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### **Recognising and Valuing Carers in Sunderland: A multi-agency approach to supporting carers 2009 – 2025**

#### **Foreword by Leader of Council/Chair of Adult Social Care Partnership Board – to be agreed**

Unpaid Carers make up a significant percentage of the population both nationally and locally in Sunderland. The 2001 census recorded in excess of 30,000 people identifying themselves as having caring responsibilities in the city.

It is understood every day 6,000 people take on new caring responsibilities in the UK. Carers perform crucial roles in families and within their wider communities, by providing support, care and help with day to day tasks to those who otherwise find it very difficult to cope alone. People who care do so because they want to help the people they care about, but this often means that the end up juggling the support they give with other responsibilities, such as carrying on with work.

People who need care are a very diverse group, ranging from relatives, older people, friends, children, people with disabilities or those who are ill. Everyone has the potential to become a carer and indeed some people don't recognise the fact they are carers. More and more of us will become carers in the future as people live longer and health and social care improves. Responding to the needs of the growing number of people who care is one of the major challenges facing society.

Here in Sunderland we have a good record in supporting carers. The good practice was recognised in 2005 when the council were one of only four local authorities to receive Beacon Status for Supporting Carers. The award recognised the significant partnership activity taking place particularly within health and social care for the benefit of carers. It also recognised the input from carer support organisations and carers in shaping and planning services that carers see as important for the people they care for and for carers themselves to have a ordinary life alongside their caring duties.

If carers are to have the same opportunities as everyone else and have a life outside of caring, the support and recognition they receive must be improved. This strategy has been developed to enable carers to have that "ordinary life" as well as supporting carers to care. The overall aim of the strategy is to ensure carers are recognised for the impact they have in the delivery of care and for the input carers have in the city as residents.

In order to chronicle the achievements to date you will see examples later in the strategy of good practice from organisations in the city that have resulted in benefits for carers and the people they care for. However, we need to continue to build on these achievements. Partners must work together to deliver this strategy and enable carers to have a life of their own alongside their caring role and to ensure that carers get the recognition they deserve

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and that they are valued for the contribution they make everyday to their families and communities.

Foreword to be signed up to by ASPB members and include agency logos:

- Deputy Leader of the Council (Chair)
- Lead Member for Adult Services
- Lead Member for Children's Services
- Member of Majority Party in Opposition
- Director of Health, Housing and Social Care
- Head of Adult Services
- Head of Partnerships
- City Solicitor
- City Treasurer
- Chief Executive, Teaching Primary Care Trust
- Chief Executive, Sunderland City Hospitals NHS Trust
- Chief Executive, Mental Health Trust
- Director of Public Health
- Representative of the 3<sup>rd</sup> Sector involved with the care and support of the elderly, mental health, learning disabilities, physical disabilities and carers
- Director of Community and Cultural Services
- Director of Children's Services

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### **Purpose of the Strategy**

In the context of changing family structures, alongside the impact of an ageing population, an increasing number of people will become a carer at some point in their lives. As carers make up an increasing proportion of the population, they need a system that is on their side, a system that places them at its heart and a system that supports them with their caring responsibilities but also to have a life outside of caring. Above all, carers need a system that recognises and values the increasingly important role that they play in society.

The vision for carers is to ensure that the immense contribution made by carers everyday is recognised and valued by society and that they are respected as an expert partner in the provision of support to the person they care for. Carers will be enabled to have a life outside of caring where they can contribute to the social, cultural and economic life of the city and to fulfil their aspirations for a full, healthy, safe and prosperous life.

The purpose of this strategy is to set out a framework for partners to work together to achieve the vision for carers and enable people in Sunderland who have caring responsibilities now or in the future to have an ordinary life – a life outside of caring and an identity that is separate from that of the people they support. This means that they are not disadvantaged because of their caring role and that they are able to access the same opportunities as others take for granted. For example, regardless of their caring role people should still be able to remain in or return to employment; to have financial security; to continue or begin to access leisure; learning and educational opportunities; to have good health and to be able to maintain their social networks. In the case of young carers, they should have the opportunity to enjoy their childhood and have the same opportunities as their peers so they can thrive, develop and learn and they should not be providing inappropriate levels of care. To achieve the vision 14 outcomes have been identified each of which are supported by delivery plans that will be revised and updated on a three yearly basis.

The strategy has been developed by the Multi-Agency Carers Strategy Group which includes carer support organisations and partners from across the city and it sets out areas for action that carers have identified as being important to them and that would enable them to have an ordinary life. The strategy complements the Sunderland Strategy by ensuring that carers are central to achieving the vision for Sunderland.

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### **Who is a carer?**

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability (The Princess Royal Trust).

The strategy covers three broad groups of carers:

- Adult carers - who provide care for another adult, such as a spouse, partner, relative or friend
- Parent carers - a parent or guardian who provides more support than other parents because their child is ill or disabled.
- Young carers – somebody who is under the age of 18 who carries out caring tasks for another member of their family or close friend who is ill or disabled, often taking on the type of responsibility than an adult would have

The strategy does not cover paid care workers or people who provide care on a voluntary basis through a third sector organisation.

Carers are a diverse group with many people moving in and out of the caring role, possibly a number of times during their life course. Some may only provide care for a short time, while others may have caring responsibilities for a long period of their life, or the whole life of the person they support, for example parent carers. Caring involves, or has the potential to involve, each and every member of society.

### **What do carers do?**

The care given by an individual will vary depending on the circumstances of their situation and may change over time or from day to day, but it is likely to include:

- Personal care – washing, dressing, assisting with meals, prompting or administering medication and other similar tasks
- Domestic tasks – shopping, housework, food preparation and budget management
- Emotional support – giving reassurance to someone who may be distressed, anxious or confused

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### Carers in the UK

- There are around 6 million carers in the UK (DoH, 2006) and every year 2 million people will become a carer ([www.carers.org.uk](http://www.carers.org.uk)).
- People caring more than 50 hours a week (1.25 million) are twice as likely not to be in good health as those who are not carers.
- Three quarters of carers are financially worse off because of their caring responsibilities. In addition, 400,000 people combine full time work with caring more than 20 hours per week (DoH, 2006). Over 3 million people juggle care with work
- There are also estimated to be 50,000 young carers in the UK - young people under the age of 18 who might be helping to look after a parent with physical disabilities or mental health problems, or who may be caring for a brother or sister with learning disabilities.
- Carers save the economy £87 billion per year, which is what it would cost to replace them if they stopped caring.
- By 2037, it is estimated that the number of carers would have to increase by half to 9 million to keep pace with the rising levels of frailty and disability. ([www.carers.org.uk](http://www.carers.org.uk))

The contribution of carers to society cannot be underestimated and they should be recognised and valued for the enormous contribution they make everyday. However, many carers face a number of issues, which they report derive from a lack of recognition of the contribution they make to society, for example:

- 1 in 3 carers are not able to return to work because the right alternative care is not available
- 1 in 5 carers are forced to give up work because of their caring responsibilities losing on average £11,000 in income. This can lead to isolation and poverty
- Carers face barriers when they try to improve their skills, particularly as training and education opportunities conflict with their caring responsibilities
- 625,000 carers suffer mental and physical ill health as a direct consequence of the stress and physical demands of caring
- The benefits system does not recognise the contribution carers make to society. The main benefit for carers – Carer's Allowance – is just £50 a week for a minimum of 35 hours, equivalent to £1.44 an hour

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### Carers in Sunderland

More Sunderland people are carers than the national average and more contribute over 50 hours a week. According to the 2001 Census, Sunderland had a population of 280,807, of which, around 32,000 people reported themselves to be a carer. However, it is important to remember that many people do not consider themselves to be a carer, they are just looking after their mother, son, or best friend, just getting on with it and doing what anyone else would in the same situation, therefore the true figure is likely to be higher.

The number of carers in Sunderland can be broken down as follows:

<b>Age Group</b>	<b>Number of people who provide unpaid care between 1 to 19 hours per week</b>	<b>Number of people who provide unpaid care between 20 and 49 hours per week</b>	<b>Number of people who provide unpaid care 50 or more hours per week</b>	<b>TOTAL</b>
0-17	820	107	75	<b>1,002</b>
18-59	14,754	3,272	5,164	<b>23,190</b>
60-74	2985	830	2,450	<b>6,265</b>
75+	466	177	664	<b>1,307</b>
<b>TOTAL</b>	<b>19,025</b>	<b>4,386</b>	<b>8,353</b>	<b>31,764</b>

- Carers in Sunderland save the economy £529.5million per annum. This is what it would cost the city if their contribution had to be replaced (Carers UK and Leeds University, 2007)
- Of the 31,274 carers in Sunderland, 78% (24,696) are of working age, with 60% of carers in employment. 10,313 carers were in full time employment and 4,590 carers were in part time employment
- 37% of those carers who were in employment also provided care for 20+ hours per week and 22% provided care for 50+ hours per week
- 738 male carers and 413 female carers have paid jobs and also provide 50+ hours of care a week

### What has the city achieved so far for carers?

- Sunderland City Council was awarded Beacon Council Status in 2005 for supporting carers. The award recognised the significant partnership activity taking place particularly within health and social care for the benefit of carers. It also recognised the input from carer support organisations and carers in shaping and planning services that carers see as important for the people they care for and for carers themselves to have a ordinary life alongside their caring duties.

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- Carers are enabled to maintain and improve their own well-being through initiatives developed with the Council's Community and Cultural Services. Carers who are in receipt of carers allowance receive concessionary status enabling them to access the city's sports and leisure facilities. The Wellness Service has undertaken targeted work with the Carers Centre to ensure links are established with Carers and the Community Wellness Programme, through distributing Wellness Guides via the Carers Centre.
- Sunderland City Council's directorate of Health, Housing and Adult Services has a successful history of working with and supporting carers and carer support organisations. The Directorate provides grant funding to a number of carer support organisations including Sunderland Carers Centre, the Alzheimer's Society and the MS Society. It also ensures that carers and carer support organisations are involved in planning and shaping services through working groups such as the General Managers and Carer Representatives Group. Health, Housing and Adult Services supports carers through a range of services, and working with the Carers Centre, it has been responsible for the implementation of carers Emergency Planning.
- The needs of Carers and ex-Carers were recognised very early on during the pre-delivery review process of the Northern Way Worklessness Pilot. A Carers into Employment Seminar was held to identify opportunities to enable carers to return to employment. Following the event, interested parties were invited to tender for a bespoke service to support carers and former carers to return to employment. A contract was awarded to Sunderland Carers Centre and the results of the pilot are encouraging. Interest in the project has been widespread and may prove instrumental in a positive change to the mainstream provision provided by DWP. Sunderland City Council are actively looking at ways to continue this and the other projects - that are part of the pilot and an announcement will be made at the Celebration Event.
- City Hospitals Sunderland NHS Foundation Trust developed a Carers Strategy in September 2004 and it is now firmly embedded within the Trust. The strategy aims to work in partnership with patients and carers to ensure the focus on patient choice. As well as promoting the need to engage with local partnership agencies, it emphasises the training of front line staff, aimed at improving the quality of care based on patient and carer experiences and as a result this has been incorporated for example into the regular Health Care Assistants training programme. The Patients Advice and Liaison Service (PALs) and the Matrons link regularly with the Carers Centre and Alzheimer's Society as well as a number of support groups e.g. MS society. The Trust learns from patient/carer experiences through feedback from PALs and Complaints and by Clinical Governance Groups by, for example, presenting a patient and carer episode as part of the medical and nursing staff training programme. In neurology a carer, via PALs

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has been instrumental in the introduction of the Collett Memorial Training Day, due to be held in December 2008, jointly with the Hospice for medical and nursing staff. The lessons learned and changes that have resulted, have extended beyond CHS.

- Northumberland, Tyne and Wear Trust greatly value the very important work of family and friends caring for people who use our services. The Northumberland Tyne and Wear NHS Trust want to work in partnership with carers to ensure it carries out its role more effectively and to listen to what carers say so that it might work more efficiently. To achieve this the Trust is committed to the principles outlined in a 'Carers' Charter', developed in partnership with local carers and carer organisations. The charter is based on involvement with carers throughout the Northumberland, Tyne and Wear NHS Trust. It details how the Trust will work in partnership with carers and provide support and help including 'recognising and listening to carers'; 'valuing carers'; 'informing and advising carers'; 'involving carers in the care and treatment of the person they care for', 'involving carers in the planning, development and evaluation of services' and 'help to guide and support carers' which includes informing carers about their right to a carers assessment and providing them with the opportunity for a carers assessment with Local Authority partners. Northumberland Tyne and Wear NHS Trust have also undertaken a commitment to develop a Trust wide strategy for involving young carers, which will involve Recognition, Support, Information and Training.
- Sport and Leisure have entered into a partnership arrangement with Children's Services regarding Looked After Children, which provides support for young people who are within the care system within the city. Community Services provide free Lifecards cards for use by these children and also their carers, so that they are both able to access activities at a cheaper rate. The scheme administered by Sport and Leisure provides opportunities for children who may otherwise have found it difficult to access the city's leisure facilities
- Over the last year, support for carers of people with substance misuse problems has developed significantly with the launch of two new services South Area Parents Support (SAPS) and Families United Support Help In Addiction (FUSHIA). Together with the Carers Centre these services can offer direct 1-to-1 support, group work sessions around a range of activities, guidance and signposting to appropriate organisations. A bi-monthly carers meeting supported by the Safer Sunderland Partnership provides an opportunity for these organisations to work in partnership, share challenges and good practice. The National 10 Year Drug Strategy (2008-2018) Protecting Families & Communities also highlights the significant role carers can play in drug and alcohol treatment. Recognising this, carer representation feeds into local commissioning decisions across Sunderland through the Joint Commissioning Group.



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- A range of disease specific and disability voluntary organisations in the city provide support to carers, in addition to carer specific organisations.
- There are now 17 Children's Centres across the city working in partnership with other agencies supporting children and families in local communities. Children's Centres offer inclusive services for disabled children and their families. The Centres provide a range of support to carers, and parents of children under 5. This includes; access to training; short term supported child care to support parents in emergency situations or to attend hospital appointments; family support including a sympathetic ear, a guiding hand and advice. Early Support has been embraced within Children Centres across the city. It is lead by parents and supported by health Co-ordinators. The support is aimed at children with additional needs and it brings together relevant agencies and partners to ensure the child and family's needs are met and to avoid duplication of meetings, appointments and services. A Disabled Children's working group is responsible for developing services for disabled children and their families across the city. Parent/carer representation on this group supports the views of parent/carers needs and future developments.
- Sunderland City Council's Children's Services works closely with carer support organisations including Sunderland Carers Centre and Contact a Family to ensure that the needs of Young Carers and Parent Carers are addressed. Children's Services recently supported the establishment of the Sunderland Parent Carer Council. Parent carers and carer support organisations participate in planning and shaping services through representation on strategic planning groups and the annual Parent Carer Forum.
- Sunderland City Council values all employees and is committed to helping them achieve a work-life balance. The Council also has an open culture of equality of opportunity. In order, therefore, to help employees to balance their work and caring responsibilities and to provide a supportive environment, the Council currently offers a number of options to its carer employees. Flexible working is the foundation of the approach at Sunderland and all employees have the right to request to work flexibly. An employee who, therefore, requires a long-term change to their working arrangements, in order to allow them to exercise their caring responsibilities, can apply for flexible working. In addition, the Council offers Carers Leave/Emergency Time off to Care for Dependents. Specifically, in the short-term, managers may use their discretion to grant an employee paid leave of up to 5 days per leave year, in order to support emergency caring responsibilities. Furthermore, carers have access to confidential employee counselling services. These services include access to face-to-face counselling via the Occupational Health Unit and access to telephone-based support through a number of specialist organisations. The Council is continuing to develop its employment policies and

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practices that support Council employees who have caring responsibilities, and to provide good quality information and advice to its carer employees.

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### National Policy Context

Published in 1999 by the Department of Health, the **National Strategy for Carers** recognised that helping carers is one of the best ways of helping the people they care for. It emphasised that all social and health care organisations must focus not just on the client, patient or user – but must include the carer.

**The Carers (Equal Opportunities) Act 2004** was implemented on 1 April 2005 to give carers more choice and opportunities to lead a more fulfilling life. Until this Act, previous legislation only offered carers support in their caring role and carers assessments did not necessarily have to take into consideration wider issues of carers lives, such as training, employment and leisure.

The principle aims of the Act are to:

- Ensure that work, life long learning and leisure are considered when a carer is assessed
- Give local authorities new powers to enlist the help of housing, health, education and other local authorities in providing support to carers, and
- Ensure that carers are informed of their rights

This Act amended the Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children Act 2000.

**The Work and Families Act 2006**, which came into force in April 2007 gives carers new rights at work. The Act builds on the right to request flexible working for parents of children under 6 or under 18 for a disabled child and extends this right to include employees who care for or expect to care for adults.

The White Paper **Our Health, Our Care, Our Say** (DoH, 2006) announced A New Deal for Carers with the aim of improving support for carers through a commitment to update and extend the Prime Minister's 1999 Strategy for Carers and encourage councils and PCTs to nominate leads for carers' services. The updated strategy will reflect developments in carers' rights, direct payment regulations, carers' assessment and carers' grants.

It also announced plans to:

- Establish an information service/helpline for carers
- Ensure that short term, home based emergency care is established for carers in crisis or emergency situations
- Allocate specific funding for the creation on an Expert Carers Programme

**Putting People First: A shared vision and commitment to the transformation of Adult Social Care** (HM Government, 2007) – the landmark protocol sets out and support the Government's commitment to independent living for all adults, outlining aims and values to guide the transformation of adult social care. It recognises that within the context of

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changing family structures, caring responsibilities will impact on an increasing number of people, therefore the care and support system should be fair, sustainable and unambiguous about the respective responsibilities of the state, the individual and the family. The objectives of transformation include ensuring that family members and carers are treated as experts and care partners; supporting programmes which enable carers to develop their skills and confidence and to strengthen universal information, advice and advocacy for people needing services and their carers.

**Carers at the heart of 21<sup>st</sup> century families and communities** (HM Government 2008) sets out the Government's vision for carers and the actions required over the next 10 years to make the vision a reality. By 2018, carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individual's needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen. Making this a reality requires changes and attention on issues including breaks, income, information and advice, the workplace, access to employment, emotional support, the health of carers and the specific needs of young carers.

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### Local Policy Context

#### The vision for Sunderland 2008 – 2025

The Sunderland Strategy has been developed to provide the framework for members of the Sunderland Partnership and all organisations, groups of people and individuals to work together to improve quality of life in Sunderland. It sets out a collective vision for the city and its residents and how the vision will be achieved.

The shared vision for Sunderland is:

*Creating a better future for everyone in Sunderland: Sunderland will be a welcoming, internationally recognised city where people have the opportunity to fulfil their aspirations for a healthy, safe and prosperous future*

Five strategic aims have been developed to achieve the vision:

**Aim 1:** By 2025 Sunderland will be an enterprising and productive global city with a strong and diverse economy providing jobs and careers, where everyone has the opportunity to contribute to and benefit from the regional economy, to fulfil their potential to be skilled, motivated and wealth creating without losing the special characteristic of Sunderland's balanced way of life

**Aim 2:** By 2025 Sunderland will be a city where everyone can be supported to make healthy life and lifestyle choices – a city that provides excellent health and social care services for all who need them. Everyone in Sunderland will have the opportunity to live long, healthy, happy and independent lives

**Aim 3:** By 2025 Sunderland will be a place where everyone feels welcome and can be part of a safe, inclusive community where people will feel safe and secure and can enjoy life

**Aim 4:** by 2025 Sunderland will be a city with a thriving learning culture where everyone can be involved in learning in a cohesive, inclusive city that is committed to social justice, equality and prosperity where creativity flourishes and where individuals can have all they need to thrive in the global economy

**Aim 5:** by 2025 Sunderland will be a clean, green city with a strong culture of sustainability, protecting and nurturing both its built heritage and future development and ensuring that both the built and natural environments will be welcoming, accessible, attractive and of high quality

The Carers Strategy complements the Sunderland Strategy and is key to ensuring that carers are integral to achieving the vision for Sunderland.

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### **How the Strategy has been developed**

Carers have played a central role in the development of the Strategy and the process began during Carers Week 2007 where carers were asked what areas they would like to strategy to address. These views, alongside the 2008 National Carers Strategy, have been used inform and influence the strategy.

The Adult Social Care Partnership Board gave its support to sponsor the strategy and the Board sought commitment from partners to be involved in the developing the Strategy. As such, a Multi-agency Strategy Group was established to take forward the development of the strategy, which included key partners and carer support organisations. A partnership approach to developing the strategy is crucial, because if carers are to be supported within their caring role and to have a life outside of caring, then a joined up response is required all partners in the city to make this a reality.

Consultation process

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### **Implementation, Governance and Monitoring**

The aim of the strategy is to ensure that society recognises and values the increasingly important contribution made by carers and to support carers within their caring role, but to also enable them to have a life outside of caring. This can only be achieved by all partners working together to progress the actions that this strategy identifies. The strategy reflects the priorities of the Sunderland Strategy and will contribute to achieving the vision for Sunderland.

The implementation plans, which are 3 yearly, identify key areas for action, along with lead agencies and timescales for completion.

To monitor progress, the Adult Social Care Partnership Board will receive quarterly update reports on the implementation of the strategy, including where progress is going well and where it is not.

The Multi-agency Carers Strategy Group will reconvene on a 3 yearly basis to undertake a review of the implementation plans to review progress and identify actions for the subsequent 3 years to ensure that the strategy remains responsive to the changing world and that it reflects local and national developments.

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### Outcomes

The following outcomes have been identified that this strategy will aim to deliver. Many of the outcomes are integral to each other, therefore the actions required to achieve the outcomes have been cross-referenced in the implementation plans. For example, Information and Advice is a fundamental theme in many of the outcomes.

#### Aim 1: Prosperous City

**Employment:** carers and former carers can remain in or return to work, through the development of carers employment policies and the provision of good quality information, advice and support for both carers and employers

**Economic well-being:** carers are aware of the benefits they are entitled to through the provision of good quality information, advice and support to access them and carers incomes will be maximised

#### Aim 2: Healthy City

**Wellness:** to actively promote the opportunities for carers to access sport, leisure and wellness services and activities including support programmes to improve or maintain their own health and well-being and to promote social inclusion

**Personalised Support:** carers receive a Carers Assessment that identifies how they can be supported both within and outside of their caring role. The support they receive will be holistic and person centred and focused on achieving positive outcomes for carers. Staff will recognise and value carers as an expert care partner and they will respond to their needs. Carers' experiences of services will be improved

**Health:** carers and their needs are recognised and they are provided with advice, information and support that effectively co-ordinated to maintain their own health and that of the person they care for. Staff will recognise and value carers contribution and they will be seen as an expert care partner. Carers' experiences of services will be improved

**Parent Carers:** - Parent carers will be supported to access the same opportunities as other parents and to have quality time with their other children, their partner or friends. Parent carers will have access to comprehensive information as to the support that is available, pathways to access services will be straightforward and the criteria for access to services will be publicised. Parents will be offered more choice as to what services they can use, this will include Direct Payments.



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### **Aim 3: Safe City**

**Young Carers:** young carers and their needs are recognised and support to them is improved in order to prevent young carers from having to take on inappropriate levels of caring. Young carers will enjoy their childhood and have the opportunity to thrive, develop and learn

**Emotional Support:** the emotional needs of carers will be recognised and they will have a choice over where they access their support. Through the provision of emotional support, carers can make informed choices about their lives as carers

**Carers with learning disabilities:** people with learning disabilities who become carers of older people will receive the right support at the right time to enable them to care, whilst also ensuring that they remain safe

### **Aim 4: Learning City**

**Training, Education and Lifelong Learning:** carers have access to training, education and lifelong learning opportunities either for recreational purposes, to enable them to learn or regain skills to return to work, if they wish, or to help them cope with their caring situation. These opportunities will be actively promoted.

### **Aim 5: Attractive and Inclusive City**

**Recognising and Valuing Contribution:** carers will be recognised and valued for the immense contribution they to make to society everyday

**Information and Advice:** carers receive high quality information and advice to support them both within and outside of their caring role

**Involving Carers:** carers are empowered to be involved in and shape the development of local services and be involved in the life of the community

**BME Groups:** the specific needs of carers from minority ethnic groups will be recognised and they will receive the support they need to access information and services and to carry out their caring responsibilities

## Recognising and Valuing Carers in Sunderland: A multi-agency approach to supporting carers 2009 – 2025 Delivery Plan

### Aim 1: Prosperous City

By 2025 Sunderland will be an enterprising and productive global city with a strong and diverse economy providing jobs and careers, where everyone has the opportunity to contribute to and benefit from the regional economy, to fulfil their potential to be skilled, motivated and wealth creating without losing the special characteristic of Sunderland's balanced way of life

<b>Employment</b>				
<b>Outcome: carers and former carers can remain in or return to work, through the development of carers employment policies and the provision of good quality information, advice and support for both carers and employers</b>				
<b>Action</b>	<b>Lead</b>	<b>By when?</b>	<b>How will we know when we get there?</b>	<b>X Reference</b>
1 Assist carers & ex-carers into employment, offering advice & guidance on vocational training & sources of funding.	PIE & Job Linkage	Three yearly review, linked to funding streams and influenced by them	Management information captured and monitored. Case studies produced areas of good practice identified.	Training, Education and Lifelong Learning

2	Work with Employers to develop policies and practices that support Carers into and already in work	PIE/Carers Centre working with Sunderland Partnership	Existing work to be enhanced and reviewed annually by Employers Forum	Policies will be developed and implemented  Annual review by Employers Forum  Number of Carers in Employment  Charters awarded or being worked towards. Results/league table published	Parent Carers
3	Carry out awareness raising campaigns with employers to promote the benefits that employing carers and ex-carers and the benefits of flexible working can bring, through the Employers Forum and Carers (Awareness) Week	Carers Centre/PIE/Sunderland City Council	Annually	Responses to below-the-line campaign before, during and after Carers Week from employers.	Recognising and Valuing Contribution
4	Develop a good practice guide for Employers on the benefits of Employing and retaining carers	PIE/ Employers Forum/ Carers Centre	December 2009	Good practice guide will be developed  Carers will report positive experiences of employment	
5	Collaborative working with existing partnership organisations.	Sunderland City Council/ Carers Centre/PIE	31 October 2008  Celebration/evaluation event to be organised for Nov 08	Evaluation of the Northern Way Worklessness Pilot (NWWP) which is being delivered on behalf of Sunderland City Council, which ends in August 2008. Results published.	

6	Lobbying of carers & ex-carers needs which are presently not being addressed by mainstream provision – locally, regionally & nationally (involve Action for Carers & Employment [ACE]).	Everyone involved in providing vocational advice & guidance throughout Sunderland	Annually, linking into changing Government strategy/ legislation, impacting on green papers through direct and indirect campaigning, lobbying of ministers and influential think tanks.	Improved access to services and carers becoming eligible for assistance more widely than the specialist and limited resources currently at their disposal.	Recognising and Valuing Contribution
7	Work with Jobcentre plus to assist them to recognise the needs of carers and to look at ways carers could be included in their programmes.	PIE/Carers Centre	Ongoing review annually	Consistent monitoring and evaluation locally  Number of carers who feel supported through Jobcentre Plus	Recognising and Valuing Contribution
8	Assist front line staff through training awareness raising to recognise Carers and signpost them on to other agencies that can support them				Recognising and Valuing Contribution
9	Develop/continue training programmes for Carers to assist them towards employment	PIE/ Sunderland College/ Bridge	Ongoing work over the next three years	Numbers attending training courses.  Outcomes measured in terms of jobs, voluntary work Health etc	Training, Education and Lifelong Learning

10	Work with partners, including the Sunderland Partnership to reinforce the needs of Carers in the City and continually raise awareness of the issues they face in returning to or remaining in employment	Adult Social Care Partnership Board	Annually	Annual progress review	Recognising and Valuing Contribution
11	To work with Adult and Children Social Care services to develop services that enable carers to combine work and caring	Carers Centre/PIE/ HHAS/ Children's Services	Ongoing	Number of carers combining work and caring	Personalised Support  Parent Carers
12	To further develop Sunderland City Council employment policies and practices that support Council employees who have caring responsibilities	Sunderland City Council	Ongoing	Employment policies and practices will be further developed and implemented  Annual review by the Council  Number of employees employed by the Council who have caring responsibilities	Recognising and Valuing Contribution

## Economic Well Being

**Outcome: carers are aware of the benefits they are entitled to through the provision of good quality information, advice and support to access them and their incomes will be maximised**

Action	Lead	By when?	How will we know when we get there	X Reference
1 Production of article for carers newsletter (bi monthly) on benefits awareness and key benefit issues to be circulated via carer support organisations	HHAS	Next article due August 2008	Carers Centre monitor responses and feedback results / outcomes  Increasing volume of calls from carers to WRS advice line as proportion of total queries	Information and Advice
2 Raise awareness of carers advice needs within LIBRA/Advice provider partnerships and short term plan for better managing them	HHAS	End July 2008	Short term plan developed	Recognising and Valuing Contribution  Information and Advice
3 Consult carers as part of the councils strategic advice review	HHAS	By end August 2008	Carer representatives have been consulted and their views incorporated into strategic advice plan deliverables	Involving Carers
4 Improve information and referral arrangements to a range of advice providers as a result of the Advice review	HHAS	Autumn 2008 Onwards	Increased awareness and access to provision	Information and Advice
5 Access to quicker Benefit /Better off Calculations for carers wanting to take up employment through identifying all agencies that can provide this service and providing a clear pathway for carers	HHAS	Autumn 2008 Onwards	Timely benefit checks provided	Employment  Information and Advice

## Aim 2: Healthy City

By 2025 Sunderland will be a city where everyone can be supported to make healthy life and lifestyle choices – a city that provides excellent health and social care services for all who need them. Everyone in Sunderland will have the opportunity to live long, healthy, happy and independent lives

<b>Wellness</b>				
<b>Outcome: to actively promote the opportunities for carers to access sport, leisure and wellness services and activities including support programmes to improve or maintain their own health and well-being and to promote social inclusion</b>				
<b>Action</b>	<b>Lead</b>	<b>By when?</b>	<b>How will we know when we get there?</b>	<b>X Reference</b>
1 Provide carers organisations with Sport, Leisure and Wellness information about services and programmes on offer to disseminate to carers	Wellness Service	Ongoing	Carers accessing sport, leisure and wellness activities.	Information and Advice
2 Communicate to carers via carers organisations the affordable pricing options for accessing Sunderland City Councils sport, leisure and wellness activities	Wellness Service	July 08 - ongoing	Number of carers signing up for Life Cards to access sport leisure and wellness opportunities at discounted rates  Information can be provided on number of individuals who sign up for life card who are in receipt of carers allowance.	Information and Advice  Recognising and Valuing Contribution
3 Ensure when planning new programmes and services carers are considered particularly in relation to time of activity and support programmes	Wellness Service	Ongoing	Carers accessing both sport, leisure and wellness activities, including support programmes, for example, exercise referral programmes	Recognising and Valuing Contribution  Involving Carers

4	Production of articles for carers newsletters on the benefits of being physically active	Wellness Service	Ongoing	Number of carers accessing sport, leisure and wellness activities	Health Information and Advice
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## Personalised Support

**Outcome: carers receive a Carers Assessment that identifies how they can be supported both within and outside of their caring role. The support they receive will be holistic and person centred and focused on achieving positive outcomes for carers. Staff will recognise and value carers as an expert care partner and they will respond to their needs. Carers' experiences of services will be improved**

Action	Lead	By when?	How will we know when we get there?	X Reference
1 To ensure that carers are aware of their right to a Carers Assessment through the provision of information during the care planning process and through signposting by partners	HHAS  Children's Services	Ongoing	There will be an increase in the number of carers receiving a Carers Assessment  To monitor how carers have become aware of their right to an assessment	Information and Advice  Recognising and Valuing Contribution
2 To improve the information available to carers and the ways in which it can be accessed, about the services available to support them in their caring role	HHAS  Children's Services	Ongoing	Carers can easily access good quality, up to date information when they need it  Carers will feel they are better supported within their caring role	Information and Advice  Recognising and Valuing Contribution  Emotional Support

<p>3 To improve the information available to carers, and the ways in which it can be accessed, about the services available to enable them to have a life outside of caring</p>	<p>All partners</p>	<p>Ongoing</p>	<p>Carers can easily access good quality, up to date information when they need it about the services that can support them to have a life outside of caring i.e. leisure, learning and employment</p> <p>There will be an increase in the number of carers taking part in activities outside of their caring role</p>	<p>All</p>
<p>4 To ensure that services to support carers in their caring role are tailored to their needs and those of the cared for through exploring how personal budgets can be used to support carers</p>	<p>HHAS Children's Services</p>	<p>Ongoing</p>	<p>Everyone using Adult Services, including carers will have a personal budget</p> <p>Carers will feel they are better supported within their caring role and their individual needs will be met</p>	<p>Information and Advice</p> <p>Involving Carers</p> <p>Recognising and Valuing Carers</p> <p>Parent Carers</p>
<p>5 Develop personalised packages of care to enable carers to combine work and caring</p>	<p>HHAS Children's Services</p>	<p>Ongoing</p>	<p>There will be an increase in the number of carers remaining in or returning to work</p> <p>Carers will feel they are better supported within their caring role</p>	<p>Employment</p> <p>Information and Advice</p> <p>Recognising and Valuing Carers</p> <p>Parent Carers</p>

6	To ensure the social care workforce value the contribution of carers and that they are recognised as an expert care partner through staff awareness raising and training	HHAS Children's Services	Ongoing	Carers will feel valued and respected in their role and will feel an expert care partner  Number of staff attending Carers Training course	Recognising and Valuing Carers  Parent Carers
7	To ensure the workforce is sufficiently trained to recognise and support carers needs and provide information and services to support carers	HHAS / Children's Services/ all partners	Ongoing	Carers and their needs will be recognised and they will receive the information and services they need to support them in their caring role  Number of staff attending Carers Training course  Carers will feel better supported within their caring role	Recognising and Valuing Carers  Information and Advice  Parent Carers
8	To ensure staff are aware of how to access information to support carers and also where to signpost carers to relevant information e.g. Starting Point	All partners	Ongoing	There will be an increase in the number of 'hits' on the Starting Point website  Number of carers receiving/accessing information  Number of staff attending Carers Training course	Information and Advice
9	To develop a joint approach with partners to identifying hidden carers using a variety of mechanisms	HHAS/all partners	End 2008	A joint approach will be developed  There will be an increase in the number of carers who were previously unknown to services	Recognising and Valuing Contribution

10	To develop a multi-agency training course for staff on carers issues	HHAS/ Carers Centre	March 2009	Training course will be established which staff will be accessing  Improved carer experiences about the services they access	ALL
11	To implement Carers Emergency Planning:  <ul style="list-style-type: none"> <li>• Communicate with partners their role within emergency planning i.e. ambulance services; police</li> <li>• To monitor the demand of emergency planning to inform service provision</li> <li>• To promote the benefits of telecare with carers within the emergency planning process to improve the take up of services</li> </ul>	HHAS  Children's Services	Ongoing with yearly review	All carers will have an emergency plan, if they want one. If an emergency situation occurs, carers will feel reassured that the cared for person will be looked after and their needs will be met  Partners will be aware of their role  Monitor the number of carers who have a plan  Monitor the number of carers who use their plan  Monitor to take up of Telecare Services	Recognising and Valuing Contribution  Emotional Support  Information and Advice
12	To develop/expand innovative personalised short break services, including working with the PCT	HHAS  Children's Services	December 2008	There will be an increase in short break provision  Monitor the number of carers accessing short break provision  Carers experiences of short break provision	Health  Emotional Support  Parent Carers

<p>13 To ensure the ongoing involvement of carers in the care planning and review process</p>	<p>HHAS Children's Services</p>	<p>Ongoing</p>	<p>Carers will feel valued and recognised as an expert care partner and they will be seen as and feel an equal partner in the development of care packages for the cared for</p>	<p>Information and Advice Involving Carers Recognising and Valuing Contribution Emotional Support Parent Carers</p>
<p>14 To develop mechanisms to ensure that the views of carers gathered during the care planning and review process inform future commissioning priorities</p>	<p>HHAS Children's Services</p>	<p>March 2009</p>	<p>Mechanisms will be established and utilised  Front line staff will be aware of how to communicate the views of carers to inform commissioning priorities  Carers views are used to inform and influence commissioning priorities</p>	<p>Involving Carers Recognising and Valuing Carers Parent Carers</p>
<p>15 To ensure that carers and carer organisations are involved in and can influence the commissioning process</p>	<p>HHAS/ Voice for Carers/ Children's Services</p>	<p>Ongoing</p>	<p>Carers views are used to inform and influence commissioning priorities</p>	<p>Involving Carers Recognising and Valuing Carers Parent Carers</p>

<p>16 Adults and Children's Services to work together to ensure that carers have clear, timely and appropriate information about the transition process</p>	<p>HHAS/ Children's Services</p>			<p>Young Carers??</p> <p>Information and Advice</p> <p>Recognising and Valuing Carers</p> <p>Emotional Support</p> <p>Parent Carers</p>
<p>17 Develop a local Carers Survey to gather the views of carers about their experiences of all services – to be undertaken annually during Carers week and to be developed in consultation with carers</p>	<p>Voice for Carers</p>	<p>To be produced by March 2009 to be launched June 2009</p>	<p>Carers Survey developed and used</p> <p>First survey will provide a benchmark for future surveys</p> <p>Carers will have better experiences of services</p>	<p>All</p>

**Parent Carers**

**Outcome: Parent carers will be supported to access the same opportunities as other parents and to have quality time with their other children, their partner or friends. Parent carers will have access to comprehensive information as to the support that is available, pathways to access services will be straightforward and the criteria for access to services will be publicised. Parents will be offered more choice as to what services they can use, this will include Direct Payments**

Action	Lead	By when?	How will we know when we get there?	X Reference
1 To ensure that parent carers receive the support they need post-natally / at the point of diagnosis to help them accept and understand their child's illness/disability and that this support is ongoing	Children's Services / TPCT	Immediate	Families accessing Children's Centres and other sources of support	Emotional Support  Health
2 To provide information to parent carers about the ongoing support available to them and also in time of crisis	Children's Services	April 2009	Information available in a variety of formats, including written leaflets and on the internet	
3 Staff to carry out holistic assessments that take into account the needs of the whole family, along with the needs of the disabled child	Children's Services	Immediate	Care plans meet the needs of whole family	
4 To ensure the social care workforce value the contribution of carers and that they are recognised as an expert care partner through staff awareness raising and training	Children's Services	Ongoing	Carers will feel valued and respected in their role and will feel an expert care partner  Number of staff attending Carers Training courses	Recognising and Valuing Carers

<p>5 To ensure the workforce is sufficiently trained to recognise and support carers needs and provide information and services to support carers</p>	<p>Children's Services/ All partners</p>	<p>Ongoing</p>	<p>Carers and their needs will be recognised and they will receive the information and services they need to support them in their caring role</p> <p>Number of staff attending Carers Training course</p> <p>Carers will feel better supported within their caring role</p>	<p>Recognising and Valuing Carers</p> <p>Information and Advice</p>
<p>6 To ensure that carers and the person they care for can access short break provision to ensure that carers emotional well-being is maximised</p>	<p>Children's Services</p>	<p>Ongoing</p>	<p>Number of people accessing short break provision</p> <p>Number of carers accessing services/opportunities to minimise stress</p> <p>Number of carers who feel their well-being has improved</p>	<p>Personalised Support</p> <p>Emotional Support</p>
<p>7 To ensure that carers are aware of where to access a 'listening ear' and emotional support through the provision of high quality, timely information</p>	<p>Children's Services</p>	<p>Ongoing</p>	<p>Number of carers accessing services</p> <p>Number of carers who feel better supported</p>	<p>Information and Advice</p> <p>Recognising and Valuing Carers</p>



**Health**

**Outcome: carers and their needs are recognised and they are provided with advice, information and support that effectively co-ordinated to maintain their own health and that of the person they care for. Staff will recognise and value carers contribution and they will be seen as an expert care partner. Carers' experiences of services will be improved**

	<b>Action</b>	<b>Lead</b>	<b>By when?</b>	<b>How will we know when we get there?</b>	<b>X Reference</b>
1	To commission a health needs assessment for carers to identify their needs	PCT (public health)	2011	Production and analysis of needs assessment	
2	All GPs will receive specific carer training to develop an understanding of the role of carers and recognise and respond to carers individual needs	PCT	2011	Training numbers	
3	All front line staff will receive carer awareness training to develop an understanding of the role of carers and recognise and respond to carers individual needs	PCT / Provider organisations	2011	Training numbers	
4	Physical and emotional health and well being information will be available to all carers offering opportunities to be involved in activities in a range of health settings	PCT / Provider organisations	2011	Feedback from patients and carers	Emotional Support Information and Advice
5	Carers will receive an individual carer's care plan and have access to contact details (including contact numbers) of relevant health professionals	PCT / Provider organisations	2011	Feedback from patients and carers Number of carer assessments	Information and Advice

6	Carers will be involved in all aspects of care including assessment, planning, treatment and discharge planning where appropriate	PCT / Provider organisations	2011	Carers are included in care plans and discharge plans	Involving Carers
7	Confidentiality will be maintained, but will not be a barrier to communication, information provision will be appropriate when mental capacity is an issue	PCT / Provider organisations	2011	Policy developed	Involving Carers
8	All services will support carers in providing seamless care across health, social and voluntary organisations.	PCT / Provider organisations	2011	Joined up working across health, social and voluntary areas	
9	Carers will form an integral part of support groups	PCT / Provider organisations	2011	Feedback from patients and carers	Involving Carers
10	Staff will be equipped to provide information on NHS services and other services for carers developed and available across Sunderland community	PCT / Provider organisations	2011	Feedback from patients and carers	Information and Advice
11	All services to promote and facilitate access to carers assessments	PCT / Provider organisations	Ongoing	Increase in the number of carers receiving a carers assessment	
12	To strengthen links between carers and Drug and Alcohol Treatment Providers	Safer Communities Team	April 2009	A joint family approach is consistent across all treatment services	
13	To work with the three Carers Associations to develop and commission projects which would increase the number of identified Carers	PCT Commissioning	April 2010	The number of carers known to each Carers Association will have increased  The number of carers receiving support and signposting will have increased	Involving Carers  Recognising and Valuing Carers

14	To actively take into account the carer's experience in relation to service reviews, and to ensure these results are fed into service improvements. This will commence with the District Nursing Services Review.	PCT Commissioning	April 2009 (for District Nursing service)	Carers will have been consulted around their experience of key services, starting with the District Nursing Service Review, and their feedback taken into account.	Involving Carers Recognising and Valuing Carers
15	To identify which services, delivered within the community setting, will encounter carers as part of their day to day delivery, and to ensure that these providers have information to enable them to signpost carers to appropriate support services locally	PCT Commissioning	April 2010	Evidence collated to demonstrate signposting activities on the part of identified providers. Would expect to see subsequent increased uptake in carers support (eg increased uptake at carer's association)	Information and Advice Recognising and Valuing Carers

### **Aim 3: Safe City**

By 2025 Sunderland will be a place where everyone feels welcome and can be part of a safe, inclusive community where people will feel safe and secure and can enjoy life

<b>Young Carers</b>				
<b>Outcome: young carers and their needs are recognised and support to them is improved in order to prevent young carers from having to take on inappropriate levels of caring. Young carers will enjoy their childhood and have the opportunity to thrive, develop and learn</b>				
<b>Action</b>	<b>Lead</b>	<b>By when?</b>	<b>How will we know when we get there?</b>	<b>X Reference</b>
1 To ensure that young carers are identified at the earliest stage possible to prevent them from falling into inappropriate caring roles	Children's Services	2011	Increase in the number of young carers known and supported earlier	
2 To identify hidden young carers to ensure that they can access the support they need	Children's Services	2011	Increase in the number of young carers known and supported	
3 To carry out targeted work with families and young carers to support them to reduce the level of inappropriate caring responsibilities that they undertake	Children's Services	2011	Young carers well-being will be improved	

## Emotional Support

**Outcome: the emotional needs of carers will be recognised and they will have a choice over where they access their support. Through the provision of emotional support, carers can make informed choices about their lives as carers**

Action	Lead	By when?	How will we know when we get there?	X Reference
1 To ensure that carers are aware of where to access a 'listening ear' and emotional support through the provision of high quality, timely information	HHAS / Children's Services	Ongoing	Number of carers accessing services  Number of carers who feel better supported	Information and Advice  Recognising and Valuing Carers  Parent Carers
2 Services will be provided ranging from a 'listening ear' to counselling to specialist services including cognitive behavioural therapy, through developing new services and building capacity within existing services	HHAS/PCT/ Children's Services	March 2010	New services commissioned  Capacity building within existing services  Number of carers accessing services	Health  Involving Carers  Parent Carers
3 Care providers will be aware of and responsive to the emotional needs of carers	HHAS/ Children's Services	Ongoing	Number of carers who feel better supported  Number of carers who feel their well-being has improved	Recognising and Valuing Carers  Parent Carers

<p>4 Services to support carers and the person they care for minimise the stress on carers and therefore maximise their emotional and physical well-being</p>	<p>HHAS/PCT/ Children's Services</p>	<p>Ongoing</p>	<p>Number of carers who feel better supported</p> <p>Number of carers who feel their well-being has improved</p>	<p>Health</p> <p>Wellness</p> <p>Recognising and Valuing Carers</p> <p>Parent Carers</p>
<p>5 To ensure that carers are aware of and can use opportunities to minimise stress e.g. aromatherapy through the provision of high quality information</p>	<p>Community and Cultural Services</p>	<p>March 2009</p>	<p>Number of carers accessing services/opportunities to minimise stress</p> <p>Number of carers who feel their well-being has improved</p>	<p>Information and Advice</p> <p>Wellness</p> <p>Health</p> <p>Recognising and Valuing Carers</p> <p>Parent Carers</p>
<p>6 GPs and agencies carrying out Carers Assessments recognise and take action to support carers emotional needs to ensure that carers do not neglect their own health and well-being or that of the person they care for</p>	<p>HHAS/PCT/ Children's Services</p>	<p>Immediate</p>	<p>Number of carers accessing services/opportunities to minimise stress</p> <p>Number of carers who feel their health and well-being has improved</p>	<p>Health</p> <p>Recognising and Valuing Carers</p> <p>Personalised Support</p> <p>Parent Carers</p>

<p>7 To ensure that carers and the person they care for can access short break provision to ensure that carers emotional well-being is maximised</p>	<p>HHAS/PCT/ Children's Services</p>	<p>Ongoing</p>	<p>Number of people accessing short break provision</p> <p>Number of carers accessing services/opportunities to minimise stress</p> <p>Number of carers who feel their well-being has improved</p>	<p>Personalised Support</p> <p>Emotional Support</p> <p>Parent Carers</p>
<p>8 To ensure that people who have recently become ex-carers are provided with information, advice and support about the opportunities that they may like to access now that they are no longer caring e.g. confidence building, learning and employment opportunities, social activities</p>	<p>HHAS/Carers Centre/ Children's Services</p>	<p>Ongoing</p>		<p>All</p>

## Carers with Learning Disabilities

**Outcome: people with learning disabilities who become carers of older people will receive the right support at the right time to enable them to care, whilst also ensuring that they remain safe**

Action	Lead	By when?	How will we know when we get there?	X Reference
1 People with learning disabilities who become carers will be identified by services and receive a Carers Assessment	HHAS	Ongoing	Number of carers with learning disabilities identified and who receive a Carers Assessment	Personalised Support Health Recognising and Valuing Carers
2 To recognise and respond to needs of carers with learning disabilities through the provision of services, information and support to enable them to care	HHAS	Ongoing	Carers with learning disabilities will feel supported within their caring role	Personalised Support Health Recognising and Valuing Carers Information and Advice



3 To recognise and respond to the needs of people with learning disabilities who care through the provision of services, information and support to ensure that they remain safe and healthy	HHAS	Ongoing		Personalised Support Health Recognising and Valuing Carers Information and Advice
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#### **Aim 4: Learning City**

By 2025 Sunderland will be a city with a thriving learning culture where everyone can be involved in learning in a cohesive, inclusive city that is committed to social justice, equality and prosperity where creativity flourishes and where individuals can have all they need to thrive in the global economy

<b>Training; Education and Lifelong Learning</b>				
<b>Outcome: carers have access to training, education and lifelong learning opportunities either for recreational purposes, to enable them to learn or regain skills to return to work, if they wish, or to help them cope with their caring situation. These opportunities will be actively promoted</b>				
<b>Action</b>	<b>Lead</b>	<b>By when?</b>	<b>How will we know when we get there?</b>	<b>X Reference</b>
1 To trial the Caring with Confidence programme in Sunderland	Carers Centre	Dec 2008	The Caring with Confidence programme will have taken place  Number of carers attending the programme  Feedback from carers about how the programme helped with their caring role	Personalised Support  Recognising and Valuing Carers  Emotional Support  Information and Advice
2 Identify from carers what opportunities they would like to see available			Report produced on the opportunities that carers would like to see available.	Recognising and Valuing Carers  Involving Carers

3	Identify priorities from the report and liaise with local organisations to investigate the feasibility of including programmes in their delivery schedules			Priority programmes identified and increased opportunities made available to carers at times that are convenient to them.	Involving Carers
4	Make carers aware of the opportunities that are available to them.		On going	The percentage of carers accessing education and training opportunities is increased.	Information and Advice Recognising and Valuing Carers Personalised Support Health
5	Monitor the number of carers who take up education and training opportunities		Annually	The percentage of carers accessing education and training opportunities is increased.	
6	Ensure progression opportunities are available to carers		Annually	Number of carers progressing onto further education and training is increased.	
7	To continue to provide the Learning for Living programme	PIE	Ongoing	Number of carers attending training	
8	To ensure that carers have access to training around substance misuse	Safer Communities Team/Carer organisations	March 2009	Carers will have received training	

### Aim 5: Attractive and Inclusive City

By 2025 Sunderland will be a clean, green city with a strong culture of sustainability, protecting and nurturing both its built heritage and future development and ensuring that both the built and natural environments will be welcoming, accessible, attractive and of high quality

<b>Information and Advice</b>				
<b>Outcome: carers receive high quality information and advice to support them both within and outside of their caring role</b>				
<b>Action</b>	<b>Lead</b>	<b>By when?</b>	<b>How will we know when we get there?</b>	<b>X Reference</b>
1 Carers identify themselves as carers so that they become aware information and advice is available	HHAS/Children's Services	On-going	Advice giving agencies will record carers asking for advice as carers  Carers will report that they know information and advice is available to them as carers	Recognising and Valuing Carers  Personalised Support  Health  Parent Carers  BME Groups
2 There will be clearly identified 'First Stops' for carers seeking advice and information, available to carers face-to-face, by telephone, written or on-line	HHAS/Carers Centre/Children's Services	April 2009	Carers reporting that they have the information they need and it was easily found	Parent Carers  BME Groups

3	All sources of general information in Sunderland including the Council Contact Centres and Primary Care practices will be aware of and publicise the 'First Stop' contact numbers, addresses, web-sites	HHAS/Children's Services	September 2009	Carers reporting that they have the information they need and it was easily found	
4	Specialist agencies will provide high quality information to carers on all aspects of caring/being a carer	HHAS/Carers Centre/Children's Services	On-going	Carers take up services for carers and are aware of opportunities to maintain their own health and well-being	Recognising and Valuing Carers Personalised Support Health Wellness BME Groups Parent Carers
5	Information will be available in a range of formats, be culturally sensitive, in relevant languages and sign-post carers to where in-depth information can be acquired if appropriate	All agencies	On-going	Carers will report that information was available in a way which they could understand and use	BME Groups Young Carers Recognising and Valuing Carers

6	Carers will be aware of agencies which can provide advice as well as information	HHAS/PCT/ Children's Services	April 2009	Services will be aware that carers have had opportunities to understand options and consider their opportunities	Recognising and Valuing Carers  Health  Personalised Support  Parent Carers  BME Groups
7	Agencies providing advice to carers will be available to carers throughout the city by telephone, outreach etc and will be available to carers who cannot attend appointments during ordinary office hours	HHAS/PCT/ Children's Services	Now	Feedback from carers	Recognising and Valuing Carers  Health  Personalised Support  Parent Carers  BME Groups
8	Specialist agencies providing information and advice to carers will be commissioned and supported	HHAS/PCT/ Children's Services	Now	Commissioning strategy	Involving Carers  Health  Personalised Support  Parent Carers

9	At least one service for carers will provide support at meetings (advocacy) to complement information and advice	HHAS	Now	Feedback from carers	Involving Carers  Recognising and Valuing Carers  Emotional Support
10	To ensure that carers are aware of where to access specialist support through a range of quality information	Safer Communities Team	February 2009	Carers have access to and knowledge on services available via a Carers Service Directory	

## Involving Carers

**Outcome: carers are empowered to be involved in and shape the development of local services and be involved in the life of the community**

Action	Lead	By when?	How will we know when we get there?	
1 <u>Individual</u> carers are recognised as experts in their caring role and are consulted and involved in care plans for the person(s) they care for and in their own carers assessment	HHAS/PCT/ Children's Services	(i) significant level of involvement by end March 2009  (ii) all carers engaged with services involved. March 2011	All care plans, packages of care, medical notes etc will record that the views of the carer(s) have been sought and considered. Carers will countersign relevant notes to demonstrate their involvement	Recognising and Valuing Carers  Personalised Support  Health  Parent Carers
2 Individual carers will be consulted on the quality and appropriateness of services and on how services could be improved	Commissioners, HHAS/PCT/ Children's Services	March 2011	Quality assurance staff, inspectorates etc acting independently or on behalf of the commissioner will see service improvements influenced by carers	Recognising and Valuing Contribution  Personalised Support  Health  Parent Carers



3 Carers will be involved <u>collectively</u> in influencing the development of local services, both for the people they care for and for themselves as carers	HHAS/ Children's Services	(i) baseline established by March 2009  (ii) significant improvement on baseline by March 2011	Changes to the nature and quality of services offered will show they have been influenced by carers.  Carer levels of satisfaction with services increase	All
4 Carers will be properly supported to become involved. Information on services, legislation, scope for change etc will be made available in a timely and appropriate manner	HHAS/Children's Services, Chief Executives Dept (Consultation team)	March 2010	Records of involvement and consultation meetings and action taken from these will show that carers have influenced the outcomes	Information and Advice  Recognising and Valuing Carers  Parent Carers  BME Groups
5 All agencies involving and consulting carers through the VCS will do so using the Compact Code of Practice	CCS	March 2010	VCS bodies which support carers will confirm Compact compliance	Information and Advice  Recognising and Valuing Carers
6 Carers will influence commissioning intentions as well as service development	All agencies	March 2010	Commissioners will demonstrate involvement and the outcomes from that involvement	Health  Personalised Support  Recognising and Valuing Carers  Parent Carers

7	A multi-agency carer involvement and representation implementation plan will be in place and used	Multi-agency Carers' Strategy group chairperson	March 2009	Strategy will be available to all agencies and to carers.  Carer organisations will report satisfaction with arrangements and their implementation	Recognising and Valuing Carers
8	To continue to fund Voice for Carers to ensure that it remains the collective voice for carer support organisations in the city	Health, Housing and Adult Services	Ongoing	Voice for Carers continues to be the collective voice for carer support organisation  Number of carers/organisations who feel they have shaped the commissioning process	Recognising and Valuing Carers  Involving Carers
9	To ensure that all carer support organisations, including specialist services, have capacity to meet demand	Commissioners	Ongoing	Services will be developed to meet demand  Services will be more responsive and relevant to carers needs	

## Recognising and Valuing Contribution

**Outcome: carers will be recognised and valued for the immense contribution they to make to society everyday**

Action	Lead	By when?	How will we know when we get there?	X Reference
<p>1 <u>Individual</u> carers are recognised as experts in their caring role and are consulted and involved in care plans for the person(s) they care for and in their own carers assessment</p>	<p>HHAS/PCT/ Children's Services</p>	<p>(i) significant level of involvement by end March 2009</p> <p>(ii) all carers engaged with services involved. March 2011</p>	<p>All care plans, packages of care, medical notes etc will record that the views of the carer(s) have been sought and considered. Carers will countersign relevant notes to demonstrate their involvement</p>	<p>Involving Carers</p> <p>Health</p> <p>Personalised Support</p> <p>Young Carers</p> <p>Parent Carers</p>
<p>2 To ensure that staff receive training to raise awareness of the role of carers and ensure that staff recognise them as expert care partners</p>	<p>HHAS/PCT/ Children's Services</p>	<p>March 2009</p>	<p>Number of staff attending training course</p> <p>There will be an increase in the number of carers who feel their experiences of services has improved</p> <p>Carers will feel valued</p> <p>Staff recognise, understand and value the contribution of carers</p>	<p>Health</p> <p>Personalised Support</p> <p>Young Carers</p> <p>Parent Carers</p>

3	To raise the profile of carers within the community, and the contribution they make to society	Carers Centre		Members of the public will understand and value the contribution of carers  Number of new carers who identify themselves	Involving Carers
4	To raise awareness with the partner agencies, through the Sunderland Partnership, the role of carers and the contribution they make	Ongoing	Immediate	Partner agencies will recognise, understand and value the contribution of carers  There will be an increase in the number of carers who feel their experiences of services has improved	Involving Carers
5	To involve carers within the commissioning process to ensure their views influence service developments	HHAS/ PCT (all agencies)	Immediate	The views of carers will shape the commissioning process  Number of carers who feel they have been involved	All
6	Agencies to work with people who provide care to help them to recognise themselves as carers	HHAS/PCT/ Children's Services (all agencies)	Immediate	Number of people who identify themselves as a carer  Number of carers accessing services who previously did not	Personalised Support  Health  Parent Carers  Young Carers

**BME Groups**

**Outcome: the specific needs of carers from minority ethnic groups will be recognised and they will receive the support they need to access information and services and to carry out their caring responsibilities**

<b>Action</b>	<b>Lead</b>	<b>By when?</b>	<b>How will we know when we get there?</b>	<b>X Reference</b>
1 To explore the possibility of establishing link worker posts within carers support organisations to work within BME communities to identify: <ul style="list-style-type: none"><li>• Hidden carers</li><li>• Mechanisms for communication</li><li>• Opportunities for consultation</li></ul>	HHAS/Carer support organisations	2009	Link worker will be in post and working within BME communities	Recognising and Valuing Carers  Information and Advice  Involving Carers  Health  Personalised Support

