

## York Carers Strategy- summary of progress 2009 - 2010

National Strategic Outcome One					
Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.					
	Outcome	Local priority	Target Actions 09/10	Date achieved in 09/10	Lead group/role
1 A	<b>Information:</b> Carers will have easy access to accurate information and advice	Provision of easily accessible information and signposting	<ul style="list-style-type: none"> <li>Evaluate/update Quick Guide and Carers Information Pack</li> <li>A – Z of services for workers</li> <li>Pocket guide produced</li> <li>York Carers Centre becomes central resource for local information and signposting</li> <li>Website development: CYC update; set up YCC</li> </ul>	<ul style="list-style-type: none"> <li>April 2010</li> <li>April 2010</li> <li>June 2009</li> <li>Work underway and ongoing</li> <li>All websites set up and regularly updated</li> </ul>	<b>Carers Information Group</b>
1 B	<b>Carer identification:</b> Carers will be recognised and valued for their unique role in supporting the cared for person	Increase identification of carers in Primary Care (see 4C)	<ul style="list-style-type: none"> <li>York Carers Centre seeks external funding for specialist Health Worker</li> </ul>	<ul style="list-style-type: none"> <li>No action to date: reassess timescale</li> </ul>	<b>Carers Health Steering Group/York Carers Centre</b>  See Action 4C – work carried forward to 2010-12 Action Plan
1 C	<b>Young Adult Carers:</b> Carers will have easy access to accurate information and advice	Establishment of support for young adult carers aged 18 years + by York Carers Centre	<ul style="list-style-type: none"> <li>York Carers Centre provides support service linked to Education Employment and Training service</li> </ul>	<ul style="list-style-type: none"> <li>Support service set up: mainly group events. 36 people registered.</li> </ul>	<b>York Carers Centre</b>
1 D	<b>Integrated services:</b> Services and information will be provided in an coordinated way across and within agencies	<p>Closer joint working and partnerships between health, social care and the third sector</p> <p>Awareness raising for professionals</p>	<ul style="list-style-type: none"> <li>Plan required for implementing closer partnerships in 2010/11</li> <li>Joint CYC/YCC of carer awareness training.</li> </ul>	<ul style="list-style-type: none"> <li>Plan not yet drawn up.</li> <li>Regionally funded training programme implemented Jan – June 2010</li> </ul>	<b>Carers Strategy Manager</b>

1 E	<p><b>Personalised services:</b> Carers will have access to a range of flexible services that meet their individual needs</p>	<p>Carer Assessment of Need</p> <p>Common Assessment Framework</p> <p>Personalisation</p>	<ul style="list-style-type: none"> <li>• Carer Assessment of Need</li> <li>• Common Assessment Framework</li> <li>• Personalisation</li> </ul>	<ul style="list-style-type: none"> <li>• There has been a increase in the number of Carers Assessments offering flexible approaches to carers breaks.</li> <li>• Carers will support the experts by Experience forum to help with the ongoing learning of the introduction of Personalisation</li> <li>• Presentation to Carers Forum on Personalisation was well received</li> </ul>	<p><b>City of York Council</b></p>
1 F	<p><b>Carer involvement:</b> Carers will be involved in planning and monitoring the services they receive</p>	<p>Carer involvement</p>	<ul style="list-style-type: none"> <li>• Establish and support carers forums.</li> <li>• Review how groups are able to network and ensure carers voice is heard in local planning and monitoring.</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Forum; CANDI already in place. Young Carers Revolution established in 09/10.</li> <li>• Review of carer involvement in planning/monitoring services not taken place.</li> </ul>	<p><b>Carers Strategy Manager</b></p>

National Strategic Outcome Two					
Carers will be able to have a life of their own alongside their caring role					
	Outcome	Local priority	Target 09/10	Date achieved	Lead group/role
2 A	<b>Break provision:</b> Carers should have access to a range of flexible breaks	Joint plans with NYYPCT re new money for breaks  Review current breaks provision  Personal budgets to enable carers to take breaks	<ul style="list-style-type: none"> <li>Set up joint plans for new breaks money</li> <li>Review current breaks provision funded by carers CYC</li> <li>Flexible carer support scheme</li> </ul>	No new money available from NHS N Yorks and York.  Report taken to CSG June 10  600 Direct Payments to carers in 2009/10 to enable flexible breaks for carers	<b>Carers Strategy Manager</b>
2 B	<b>Emergency Card Scheme:</b> Carers should be better equipped to deal with a crisis and have peace of mind	Emergency Card Scheme	<ul style="list-style-type: none"> <li>Annual review produced April 09</li> <li>Scheme will be extended to young carers and parent carers</li> </ul>	Annual report presented to CSG October 2010 – scheme established and running well. 400 carers registered.  Scheme has been extended to young carers known to YCC. Parent carer pilot scheme still in process	<b>York Carers Centre</b>
2 C	<b>Technology:</b> Carers should have access to a range of services and support	Telecare	<ul style="list-style-type: none"> <li>No targets set</li> </ul>	York Carers Forum has promoted telecare and telehealthcare.  Plan for actions 2010/11 not yet drawn up.	<b>Carers Strategy Manager</b>
2 D	<b>Housing, Leisure and Transport:</b> Carers should have access to a range of services and support	Discount card scheme	<ul style="list-style-type: none"> <li>Carers Emergency Card to be linked to CYC leisure discounts.</li> </ul>	Carers registered with CEC and in receipt of Carers Allowance eligible for discounted CYC leisure rates from April 2010	<b>York Carers Centre/City of York Council</b>

## National Strategic Outcome Three

**Carers will be financially supported so that they are not forced into financial hardship by their caring role**

	<b>Outcome</b>	<b>Local priority</b>	<b>Target 09/10</b>	<b>Date achieved</b>	<b>Lead group/role</b>
3 A	<b>Income:</b> Carers should have access to benefits advice	Welfare benefits advice	Specialist service provided by YCC	Annual figures TBC	<b>York Carers Centre</b>
3 B	<b>Employment:</b> Carers should have access to employment support and vocational training	<p>Ensure carers in employment are supported</p> <p>Encourage carer aware employment practice</p> <p>Training for carers – Living for Learning</p> <p>Make local links with new 'care partnership managers' at Jobcentre Plus</p>	Specialist service provided by YCC – outcomes monitoring tool being developed.	<p>Annual figures TBC</p> <p>Some work with local employers</p> <p>Living for Learning course cancelled due to poor uptake.</p> <p>Link with Care Partnership Manager established</p>	<b>York Carers Centre/Carers Strategy Manager</b>

National Strategic Outcome Four					
Carers will be supported to stay mentally and physically well and treated with dignity					
	Outcome	Local priority	Target 09/10	Date achieved	Lead group/role
4 A	<b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs	Self-health checklist distribution and evaluation  Back care training courses	Update and reprint as necessary.  Ensure back care courses/training is available to carers.	*Not achieved  *No action to date.	<b>Carers Health Steering Group</b>  * The Group did not meet due to absence of a lead/chair after Dec 08, until Oct 09. The group was reconvened successfully and a work plan is agreed for 2010 – 12.
4 B	<b>NHS: Carers needs should be addressed in hospital admission and discharge procedures</b> including mental health	Health agencies to sign up to involvement in local action.	No targets set 09/10	*No action 09/10	<b>Carers Health Steering Group</b>
4 C	<b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals, <b>including those supporting people with mental health problems.</b>	Update GP resource pack  Develop work to improve carer identification and signposting in primary care settings  People with mental health problems receiving support from Primary Card Services: ensure their carers receive appropriate support.	Decision that GP resource pack is not to be reproduced as it not effective.  Carers Health Steering Group to produce work plan.  No targets set	Decision achieved.  *Work plan not yet produced.  *No action to date	<b>Carers Health Steering Group</b>
4 D	<b>Emotional Support:</b> Carers should have support to maintain their well being and reduce stress	Audit support and services available to carers  Support for ex-carers to tie in with End of Life Strategy		*Audit not yet undertaken  *No action to date	<b>Carers Health Steering Group/Carers Strategy Manager</b>
4 E	<b>Young Carers</b>	Carers Health Steering Group and Outcome Five lead to address how the health needs of young carers can be meet, and action accordingly.		*No action to date	<b>Carers Health Steering Group</b>

National Strategic Outcome Five

**Children and young people will be protected from inappropriate caring and have the support they need to learn, develop, and thrive, to enjoy positive childhoods and to achieve against all the *Every Child Matters* outcomes.**

(Every Child Matters outcomes: be healthy, stay safe, enjoy and achieve, make a positive contribution, achieve economic well-being)

	<b>Outcome</b>	<b>Local priority</b>	<b>Target 09/10</b>	<b>Date achieved</b>	<b>Lead group/role</b>
5A	<b>Universal services:</b> Children will have the support they need to learn develop and thrive	Support schools in York to support young carers	Schools work funded by Early Intervention Fund April 09 – March 11.	Half-time schools worker in post at York Carers Centre from.	<b>York Carers Centre</b>
5B	<b>Targeted support for young carers:</b> Young carers will be able to make a positive contribution and have their views respected	Set up a Young Carers Forum	Achieve during 09/10	Young carers revolution set up during 2010.	<b>York Carers Centre</b>
5C	<b>Whole family support:</b> Children and young people will be protected from inappropriate caring	Young Carers Assessment – protocol between CYC children’s and adults services to be implemented.	Implement protocol and/or identify barriers to implementation	No progress on implementation.  YCC have one year’s funding for a Family Worker for 10/11 whose work will include work with CYC.	<b>Carers Strategy Manager and York Carers Centre</b>