Leaders to undertake quarterly quality standard monitoring of carer assessments and use the measures to drive up the quality of assessments</li> </ul>	June 2010 Ongoing	SCH Practice Leaders
	<ul style="list-style-type: none"> <li>Annual Carers Survey results used to improve the quality of the assessment process</li> </ul>	June 2010 Ongoing	Commissioning Manager, Carers/Practice Leaders
	<b>3. Review mechanism for carers' assessments and appropriate agencies to undertake them.</b>		
	<ul style="list-style-type: none"> <li>Look at practice in other Local Authority areas and examine legal/organisational issues with a view to possible commissioning of service.</li> </ul>	Ongoing	Commissioning Manager, Carers/Performance Team
	<b>4. Partner organisations to sign up to and deliver carers multi agency strategy and link to the development of a joint commissioning strategy.</b>		
	<ul style="list-style-type: none"> <li>Partners signed up to strategy and the Carers Partnership Board to lead implementation</li> <li>Commissioning Manager to develop joint commissioning strategy informed by the carers survey undertaken in November 2009</li> <li>Commence review of Carers contracts linked to developments identified in commissioning strategy.</li> <li>Identify PCT carer's breaks funding for 2010/11 and develop joint plans.</li> </ul>	Ongoing  June 2010  June 2010 June 2010	Carers Partnership Board  Commissioning Manager, Carers  Commissioning Manager/Procurement Manager Commissioning Manager/Procurement Manager
<b>5. GP Registrations – Every GP practice to have a process for identifying carers and make appropriate referrals/signposting/health checks</b>			
<ul style="list-style-type: none"> <li>Set up health sub-group of Carers Partnership Board</li> <li>Mapping of current practice registration</li> <li>Work with GP's to ensure carer registration</li> <li>Setting up of locally enhanced services / Patient Groups to target GPs and to raise awareness of carers' issues.</li> <li>Develop model of delivery in health and well being Centres, potentially in Burntwood – initial discussions.</li> </ul>	June 2010 Ongoing Ongoing Ongoing	PCT Carer Lead/Commissioning Manager, Carers PCT Carer Lead/Commissioning Manager, Carers PCT Carer Lead/Commissioning Manager, Carers PCT Carer Lead/Commissioning Manager, Carers	
<b>6. Districts/Borough Councils to refer and signpost as appropriate through:.</b>			
<ul style="list-style-type: none"> <li>Raising awareness through communications: magazine articles, enhanced websites, posters &amp; leaflets, Staffordshire Cares &amp; Carers Associations</li> <li>Carers awareness training available for staff</li> <li>Development as exemplar employers of carers.</li> </ul>	June 2010 Ongoing  Ongoing Ongoing	SCH Communications Team/Local Councils  Commissioning Manager, Carers Local Councils	

	<p><b>7. Improve provision of information &amp; other services in communities</b></p> <ul style="list-style-type: none"> <li>Staffordshire Cares to develop local information points to enable carers to access information</li> <li>Set up sub-group of Carers Partnership Board to implement multi agency information strategy.</li> </ul>	<p>June 2010 Ongoing</p> <p>June 2010 Ongoing</p>	<p>SCH Staffordshire Cares Project Manager</p> <p>Commissioning Manager, Carers</p>
	<p><b>8. Improve employment opportunities for carers</b></p> <ul style="list-style-type: none"> <li>The employment sub group of the Carers Partnership Board chaired by Care Partnership Manager to promote employment pathways and opportunities for carers</li> </ul>	<p>April 2010 Ongoing</p>	<p>Job Centre Plus, Care Partnership Manager</p>
	<p><b>9. Outreach</b></p> <ul style="list-style-type: none"> <li>Carers Week activities in each district.</li> </ul>	<p>June 2010</p>	<p>SCH Adult Care Managers/Carers Champions/Carer Associations</p>
	<p><b>10. Carers issues to be highlighted in strategic and planning documents for SC&amp;H, PCTs x2, District/Borough councils x8 and other Board members</b></p>	<p>Ongoing</p>	<p>Partner Organisations</p>
	<p><b>11. Monitoring of Delivery Plan at quarterly meetings of the Carers Partnership Board.</b></p>	<p>Ongoing</p>	<p>Commissioning Manager, Carers</p>
	<p><b>SECOND QUARTER</b></p> <p><b>1. Increase number of Carers Assessment undertaken &amp; recorded.</b></p> <ul style="list-style-type: none"> <li>Progress to be monitored monthly at SCH Performance Board</li> <li>District progress to be monitored against targets set in district action plans</li> <li>Identify any areas of underperformance and establish an improvement plan</li> </ul>	<p>September 2010</p> <p>Ongoing</p> <p>Ongoing</p>	<p>SCH Performance Board</p> <p>SCH Performance Managers</p> <p>SCH Performance Managers</p>
	<p><b>2. Improve quality of Carers Assessments</b></p> <ul style="list-style-type: none"> <li>Analyse Improving Customer Experience (ICE) interviews feedback to improve the quality of the assessment process</li> <li>Analyse quarterly quality standard monitoring of carer assessments and use the measures to drive up the quality of assessments</li> </ul>	<p>October 09</p> <p>Ongoing</p> <p>Ongoing</p>	<p>SCH Practice Leaders</p> <p>SCH Practice Leaders</p>
	<p><b>3. Review mechanism for carers' assessments and appropriate agencies to undertake them.</b></p> <ul style="list-style-type: none"> <li>Carry out analyse of other local Authority practice, Carers Partnership Board to consider the options available</li> </ul>	<p>September 2010</p>	<p>Carers Partnership Board/Commissioning Manager, Carers</p>

	<p><b>4. Partner organisations to sign up to and deliver carers multi agency strategy and link to the development of a joint commissioning strategy.</b></p> <ul style="list-style-type: none"> <li>• Develop implementation plan for the joint commissioning strategy for carers</li> <li>• Develop new service specifications for carer services</li> <li>• Monitor progress of the implementation of Carers Multi Agency Strategy</li> <li>• Monitor the development of PCT short breaks joint plans</li> </ul>	<p>September 2010 September 2010 September 2010 September 2010</p>	<p>Commissioning Manager, Carers Commissioning Manager/Procurement Manager Carers Partnership Board Commissioning Manager, Carers</p>
	<p><b>5. GP Registrations – Every GP practice to have a process for identifying carers and make appropriate referrals/signposting/health checks</b></p> <ul style="list-style-type: none"> <li>• Scope potential to work with GP practices to enhance method for identifying carers , improve information provision and referral to SCH and carers associations</li> <li>• Respond to feedback from carers in patient groups re development of further support</li> <li>• If viable develop model of delivery in health &amp; Well Being Centres, potentially in Burntwood</li> <li>• Heath sub group to support the above and other initiatives.</li> </ul>	<p>September 2010 September 2010 Ongoing Ongoing</p>	<p>PCT Carer Lead/Commissioning Manager, Carers PCT Carer Lead/Commissioning Manager, Carers PCT Carer Lead/Commissioning Manager, Carers PCT Carer Lead/Commissioning Manager, Carers</p>
	<p><b>6. Districts/Borough Councils to refer and signpost as appropriate through:.</b></p> <ul style="list-style-type: none"> <li>• Continuation of ongoing work.</li> </ul>	<p>Ongoing</p>	<p>SCH Communications Team/Local Councils/Commissioning Manager, Carers</p>
	<p><b>7. Improve provision of information &amp; other services in communities</b></p> <ul style="list-style-type: none"> <li>• Continue work with Staffordshire Cares to develop local information points to enable carers to access information</li> <li>• Information sub group to plan further mapping/engagement with other key partners</li> </ul>	<p>September 09 Ongoing</p>	<p>SCH Staffordshire Cares Project Manager Commissioning Manager, Carers</p>
	<p><b>8. Improve employment opportunities for carers</b></p> <ul style="list-style-type: none"> <li>• Employment sub group to plan and oversee development of improved employment pathway for carers.</li> </ul>	<p>September 09</p>	<p>Job Centre Plus, Care Partnership Manager</p>
	<p><b>THIRD QUARTER</b></p> <p><b>1. Increase number of Carers Assessment undertaken &amp; recorded.</b></p> <ul style="list-style-type: none"> <li>• Progress to be monitored monthly at SCH Performance Board</li> <li>• District progress to be monitored against targets set in district action plans</li> <li>• Identify any areas of underperformance and establish an improvement plan</li> </ul>	<p>September 2010 Ongoing Ongoing</p>	<p>SCH Performance Board SCH Performance Managers SCH Performance Managers</p>

	<p><b>2. Improve quality of Carers Assessments</b></p> <ul style="list-style-type: none"> <li>Continue Improving Customer Experience (ICE) interviews</li> <li>Review feedback from quarterly quality standard monitoring of carer assessments and use the measures to drive up the quality of assessments</li> </ul>	Ongoing December 2010	SCH Practice Leaders SCH Practice Leaders
	<p><b>3. Review mechanism for carers' assessments and appropriate agencies to undertake them.</b></p> <ul style="list-style-type: none"> <li>If necessary develop specification for commissioning third party organisations to undertake carers' assessments</li> </ul>	December 2010	Commissioning Manager, Carers
	<p><b>4. Partner organisations to sign up to and deliver carers multi agency strategy and link to the development of a joint commissioning strategy.</b></p> <ul style="list-style-type: none"> <li>Monitor implementation of the joint commissioning strategy for carers</li> <li>Monitor progress of the implementation of Carers Multi Agency Strategy</li> <li>Monitor the development of PCT short breaks joint</li> </ul>	Ongoing Ongoing Ongoing	Commissioning Manager, Carers Carers Partnership Board Commissioning Manager, Carers
	<p><b>5. GP Registrations – Every GP practice to have a process for identifying carers and make appropriate referrals/signposting/health checks</b></p> <ul style="list-style-type: none"> <li>Continue ongoing work.</li> </ul>	Ongoing	PCT Carers Lead/Commissioning Manager, Carers
	<p><b>6. Districts/Borough Councils to refer and signpost as appropriate :</b></p> <ul style="list-style-type: none"> <li>Continuation of ongoing work.</li> </ul>	Ongoing	SCH Communications Team/Local Councils/Commissioning Manager, Carers
	<p><b>7. Improve provision of information &amp; other services in communities</b></p> <ul style="list-style-type: none"> <li>Continue work with Staffordshire Cares to develop local information points to enable carers to access information</li> <li>Information sub group to oversee development of joint initiatives in improving information for carers.</li> </ul>	Ongoing Ongoing	SCH Staffordshire Cares Project Manager Commissioning Manager, Carers
	<p><b>8. Improve employment opportunities for carers</b></p> <ul style="list-style-type: none"> <li>Employment sub group to review progress for development of improved employment pathway for carers.</li> </ul>	December 2010	Job Centre Plus, Care Partnership Manager
	<p><b>9. Outreach</b></p> <ul style="list-style-type: none"> <li>Carers Rights Day (December) activities in each district.</li> </ul>	December 2010	SCH Adult Care Managers/Carers Champions/Carer Associations

	<b>FOURTH QUARTER</b> <b>1. Increase number of Carers Assessment undertaken &amp; recorded.</b> <ul style="list-style-type: none"> <li>Review performance at SCH Performance Board</li> <li>District review against targets set in district action plans</li> <li>Identify lessons learnt and include in action plans for next financial year</li> </ul>	March 2011 March 2011 March 2011	SCH Performance Board SCH Performance Managers SCH Performance Managers			
	<b>2. Improve quality of Carers Assessments</b> <ul style="list-style-type: none"> <li>Review feedback from Improving Customer Experience (ICE) interviews and identify where improvement to services have been made to improve outcomes for carers</li> <li>Identify lessons learnt from quarterly quality standard monitoring of carer assessments, identify what improvements have been made to the assessment process for carers</li> </ul>	March 2011 March 2011	SCH Practice Leaders SCH Practice Leaders			
	<b>3. Partner organisations to sign up to and deliver carers multi agency strategy and link to the development of a joint commissioning strategy.</b> <ul style="list-style-type: none"> <li>Review implementation of the joint commissioning strategy for carers</li> <li>Commence review of the Carers Multi Agency Strategy</li> <li>Review PCT short breaks to identify improved outcomes achieved for carers</li> </ul>	March 2011 March 2011	Carers Commissioning Manager Carers Commissioning Manager/Carers Procurement Manager			
	<b>4. GP Registrations – Every GP practice to have a process for identifying carers and make appropriate referrals/signposting/health checks</b> <ul style="list-style-type: none"> <li>Review ongoing work.</li> </ul>	March 2011	Vanessa Day?			
	<b>5. Districts/Borough Councils to refer and signpost as appropriate:.</b> <ul style="list-style-type: none"> <li>Review ongoing work.</li> </ul>	March 2011	District Councils			
	<b>6. Improve provision of information &amp; other services in communities</b> <ul style="list-style-type: none"> <li>Review ongoing work of Information Sub Group</li> </ul>	March 2011	Lead Agency & partners			
	<b>7. Improve employment opportunities for carers</b> <ul style="list-style-type: none"> <li>Review work of Employment Sub Group</li> </ul>	March 2011	H Summerfield (SC&H) ? and partners			
			<b>Baselines</b>	<b>Target (2008/09)</b>	<b>Target (2009/10)</b>	<b>Target (2010/11)</b>
<b>LAA Indicators / Baselines and Targets</b>	<b>LAA Indicator(s)</b>					
	NI 135: Carers receiving needs assessment or review and a specific carer's service or advice or information.		10.3% -(2317) (RAP data:2007)	13% (2901)	17% (3794)	21% (4687)
<b>Disaggregated Targets for Delivery Purposes, if applicable</b>	<b>Disaggregated Targets</b>		<b>Baselines</b>	<b>Target (2008/09)</b>	<b>Target (2009/10)</b>	<b>Target (2010/11)</b>

	To be disaggregated to 8 districts.				
Proxy Indicators, if applicable	<b>Proxy Indicator(s)</b>	<b>Baselines</b>	<b>Target (2008/09)</b>	<b>Target (2009/10)</b>	<b>Target (2010/11)</b>
	By April 09 Partners signed up to multi agency strategy				
Rationale for the Proposed Proxy Indicator	Partnership senior commitment and approach to delivery				
Impact on other LAA outcomes/priorities/indicators <i>(not specified above)</i>	NI 136: People supported to live independently through social services (all adults). NI 7: Environment for a thriving third sector. Mental Health young carers				
Resources Required	<b>Please identify any existing resources required</b>	<b>Please identify any additional resources required</b>			
	Performance Management monitoring and evaluation. SC&H – Performance Manager time PCT – Resources in South Staffs and North Staffs PCT Borough/District Council – staff time Voluntary Organisations	Funding for workshops. Additional staff i.e. Admin, Performance, Carer Enabler			
Risk Management	<b>Description of any high level risk</b>	<b>Actions to mitigate the risk</b>	<b>Timescales</b>	<b>Lead Officer</b>	
	Lack of Resource, Lack of commitment, GP lack of involvement.				

## **Delivery Planning Checklist**

The following is a brief checklist for LAA Delivery Leads to use to help ensure that the delivery plan for the relevant LAA Delivery Cluster/Indicator contains all the information required and meets the agreed partnership minimum standards for delivery.

The LAA Team will use this checklist as part of the quality assurance process it undertakes on both the draft and final delivery plans. This quality assurance will help to provide the LAA Boards and Accountable Body with the necessary assurance that the LAA delivery plans are robust, appropriate and capable of delivering.

<b>Does the delivery plan include?</b>	<b>✓ Yes</b>	<b>X No</b>
An agreed, identified named lead	YES	
The relevant indicators for the delivery cluster/indicator	YES	
The relevant baselines and targets for the indicators	YES	
Brief description of relevant activities/actions, with accompanying milestones and dates	YES	
Details of the relevant contributing partners/existing, relevant partnerships	YES	
Details of the existing plans which the delivery plan adds value to	YES	
Brief details of the relationship the delivery cluster/indicator has to other delivery clusters/indicators	YES	
References to identified linked plans for LAA delivery clusters	YES	
Details of existing resources required	YES	
Details of new resources required	YES	
Details of risk and actions to mitigate the risk	YES	
Contact details of the named lead	YES	