

Making it Happen – Caring Together Delivery Plan

No.	What actions are we going to take to ensure we meet the “we will” outcome statements?	Who is going to lead / support and by when?	How we will know it is making a difference?	By when?	Cross-reference to outcomes	Performance measures
1	Develop a quality assurance framework to capture carers’ outcomes across the health and social care economy	Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ We will have a baseline to measure the action plan against ✓ Carers will not be over-consulted for different purposes ✓ We will have a system for capturing qualitative and quantitative measures 	March 2017	All	
2	Targeting hard to reach / unknown carers through the integrated locality team and a joined up approach between Children’s and Adults services	The Village Integrated Locality Team Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ Increase in the number of carers’ needs assessments ✓ Increase in the number of carers receiving services ✓ Increase in the number of young carers identified ✓ Increased number of Early Help Assessments carried out by the Council and multi-agency partners to reflect support of those children and families with illness and disability ✓ Increasing rates of children identified by BME communities ✓ Feedback from carers ✓ Change in demographic profile of carers we already know about 	Ongoing	Supports Outcome 1 (2,9) 2 (4,6) 3 (3,5)	<i>Scott Clayton to cross-reference</i>

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3	Continued promotion and encouragement of GP carers’ registers and carers’ clinics within GP surgeries (ensure these lists are used to routinely involve carers)	RCCG (Julie Abbotts) Crossroads (Liz Bent)	<ul style="list-style-type: none"> ✓ Every GP Practice in Rotherham has an up-to-date register (this results in positive impact for carers, eg ordering medication, etc) ✓ Register is shared with wider health and social care economy (subject to consent) ✓ Carers’ champion in every GP surgery 	Ongoing	Supports Outcome 1 (1,2,8,10) 2 (3,4,6,8) 3 (4,5,6)	100% target by survey Year 1 – 50% 100% target by 5 th year
4	Development of joint funded carers’ support service through the Better Care Fund to include: <ul style="list-style-type: none"> • breaks for carers • information, advice and support • rebrand / refresh of Carers Centre (Carers Corner) model • utilises community based support • targeted action around hard to reach groups • transitions 	Better Care Fund Operational Group	<ul style="list-style-type: none"> ✓ Increased numbers of carers’ needs assessments, carers linked into support services ✓ Number of carers getting a break ✓ Outcomes from carers’ resilience measurements ✓ Levels of carers benefit achieved across the Borough 	Agreed in Better Care Fund Plan for 2016	Supports Outcome 1 (3,4) 2 (1,2,4,5,6,8) 3 (3,5,6)	The Better Care Fund plan co-produced with Delivery Group

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5	Review of all carers’ need forms and methods of assessments to ensure this becomes more personalised	RMBC (Sarah Farragher) to lead in partnership with the Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ Feedback from carers in relation to their experiences of the assessment process ✓ Increase in the number of carers receiving an assessment ✓ Strong Carers Forum ✓ Ongoing involvement of carers in the Caring Together Delivery Group 	By December 2016 Development of family assessment within new social care system (Liquid Logic)	Supports Outcome 1 (2,5,6,7,9,10) 2 (1,6) 3 (2,4,5)	
6	Review the way that social care resources are allocated for carers in line with the requirements of the Care Act	RMBC (Sarah Farragher) to lead in partnership with the Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ Number of carers in receipt of a personal budget / well-being budget 	By December 2016 Within the new Social Care Assessment System (Liquid Logic)	Supports Outcome 1 (2,4) 2 (6) 3 (1,2)	

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7	<p>Develop an on-line / self-assessment for carers linked to resources</p> <p>GP Link Workers to offer supported assessments</p> <p>Carers’ Champions in libraries and customer services</p>	RMBC (Debbie Beaumont)	<ul style="list-style-type: none"> ✓ Number of people using the assessment tool ✓ Number of carers in receipt of a carers’ budget 	February 2017	<p>Supports Outcome</p> <p>1 (2,4,5,6,7,8,10)</p> <p>2 (3,4,6,8)</p> <p>3 (1,2,4,5,6)</p>	Number of people recorded as making enquiries
8	<p>Review and develop information, advice and guidance offer in conjunction with carers, including support with self-assessments</p>	<p>Caring Together Delivery Group</p> <p>Supported by Information, Advice and Guidance Officers</p>	<ul style="list-style-type: none"> ✓ Feedback from carers and support agencies ✓ Increase in identification of hard to reach carers ✓ Feedback from mystery shopping ✓ Carers’ Newsletter is co-produced 	Ongoing	<p>Supports Outcome</p> <p>1 (1,2,4,8,9,10)</p> <p>2 (3,4,6)</p> <p>3 (3,5,6,7)</p>	

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9	<p>Undertake an awareness campaign to promote carer friendly communities:</p> <ul style="list-style-type: none"> • media • hospital • surgeries • organisation “champions” <p>Link with existing work on dementia friendly communities</p>	Caring Together Delivery Group supported by the Information Advice and Guidance Officers	<ul style="list-style-type: none"> ✓ Increase in identification of hard to reach carers ✓ Increase in number of carers who report to access flexibly working ✓ Increase in carers being involved in service planning 	To coincide with Carers’ Rights day and Carers’ Week	<p>Supports Outcome</p> <p>1 (1,2,3,8,10)</p> <p>2 (1,3,4,6,7,8)</p> <p>3 (3,4,5,6,7)</p>	
10	Development of a memorandum of understanding with relation to young carers	RMBC commissioning (adults and children’s)	<ul style="list-style-type: none"> ✓ Carers routinely have a voice in service development and changes 		<p>Supports Outcome</p> <p>1 (7,9)</p> <p>2 (3,6)</p> <p>3 (4)</p>	

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11	Development of carers’ pathway that looks at all ages caring and whole family approaches	Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ Feedback from carers about: <ul style="list-style-type: none"> • the way that people work with them • how the pathway works for the person they care for • having a plan (what to do in a crisis) ✓ Carers Forum issue log 	Ongoing	Supports Outcome 1 (2,3,4,5,8,9,10) 2 (2,3,4,5,6,7,8) 3 (3,4,5,6,7)	Question in annual survey
12	Ensure that Carers Forum receives appropriate support to represent the “voice” of carers and is utilised as a joint and equal partner	Carers Forum Management Committee / Crossroads (Liz Bent / RMBC commissioning)	<ul style="list-style-type: none"> ✓ Success and growth of Carers Forum ✓ Carers routinely have a voice in service development and changes 	In progress	Supports Outcome 1 (1,2,3,4,8,9,10) 2 (1,3,4,6,8) 3 (3,5,6)	
13	Appropriate advocacy is available for carers through the advocacy framework	Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ Number of carers accessing advocacy services 	September 2016	Supports Outcome 1 (1,3,4) 2 (1,4) 3 (3,5,6)	

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14	Development and roll out of an enhanced training offer that provides training for carers and about carers	RMBC Learning and Development in conjunction with the Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ Number of professionals accessing training on carers ✓ Number of carers accessing training ✓ Ask as part of training 	In progress	Supports Outcome 1 (1,2,3,4,8,10) 2 (1,3,4,6) 3 (3,5,7)	
15	Families with young carers are consistently identified early in Rotherham to prevent problems from occurring and getting worse and that there is shared responsibility across partners for this early identification.	Jayne Whaley, Barnardos Susan Claydon, HoS Early Help	<ul style="list-style-type: none"> ✓ Increased numbers of young carers identified ✓ Increased number of Early Help Assessments carried out by the Council and multi-agency partners to reflect support of those children and families with illness and disability ✓ Increasing rates of children identified from BME communities 		Supports Outcome 4	

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16	<p>Embed further awareness across schools and wider public / private / voluntary agencies working with children and families through:</p> <ul style="list-style-type: none"> • Workforce development and training • Literature and marketing • Develop e-learning / webinar resources • Child centred case studies / marketing • Annual young carers conference 					

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17	Ensure that awareness is raised with parents of young carers to facilitate recognition and understanding of the issues their children experience, in order to promote wellbeing across the family. This means that assessment and planning needs to include awareness raising and provision of information by the Lead Professional	Susan Claydon Jayne Whaley	<ul style="list-style-type: none"> ✓ Parental feedback ✓ Child feedback ✓ Increased mental and emotional wellbeing for the child (evidence based / validated tool WEMWEBS etc) 		Supports Outcome 6	
18	Ensure that all assessments and plans for young carers take account of attendance and exclusion rates and those with issues have a plan to increase attendance and reduce exclusions		<ul style="list-style-type: none"> ✓ Increased attendance for the young carer cohort in Rotherham ✓ Reduced exclusions for the young carer cohort in Rotherham ✓ Reduced NEETS within the young carer cohort in Rotherham 		Supports Outcome 6	

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19	<p>Embed the young carers card across all Rotherham schools, colleges and other training establishments</p> <p>Phase 2:</p> <p>Explore and scope wider roll out of the young carers card in private and public sector buildings / organisations</p>		<p>✓ All schools, colleges, etc, are signed up.</p> <p>✓ Sign up and increased identification / better outcomes for children</p>		Supports Outcome 4 6	
20	Reduction in hours spent by our children in caring for parents					
21	Ensure that young carers make effective transition from children’s services		✓ Young people smoothly transition to appropriate adult support		Supports Outcome 5	

ASC/JoB
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