

North Tyneside Commitment to Carers - Action Plan 2015-16 (incl H&WB Sub Actions)

Priority Area	What we will do	How we will do it	Success criteria	Update @ November 2016	Update @ Oct 2017
1a	Quality information				
	a) Increase opportunities for carers to find out what is available to support them & how to access it	<p>Explore other tools/systems used elsewhere</p> <p>Develop a universal access support tool if appropriate</p> <p>Develop resources and methods of sharing information detailing what is available in North Tyneside</p> <p>Providers in children's services describe and implement their Local Offer for Young Carers and Parent Carers of Disabled children and young people 0 - 25 years</p>	<p>1 Carers know how and where to access an assessment of needs and support with clear information re eligibility</p> <p>2.A range of good quality information is available to professionals and there is consistency in messages given</p> <p>3.We have clarity re the menu of services & support that is available in a range of key access points</p> <p>4.Carers report that feel better informed -</p> <p>*The proportion carers who find it easy to find information about services increases (65.90% 2014)</p> <p>*Evidenced through Carers Centre Survey (annually January)</p> <p>*100% of schools and facilities accessed by young people have a local offer</p>	<p>Explored other tools used across the carer support network.</p> <p>Carers' Centre produced 'Key to Support' tool which has only been distributed to GP Surgeries due to limited resources/funding. (R3 H&WB Sub)</p> <p>Work in progress to update the Council website and also with SIGN for better information sharing.</p> <p>Disabled Children & Young People - SEND Local Offer is available on Web but offer needs to be updated</p> <p>Need to add Scrutiny report to Local Offer so parents know what we are doing</p> <p>Need a plan - share info etc (Parent Carers used to do it; SENDIAS now do it; Tyne Gateway) - is this sufficient?</p> <p>LO Comms dissemination group has been established(incl CCG) - this action needs to link with this</p>	<p>Local Offer update - work in progress with SEND IASS and also Parent Carer Forum</p> <p>Carers info included in new SIGN directory & SIGN http://www.sign-nt.co.uk/Carers/</p> <p>CCG has added North Tyneside Carers' Centre leaflet and key on GP TeamNet</p> <p>CCG has circulated carers presentation to all GP Surgeries requesting they display the information on the patient information section on TV Screens in GP Surgeries re support available for carers</p> <p>Agreement by GP Federation to provide Carer information in their newsletter</p> <p>Carers' Centre is involved in training Primary Care Navigators in GP practices to increase awareness of Carers needs and possibly provide advice and signposting. Information about the Carers Centre is also included in Primary Care Navigators workbooks.</p> <p>New online resource for Carers Assessments https://mycare.northtyneside.gov.uk/web/portals/pages/help/carerassement</p> <p>During 2016/17, 2,812 carers were included in the assessment or review of the person they support. Of these carers 1,964 were provided with advice and information to support them in their caring role.</p>

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	b) Ensure good quality information is available at key points of access	Explore points of information for carers including: *Schools *GP Surgeries *Hospitals and community health settings *Clinics *Libraries *Psychologists *Employers *Healthwatch *SIGN Members *Care & Connect *Carers Champions *Places of Worship/Faith Groups		Carers' Centre new website launched, updated marketing information produced. Now separate young carers website. Improved Carers Newsletter available for carers and professionals Young carers APP launched on National Young Carers Awareness Day and promoted with schools. Healthwatch and CAB have developed carer assessment awareness raising poster and leaflet (Nov 2016) Pilot introduced to transfer carers who contact the Councils Gateway Team, to the NT Carers' Centre to ensure they are able to speak to a trained professional immediately Still more work to do in this area - need to ensure that more services are aware of carers support that is available <i>(R4 H&WB Sub)</i> Work in progress with Children's Care & Connect Need publicity material to publicise the Local Offer to ensure people are aware of availability SENCO Handbook - how is Local Offer referenced Links to roll out of YC assessment	Healthwatch NT are still supporting carer awareness raising Carers Champions network has been relaunched. Carers' Centre is working with the network to map out information available at access points for carers and is in the process of recruiting volunteers to support dissemination of information to access points. More work could be done in this area to involve more partners to support info sharing
		Identify opportunities for provision of information within the access points		Action Outstanding <i>(R4 H&WB Sub)</i>	Carers leaflets are widely distributed Healthwatch/CAB leaflets are well distributed Care Navigators will support info provision in GP surgeries The Carers' Centre will work with the Carers' Champions to map out what information is available for carers and will use this network to support wider sharing of information. Planned meeting with the Patient Forums Thursday 11 January 2018 to see how they could support in this area
		Link with the SIGN Smartphone application developments		SIGN APP launched, Carers' Centre involved - work ongoing Development of the SIGN information system where an online local directory of information and services will be accessible to residents and professionals <i>(R1 & 3 in H&WB Sub report)</i>	Comprehensive Carer section on SIGN & My Care http://www.sign-nt.co.uk/Carers/ Action compete

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		Develop the Social Media offer for carers		Carers' Centre now has a regular programme of Tweets, Facebook etc to reach more carers.	Carers' Centre has invested in increasing Marketing & Communication post to full time to support the use of social media with young carers.

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	c) Update the Carers' Health & Wellbeing Guide	*Update the Guide *Make guide accessible on-line in the range of information points	Guide is widely available	Carers' Centre are currently reviewing guide - will be available as an online tool and for professionals/organisations who support carers to access	Carers' Centre is developing a range of themed factsheets as an alternative
1b	Early identification of carers				
	a) Ensure a targeted workforce is trained to recognise adult, young carers and parent carers & assess their needs across education, health and care	Establish a task and finish group inclusive of the targeted workforce to carry out this work . Review existing carers training provision for professionals in health and social care Develop an ongoing programme of carer training for staff Scope out the possibility of developing an online carer awareness training tool	*Sound understanding of what is available and by whom it is delivered *The targeted workforce is trained (?% of people attend/access training (TBA) *The definition of a young carer is agreed *There is a year on year increase in identification of carers	NTC - adult and young carers to be included in all elements of social care training rather than stand alone The Early Help Assessment has been amended to include 3 Q's to support young carer recognition. This will prompt a Young Carers Assessment A training plan has been agreed to roll out new procedures to the workforce Carers' Centre is scoping out on line training - potential to work with regional carers centres. Workforce development also looking at online training. Opportunity to develop an online training resource for carers of people with dementia being explored with Newcastle Uni Parent Carers - developing the specialist knowledge within the Front Door SW carry out Children in Need Assessments if threshold met - Parent Carers will be identified Need to add Safe Families on to Local Offer	Training has been developed re YC's Young Carer Identification and Assessment process agreed but roll out needed - planned from Jan 2018 Need to agree how ASC will access training in relation to YC's Adult Training is being reviewed and changed-possible DVD being made on 'what good looks like' in terms of assessment
	b) Ensure the views of the young carers are incorporated into Early Help Assessment (EHA) / Child in Need Assessment	Working with the EHA training team ,we monitor the numbers of people trained in EHA training and monitor impact on identification of young carers		EHA now includes 3 prompt questions to identify young carers. Young Carers Assessment documentation will be complete in December - roll out from January Additional actions have been agreed to support the roll out of YC's assessments	Action complete - to be backed up with ongoing training/roll out of YC process
	c) Ensure a targeted workforce is trained to assess the needs of parent carers (0-25) across education, health and care	Establish a task and finish group inclusive of members of the targeted workforce to carry out this work The tools developed for assessment of parent carers needs are tested across a range of parent carer cases	* The pathway and process for carrying out parent carers assessments is finalised *Staff from Education Health and Care understand their individual responsibilities. TBA	Specialist SW's ensure that a Parent Carer Assessment is included in the CIN assessment Suggest an audit of current Children in Need Assessments to ensure that the needs of Parent Carers are being identified Identification and assessment of Parent Carers at Front Door under development - links with transformation work on the MASH (Multi Agency Safeguarding Hub)	System in place to Assess Parent Carers. Childrens Disability Team - Any case which comes to authorisation panel, the question has to have been asked if a Parent/Carers assessment has been offered and the reason for refusal. Work in progress with Parent Carer Forum

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	d) Ensure carers of people being discharged from hospital are identified & supported	Review the process for carer identification and support in: *Northumbria Tyne & Wear FT Sites *Northumbria NHSFT Sites *Ensure there are links with the planned 'Care Point'	Carer reported satisfaction with discharge process	Carers needs and requirements presented to Older Peoples Integration Board to ensure any future developments are inclusive of carers needs. Priority area to progress, meeting to be arranged the Trust	Links made with Care Plus - attended clinical meeting to discuss Carers in September CCG met with staff at Newcastle upon Tyne Hospitals and Northumbria Healthcare to discuss Carers and the Discharge Process - linked with Carers' Centre to strengthen relationship A new whole system approach is needed as hospital discharge still is reported as an issue for carers
	e) Introduce a Quality Assurance process across Children & Adult Services to ensure carer needs are identified and met during assessment and review processes	*Review of cases known to the Disabled Children's Team *Develop a specific carer audit tool *Audit a selection of Adult cases with carer involvement *Audit of Adult Carers Wellbeing Assessments *Address areas for development *Share best practice with teams to improve quality	*Carers receive support to meet assessed needs and outcomes *Carers receive the support they need *Increase in Carer 'quality of life' indicator	Adult Social Care have developed a quality assurance process for carers assessments. Dataset being developed (Carers' Centre) for 'first stage' assessments to understand the impact of intervention. To be developed in CYPL once system is in place (estimated from Jan 2017) Parent/Carers of disabled Children - Audit tool to be developed and implemented in SW practice identify the good practice required in the assessments to comply with the requirements of the Care Act. Audit a selection of assessments to monitor compliance with good practice. Make recommendations to social work teams and monitor ongoing progress through 6 monthly themed audits	QA process in place for ASC Adult Carer Assessments to be reviewed Process for YC's assessments to be developed Manager of Whole Life Disability Team has changed the authorisation panel sheet. There are now have specific questions relating to Carers Assessments for Parents and for siblings. This means at every new referral requiring services or at any review, where authorisation for continuation of resources is required, the question is asked. Co production project underway to strengthen Person Centred in Whole Life Disability team Process agreed for review to be undertaken with carers by CHCF on their experience of assessment

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2	Improved Communication				
	a) Ensure that carers are seen as expert partners in care	Parent Carers and Young Carers co produce all aspects of work in relation to parent /carers and young carers actions	The SEND local offer is updated to reflect changes required by parent /carers/young carers	ADHD - Parents have been involved in providing info to the Scrutiny Group (supported by HWNT) Local Offer Development Group continues to meet monthly	Work in progress with Parent Carer Forum
		Relaunch the Carers Charter	Increase in the proportion of carers who report that they have been included or consulted in discussion about the person they care for (74.6%)	Carers' Centre campaign in Carers' Week - unfortunately limited success. Need plan to address and progress this action	Carers Charter was relaunched. Still opportunities to embed the Charter in health and social care contracts The proportion of carers who report that they have been included or consulted in discussion about the person they care for 2016 result DOWN 73.0%
		Recruit more Carer Champions to support services to be more carer focussed	50% increase in Carers Champions within the local authority and partner organisations	Carers' Champions in local authority need to be linked into training Need to develop links with NTW Carers' Champions. Carers in Employment Pilot has identified a number of people within organisations they are working with who can act as Champions CYPL Communities of Interest to include young carers champion Need to explore opportunities to work with parent care forum which is supported by LDNE <i>(R8 H&WB Sub)</i>	New campaign to recruit Carers Champions launched in Carers Week in June 2017 Total of 26 Champions registered @ July 21st 2017 Subsequent events for Champions have not been well attended, therefore the approach needs more consideration Carers' Centre now has developed links with the NTW Carers' Champions lead to strengthen support for carers of people with MH problems
		*Develop a self-assessment tool to measure progress against the Carers Charter *Build into Quality Monitoring processes	*Action plans are developed to address shortfalls *Good practice is celebrated and shared	Need to progress tool that can be used to measure progress - Carers Centre Carers are now embedded into LA quality assurance quality monitoring processes with external providers. CCG needs to progress this action. <i>(R17 H&WB Sub)</i>	NTCC has developed and assessment for providers to evidence how they are meeting the needs of carers as identified in the Charter Meetings arranged with carers in November for their feedback and to develop a good practice guide to support Carers' Champions' in their role
		Include carer related performance measures in Council quality monitoring processes	*Carers have increased opportunities to have their say about services *The Special Education Needs local offer is updated to include information required by parent	Embedded into LA quality monitoring processes with external providers. Providers have been asked how they will support carers as part of the recent Day Service tender - the responses will be monitored as part of the QM processes.	Where appropriate Carer specific questions are included in tender - the response to this is monitored in the LA Quality Monitoring processes Still to be progressed in CCG contracts

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		Develop processes to evaluate carers experience of: *Carers Wellbeing Assessment; and *Participation in the person cared for assessment (Link to development of audit tools)	carers *The information is used to develop processes and training *Increase in *Carers involvement %	The national carer survey, is sent bi-annually to a random selection of carers. CHCF do surveys re advice/info from randomly selected clients, carers could in this sample. However at present there is not a system in place to obtain feedback from carers on their experience of Assessment. - how do we progress this? Need to develop process for young carers to feedback. Carers' Centre to develop a mechanism to obtain feedback as part of their Assessment process.	Result Overall satisfaction of carers with social services ASCOF Survey 2016 DOWN to 40.3% Healthwatch NT have tried to capture carers views but low response rate, however info will be used to improve system YC Feedback on the system - Young carers will be consulted about the young carers assessment following roll out Carers' Centre has developed an evaluation form to routinely send to adult carers for their feedback. Results will be included in monitoring reports.
3	Improved Carer health, wellbeing and support				
	a) Targeted work with GP's	Develop a programme to support GP's to identify all carers Explore opportunities to recruit a dedicated carer worker to liaise with GP's Produce a Risk Threshold Tool for GP's to identify all carers who may be at risk	*GP's identify more carers *The number of carers referred for support increases	(R3 H&WB Sub) Carers' Centre and CCG developed an online survey for GP practices to understand what they have in place to identify and support carers. 8 practices have completed it to date. Carers' Centre has met with LMC re support they can provide re GP's. Carers' Centre has submitted a grant application to the BUPA Trust for a dedicated Primary Care worker. Carers' Centre is working with 2 practices Tool to be developed if still useful but need to cross ref NTCC work GP's have indicated that they are happy to share info on (TV'S) in practices about the Local Offer - to progress	Care Navigator work as ref in 1a Carers added to January Patient Forum agenda Carers info now being displayed in Carers Surgeries via TV screens Carers' Centre Leaflet uploaded on to GP Team Net system for easy access to information to signpost carers No funding opportunity as yet for dedicated Carer GP Link worker - Carers' Centre continues to look for funding opportunities Need to see if there is still appetite for a Risk Threshold Tool to be developed for GP's - this could be added to GP Team Net
		Develop annual health checks for all known Young Carers	*Outcomes for Young Carers improve *Public Health School Nurse's have an improved understanding of the health needs of young carers	LA & CCG are working together to identify how current statutory duties are being met and conduct a GAP analysis - act on findings	Meeting held with Veronica Hetherington and Katharine Taylor to explore ways School Nursing could support young carers
		Explore ways to include specific carer element for all carers in existing health checks	% Carers who report their own health needs are considered (TBA)	CCG arranging meeting with Public Health and Carers' Centre re health checks - update needed	Can this be taken forward by under the H&WBB actions?

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	b) Increase opportunities for carers to access breaks	<p>*Ensure assessment and support planning is meeting carers needs for a break (links to 1B & training)</p> <p>*Explore opportunities to establish funding for preventative work with carers</p>	% Carers who report that they have time for themselves (TBA)	<p>Need data re Carers PB and take up from assessment</p> <p>£10,000 pilot operating, slow take up so far (R8, 11 & 13 H&WB Sub) Plan developed to review the short breaks offer . The requirements to consider support for the use of direct payments will be included within the review.</p> <p>August –October 2016 - ongoing capacity issues have delayed progress on this (R10 H&WB Sub) Review access arrangements to the respite service and the role of FSO as the commissioned provider to operate the service flexibly and to meet the needs of individuals as part of planned access as well as emergencies. Review scoped and work plan identified to complete the work including engagement with parents and others - March 2017.</p>	<p>Need to include some data re: Respite provision for Carers Breaks Carers PB and use of them</p> <p>Pilot update - very little take up by carers. Reasons appear to be that people need an 'immediate' solution, however we are unable to resource this. Where carers have time to put plans in place, they usually use family and friends to support and can arrange this themselves</p> <p>Need update from Scott on FSO work</p> <p>ASCOF 43% of carers had reached a 'breaking point' in the last 12 months 2016-17</p> <ul style="list-style-type: none"> • 387 actual episodes of respite were delivered to provide carer relief. • 94 people received a day care service to support the carer. • 94 people received a sitting service as a carer service to support the carer. • 11 carers received their own Personal Budget (PB) to purchase something to
	c) Explore options for crisis response for all carers	Identify a reference group of carers to support this work	% Reduction in the number of carers who report that they have reached breaking point.	Adult Social Care - to be included in training currently being developed - to ensure that Carers are aware how to respond in a crisis and who to contact - work still needed	This is outstanding: How will this groups be resourced? Who will train and support them?
	d) Explore assistive technology options to support carers	<p>Test out 'Jointly' app to support carers to develop networks of support</p> <p>Hold sessions for carers to raise awareness of what assistive technology is available</p>	<p>*Greater carer awareness of Assistive Technology solutions to support carers</p> <p>*Increased take up of Assistive Technology solutions</p> <p>*Better reported Health & Wellbeing of carers</p>	<p>Limited take up through Carers in employment pilot.</p> <p>Carers' Centre will include as part of offer through carers assessment.</p> <p>Pilot with 16 - 18 year old Carers' Centre group.</p> <p>Explore options to use with young adult carers</p> <p>Sessions have been held at Carers' Centre and built into training programme.</p> <p>CIE Project has been closely linked with AT Team</p>	<p>Jointly is offered to carers during 1st stage impact assessment at Carers' Centre and to families in Young Carers Project.</p> <p>Now included as part of the offer on SIGN carers pages - NTCC will register interested carers - still very low take up</p> <p>CIE project now ended no further action, however need to maintain links with the Carers' Centre. Carers' Centre is maintaining links a with employers from the pilot.</p>

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	e) Improve support for carers of adults with mental health problems	<ul style="list-style-type: none"> *Establish a steering group *Review current support *Ensure principles of the Carers Charter are embedded in quality monitoring frameworks of providers 	Improved support is available for carers of people with mental health problems	Priority to progress.	<p>Work is in progress with CMHT to redesign the carer pathway in MH services. Roles of health and social care staff in relation to carer support agreed.</p> <p>Agreement gained around embedding the NTW Getting to Know You, carers process in the pathway.</p> <p>Staff have been briefed however additional training is being developed to support the new process - work to be finalised</p>
	f) Support Carers to understand the importance of Safeguarding Adults & Children	<ul style="list-style-type: none"> *Develop specific information for Carers - keeping themselves and the person they care for safe *Link to the training offer 	Carers understand what help and support is available and how to access this	Explore how young carers needs/issues are represented on the LSCB -QILP Group (sub group of LSCB) - group have requested feedback on early identification of YC's 'How to keep yourself and the person you care for safe' training developed and included in Caring with Confidence. Further work needed to promote with Adult Social Care.	<p>Adult Social Care developed information leaflet for carers.</p> <p>Included in carers' centre training programme.</p>

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4	Support to enable Carers to go/continue to work or access education				
	a) Ensure Young Carers have access to the same opportunities as their peers in access to work / Education	Monitor the educational development of young carers in a pilot in 2 schools	Process is piloted in 2 schools, reviewed and implemented as appropriate	Carers Centre actively working with 8 Schools to achieve Carers Trust Young Carers in Schools award. Carers' Centre has applied for funding for specific post to target primary schools. Meeting arranged with Education to Employment team in November to explore opportunities to develop a course specifically for young carers Connexions will be targeted to identify and assess young carers	Other local Carers' Centre are funded through alternative funding streams to support schools re young carers . This needs to be explored further.
		Provide a range of options to support young carers with education and career choices inclusive of solutions to barriers faced			Connexions are keen to support this work
		Identify barriers for young carers in accessing work and education	*Through a better understanding of the issues, we are able to address issues and implement plans to support young carers		
		Train careers advice staff to be able to recognise young carers and provide independent advice and support	*100% IAS staff are trained to identify young carers *The choices available and access are monitored by Connexions *Outcomes for young carers are monitored *Young carers report a consistent approach on 95% occasions	Connexions are engaged with EHA and identification of young carers Included in roll out of YC Assessment process	Should be included in the roll out of the YC identification as assessment process

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	b) Explore options to enable parent carers to access training and employment / or return to employment	<ul style="list-style-type: none"> *Continue work to consider options available to increase access to employment *Establish links with child care sufficiency to maximise support to parent carers 	<ul style="list-style-type: none"> *Child care is available to support parents to access training courses *Request for additional grants to support specific work opportunities for parent carers of disabled children 	<p><i>(R5 H&WB Sub)</i></p> <p>From response to Cabinet:</p> <p>1. Meetings with Carers Centre to be arranged with representatives from All Together Better parent group to understand the courses available and to arrange for the information to be distributed to parents and to obtain feedback on impact i.e. attendance at current courses.</p> <p>Timescale - September to December 2016</p> <p>2. Task and finish group to be arranged to review the current training programme for parents of children with ADHD and to obtain feedback re impact.</p> <p>To consider things liked / things to change from parental feedback.</p> <p>To consider whether we need more of the current course or whether changes are required in the course content.</p> <p>To develop a business case to present to the Carers Centre.</p> <p>To monitor the impact of new courses.</p> <p>January 2017 to March 2017</p>	Task group established - NTC working in partnership with Parent Carer Forum
	c) Raise awareness of support available to return to employment	<ul style="list-style-type: none"> *Produce information for health and social care professionals so they understand support available for carers *Produce information for Carers so that they understand what support is available 	<ul style="list-style-type: none"> *Increase in the number of carers seeking employment *Workforce is able to support carers 	Established links with the Adult Learning Alliance - Information to be added to Carers' Centre website	

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	d) Explore options to support carers to remain in employment	Use the learning from the Supporting Carers in Employment Project to develop support systems for carers in paid work	<ul style="list-style-type: none"> *Local employers will understand the business benefits of supporting carers in the workplace and implement carer friendly policies *Carers receive better quality information and advice on the practical and financial support that is available to them *Carers will feel less isolated and are more aware of the support available *Young carers are routinely provided with information and support to facilitate better understanding of their rights as carers in the workplace 	<p>CIE Pilot is underway - 13 Large employers are now engaged with the project and 229 individual carers have received, support, information or advice.</p> <p>Carers are being supported through work placed roadshows and also one to one support.</p> <p>A full report will be produced and learning identified will be use to identify future services and development</p>	<p>Adult Social Care - new workforce training will include support for carers to remain in employment so carers know their rights and are supported.</p> <p>Carers' Centre website has resources for carers and employers to support carers in the workplace.</p> <p>Scope to include this in Better Health at Work programme</p>
5	Carers have access to emotional support				
	a) Ensure that Adult Carers can access emotional support	<ul style="list-style-type: none"> *Establish a Task & Finish Group to review current provision *Links to strengthened Wellbeing Assessment process 	?? Measure -reported increased satisfaction regarding access to emotional support (TBA)	<p>Carer support pilot underway direct access to Carers' Centre from Gateway to ensure access to an appropriately.</p> <p>Carers Centre have undertaken mapping exercise re current groups and highlighted gaps.</p> <p>Support for carers of people with dementia - to be explored through the Self Care and Prevention Board</p>	<p>Carers' Centre delivering 8 monthly peer support groups across the borough.</p> <p>Gaps were identified in relation to male carers and carers of early on-set dementia: groups have now been developed in these areas.</p> <p>In the last 12 months there has been 722 attendances by 142 carers.</p>
	b) Explore options for Parent carers to access support	<p>Review the local offer for emotional support to include:</p> <ul style="list-style-type: none"> *Peer Support *Counselling services 	Support options available for parent carers within the local offer	Links to previous actions to update the Local Offer - 1b	Task group established - NTC working in partnership with Parent Carer Forum
	c) Explore options for Young Carers and Families to access support	<ul style="list-style-type: none"> *One-to-one support *Family support 	Support options for Young Carers within the local offer	Carers' Centre funding for young carers support at risk from March 2017. High priority.	Carers' Centre secured funding for the Young Carers' Project. Additional funding is being sought to expand the service. Current waiting list of 20 young carers waiting for family support.
6	Smooth transition of support from children's to adult services				
	a) Ensure that the transition from children to adult service for young people with SEND is smooth	Clarify the process for transition from children to adult service for young people with SEND	Parents are clear regarding the process for asking for an assessment of need from adult services	Assessment Board - Whole Life Disability has established a task & finish group specifically to look at preparation for adulthood - co produced with an adult parent carer - this need to be on their agenda - Michael Johnson	<p>Area to progress</p> <p>Local Offer being updated</p>

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	b) Ensure young carers receive quality information advice and support to maximise their transition into adulthood	*Careers information and advice is available and provides a range of careers options	Young Carers are prepared for Adulthood	Links with Education to Employment teams established - may be relevant for some young carers Links made with the Alternative Education programme More work needed with Connexions.	To progress
	c) Develop support options for 16-25 year olds with caring responsibilities	Establish a focus group of young people to support delivery of this work	TBA	Carers' Centre 16 - 18 years group. Process needed for LA re identification of young adult carers (16+) and a range of appropriate contact and support.	There is a gap in support for young adult carers.
		Explore options for Social Media to support young carers			Carers' Centre has invested in increasing Marketing & Communication post to full time to support the use of social media with young carers.

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7	Additional Work required to support this plan				
	a) Review Memorandum of Understanding between Children and Adult Services in light of the Care Act and Children and Families Act	Identify a task and finish group to review and implement changes	*Increase in the amount of Young Carers identified *Young carers are supported appropriately	Due to change of management arrangements (JO now directs both areas) Query re need for Memorandum. Work is progressing, however protocol needed for ASC/CYPL link to EHA and Whole Family assessment work that is underway	Work is underway however still needs firm agreement between all service areas
	b) Develop systems that will improve our knowledge of adult, young carers and parent carers through the collection and analysis of information	Collate the data sets currently available to us	*Increased knowledge regarding the prevalence in relation to carers in the borough * We have a sound understanding of the services and support that is needed in the borough and this will inform our commissioning decisions *We are able to improve our ability to target support and engagement	Work is underway to produce a Dashboard of carer information (Adult & Young Carer) which can be used by children and adult services	We now collect information on a wide range of Carer stats from the LA & NTCC Issue identified with the recoding of joint assessments - solution identified through implementation of new IT systems GP register data now being examined Need to explore the need for data from other providers. Process established for recording YC assessments
		Develop a baseline for data for: *Health *Education *Social Care *Public Health			How do we want to use this data?
		Develop reference information regarding the social return on investment	Commissioners understand social return on investment in relation to carers		Summer/Autumn 2017
	c) Review services for carers review to include: *Counselling Services *Provision of support for carers of people with dementia *Access to emotional support	*Map current provision *Develop new model if needed *Develop clear referral pathways *Identify opportunities for additional resources	Range of universal and targeted provision available to support assessment and provision of assessed needs, implementing and monitoring good practice guidelines.	Work to be taken forward in the Self Care and Prevention Board	Work still needed in this area
	d) Identify a range of people who want to be involved in shaping this work	*Advertise for carers who are willing to support us *Use the Carers Voluntary Sector Forum	We have a reference group of carers who support people with a range of health problems who are able to support this work	Need to progress - How do we get reps from a range of caring groups that can feed into this work?	How can this be progressed? What resources are needed?

Priority Area	What we will do	How we will do it	Success criteria	Update @ November 2016	Update @ Oct 2017
	e) CCG to conduct the NHS England Commissioning for Carers Principles self-assessment	Identify appropriate people to support this work	*CCG able to benchmark against the 10 key principles *Scorecard available showing where the CCG believes to be doing well and areas of improvement	CCG have carried out their own assessment and asked for partner feedback. This will be the focus of Carers Rights Day in Nov 2016. An Action Plan will be developed from the findings	CCG have developed their own action plan following this work. More focussed work is needed in Primary and Secondary care
		Complete Assessment and analyse the results			
Action Plan developed to address shortfalls					
	f) Review advocacy support for carers	Conduct a review of support	Carers understand their rights and access to advocacy support	To be included in training	This is an area that could be progressed further