

DRAFT

Outline Approach for a Proposed Scrutiny Review

What is the broad topic area?

Carers' Support

What is the specific topic area?

How can carers be identified and given the information they need about available support?

Our ambitions for the review: We will:

- Understand good practice & what works well in other places
- What works well in York and what elements of good practice can we adopt from others
- What information is available to carers at the moment, is it presented in the right way, is it accessible at the right time
- Understanding how partners in York can work in a joined up way to improve information & identify carers

There is national & local evidence that if we do not identify and support carers there will be a future cost to the whole community. Carers are, both nationally & locally, an important element in supporting those who are cared for to retain their independence.

The proposed review is driven by both the national & local carers' strategy. It is hoped that a review into this matter will be able to:

- Raise awareness of carers
- Identify good practice that can then be applied in York
- Improve the information available to carers (which is an area that the Care Quality Commission have identified as being in need of improvement)
- Ensure the information provided is reaching the right people at the right time

How well do we perform at the moment?

Relevant Key indicator is NI135. At the moment we are performing well. In 2009/10 a total of 1473 carers received an assessment or review. The indicator is expressed as a % i.e. 24.64% of the number of customers receiving community based services. However, in the 2001 census, 17,009 carers were identified in York, but this is likely to be an underestimate of the total number of carers currently living in the City.

Who and how shall we consult?

York LINKs (confirm when their PACE report will be ready)
York Carers Centre

York Carers Forum, CANDI, Young Carers Revolution, & other relevant voluntary and community groups
Health sector (Hospital, PCT etc)
Public
Customer contact centres
Other CYC Services and/or areas that may be able to identify carers
Confirm what consultation has already been undertaken that will link in with this area

Do we need any experts/specialists? (internal/external)

Relevant CYC officers
York Carers Centre
Other Local Authorities
Centre for Public Scrutiny (website)
Princess Royal Trust for Carers (to look at good practice)
Carers UK

What other help do we need? E.g. training/development/resources

Possible public event/drop in as part of any review

How long should it take?

4-5 months

What will be the outcome of any review?

- Better provision of information to carers
- A more joined up service
- Earlier and better identification of carers
- Improved carer recognition
- Awareness raising amongst appropriate members of staff across all partners