

## The Improvement Plan

1. That the Council clearly recognises and acknowledges the vital importance of carers in the provision of social care in Buckinghamshire

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
A statement recognising the worth of carers is drafted and agreed	Carers Service Manager/Cabinet members	Carers know that the Council recognises their worth through a Statement agreed by the Council.	The Council Plan	Dec 2002	No initial costs identified
Publication of statement	Carers Services Manager				
Carers Charter drafted and agreed	Carers Services Manager/Carers policy strategy group	Carers' worth is recognised by the publication of special Charter.	Better Care Higher Standards, a Charter for Long Term Care	Feb 2003	Costs attached to publication
Carers Champions are identified to support work at Member and Heads of Service level	Margaret Aston  Clive Lee, Rita Lally, John Beckerleg	Carers have a named Champion who chairs a group responsible for implementing the 5-year Action Plan.  Change processes and developments are driven into all areas and joined up across all services in contact with carers.		April 2002	Members/ Heads of Service time costs
Carers to be seen as partners in the provision of care	Carers Champions	Carers are recognised formally as partners in the provision of care		Ongoing	No costs
National Carers Strategy guidance checklist to be incorporated into the Carers Charter	Carers Services Manager	Performance is measured by nationally agreed criteria		Feb 2003	No costs
BCC to check that employment policies are "carer friendly" for staff who are also carers	Human Resources	Staff and potential staff who are also carers know that they are supported by " carer friendly" policies		Welfare to Work	Mar 2003

2. That the importance of carers is recognised in the training of, and procedures adopted by, all County Council employees who have any involvement with carers.

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
The eligibility criteria currently being reviewed to implement Fairer Access is amended to prevent carer discrimination	Geoff Elford	Eligibility criteria does not discriminate against carers who support users of services by lowering the eligibility rating of the user and so restricting service provision.  That procedures exist that take formal account of the carers eligibility to receive services in their own right and make it possible for support services to be provided at the time they are needed.	Better Care Higher Standards, a Charter for Long Term Care	April 2003	No costs identified
Arrangements made to remind Social Services staff of procedures with regard to carers by maintaining and updating carers procedures in CPM	Carers Services Manager / team liaison officers	Social Services staff are fully aware of carers right to: <ul style="list-style-type: none"> <li>• assessment of their own need</li> <li>• benefit advice</li> <li>• local support services information access to services that support them</li> </ul>	Mental Health NSF Standard 6  Older People NSF	Ongoing	No costs attached
Strategy to be developed that will improve recording of carer assessments and proof of compliance by staff of procedures regarding carers	Heads of Service / Policy officer	Internal audit systems are improved so that they reflect improvement in the Council's activity in providing support to carers.  Quarterly Audit reports produced for Heads of Service and published in teams		April 2003	Staff time costs identified
Evaluation of SWIFT visa vee carers carried out	Carers Services Manager / Policy officer	IT systems record carers information appropriately		Nov 2002	
Targets set in relation to Indicator D42 (carers assessments)	Carers Services Manager	Authority becomes a top performing authority with regard to the provision of carers' assessments	Council Plan	June 2003	Staff time costs

## 2.1. Training

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
Training and induction of CM's & SW's to include carer awareness issues	Carers Services Manager /  Carer communication and training officer	BCC social services staff are well trained in carer awareness issues and this is reflected in better support for carers  Sub group of Multi Agency team convened Nov. 2002 whose T.O.R to include addressing:  <ul style="list-style-type: none"> <li>• competency</li> <li>• supervision</li> <li>• and training issues</li> </ul>			Funding for Carer Communication and training officer Identified Sept 2002
Carers involved in staff training					
Carers advised of technology systems that can help them					
Carer awareness made a core competency for Staff. Training needs identified through appraisal etc.					
Awareness training for carers issues developed by SS should be adopted by schools	Carers Services Manager / Young Carers Champion		LAC (2001) 8 Deafblind services	2005	No initial costs identified

## 2.2. Staff required to implement outcome 2

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
Carers Services Manager appointed at range 8. Manager in post Oct 2002 Budget bid for permanent post Sept 2003	Social services: Trevor Boyd  Line manager: Dwina Wheatley	Multi agency co-ordination of services for carers developed to include oversight of priorities 2-6			Post £30,300 Admin £14,294 Funded through Carers Grant to Mar 2004
Staff member identified within each SS operational team to keep teams updated on carers issues	Group Managers / Carers Services Manager	All operational teams have a carers officer liaising with the Carers Services Manager		April 2003	Staff availability / time priorities

3. That plans are put in place to ensure there is continuing improvement in services that provide carers (including young carers) with the advice and support they need, and that it is made easier for carers to find out where to go to for advice and support.

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
Carers Communication and Training Officer post established	Social Services	Dedicated post to do or ensure the following:	Better Care Higher Standards Charter for Long term Care  Mental Health NSF Standard 6  Older People NSF	To be agreed	Subject to funding availability
Communication strategy for carers developed as part of existing communication strategy	Communications unit in SS with Corporate team	<ul style="list-style-type: none"> <li>More carers contacted</li> </ul>		Present and ongoing	No direct new costs identified
Dedicated advice and phone line set up as part of proposed Government initiative to provide Social Care Direct phone lines	Social Services	<ul style="list-style-type: none"> <li>Carers have daily telephone contact numbers for information, help and support</li> </ul>		To be advised	Costs attached to Government initiative
County Council web site for carers is regularly reviewed to ensure information is easily accessible and up to date.	Communications units BCC/ Carers Services Manager	<ul style="list-style-type: none"> <li>Carers have access through the Internet to information and advice about:               <ul style="list-style-type: none"> <li>Assessment processes</li> <li>Benefits available to them</li> <li>Local carer support services</li> </ul> </li> </ul>		June 2002	No costs identified
Development and relaunch of "Green Box" information system	Social Services Communications Unit	<ul style="list-style-type: none"> <li>Multi agency information giving system is widely advertised and used by statutory and voluntary agency staff to provide leaflet information to carers especially in GP surgeries.</li> </ul>		Summer 2003	No new costs identified for publications. SS Staff admin time for updating distribution
Carers' database set up. Needs to be Multi agency initiative based within existing consultation systems, e.g. Carers Centres or Locality Forums	Policy and Performance unit / Carers Services Manager	<ul style="list-style-type: none"> <li>System for consulting and informing known carers available</li> </ul>		Spring 2004	No initial costs identified

## 3.1. Advocacy and interpreting services

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
Publicly accessible interpreting services developed	Multi agency including district councils and REC's	People from ethnic minorities can access interpreters themselves	Better Care Higher Standards Charter for Long Term Care	To be agreed	Costs of pilot scheme identified as £5000.
Advocacy services to be further developed for people from ethnic minorities	Commissioning	People from ethnic minorities have equal access to advocacy services			Multi agency funding commitment indicated
Strategy for encouraging B&EM to work for care service organisations drafted. In-house Home Care training opportunities to be extended to include carers from voluntary organisations.	BCC Human Resources for in-house Home Care to lead on this work	B&EM's have choice of care worker to provide personal care services	Mental Health NSF Standard 6  Older People NSF	Spring 2004	No initial costs identified
In consultation with appropriate others, leaflets and other forms of information giving to be available in a wide variety of languages.	Carers Associations / Bucks County Council	Carers from Ethnic Minority communities have access to information about assessments, benefits and local support services in ways that they can easily access.	Council Plan	Aug 2003	AVCA development funding from VAPCT ends Mar 2003
Interpreters to be available within a range of services	Multi Agency commitment	Ethnic Minority people have fair and equal access to services through the provision of interpreters at the point of access to a range of main services.		2005	Requires commitment from lead agencies with funding to achieve this end.
Bilingual speakers within a range of services to be available to provide advice and support					
Punjabi speakers to be available at major service outlets e.g. housing.					

4. That services that are provided to service users, and that support carers in their caring role (primarily respite care), are provided as creatively and flexibly as possible.

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
Consultation on the creation of special day care facilities for B&EM groups developed	Commissioning	B&EM users and carers have access to services that meet their needs	"Valuing People" National Strategy for Learning Disability	March 2003	No initial consultation costs identified
Diversity targets set in Carers Associations to compliment work already in hand through Carers Grant monitoring	Carers Services Manager	The Council is aware of the range of B&EM needs	Better Care Higher Standards Long term Care Charter	May 2003	No extra costs identified
Development of Direct Payment schemes for carers. Policy agreement by County Council required that allows carers to receive services in their own right either through the Council or an approved provider.	Carers Services Manager/ Direct payments working group	Direct Payment schemes are in place for carers. Independent agencies are contracted by the Council to deliver carers services directly		June 2003	Costs to be identified. Pilot scheme with SBCA funded by Carers Grant.
Protocol / agreements developed with voluntary organisations to provide interim support to carers following referral and prior to full assessment.	Carers Services Manager / Commissioning	Carers are supported promptly by flexible and responsive services when they ask for help		Mental Health NSF Standard 6	Aug 2003
Carer driven Plan to identify improvements in respite care opportunities drafted by LD worker post with special regard for north of the county. Worker in post Sept. 02	LD Family Carers support worker	Improvement of Respite Care Services Plan developed	Older People NSF	April 2003	Central gov. LD Development Fund £11,000 for worker post
Full implementation of Respite Care Services Plan	Carers Champion / Carers Services Manager	Carers have access to a range of flexible and creative support services	Council Plan	2005	Multi agency funding indicated Carers Grant post 2004
Unmet need with regard to respite care gathered to inform service provision	Commissioning	Service provision informed by the collection of unmet need data		Spring 2003	No initial costs identified as result of this activity.

5. That carers and their representatives are more closely involved in decisions that affect the people for whom they care and the support they themselves receive and that:
6. A network of integrated and co-ordinated services involving social care services, education, health organisations, voluntary and private service providers working in partnership to achieve an agreed strategy for the benefit of carers and that all partners are clear about what is expected of them.

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
A Multi agency team, to include Social Services, Education reps and Health with sub groups, is convened to develop 5-year carers' Action Plan. The group will report to a steering group.	Dwina Wheatley / Carers Services Manager	A 5 year carers Action Plan drafted and developed in partnership with carers and their representatives	"Valuing People" National Strategy for Learning Disability	Nov.2002	No initial costs identified
A Steering group is convened of stakeholders including carers and carers representatives to endorse and monitor the progress of the 5 year Action Plan developed by the multi-agency team.	Chaired by Margaret Aston supported by Carers Services Manager	Action Plan progress monitored and reported at Cabinet level Targets set by steering group and reported to Cabinet at 6 monthly intervals	Better Care Higher Standards Charter for Long term Care  Council Plan	Oct 2002	Time of Cabinet member. Expenses of voluntary sector reps & informal carers
Stakeholders agree strategy and joint funding issues to underwrite commitment	Carers Champions / Carers Services Manager	Multi agency commitment made to deliver flexible and creative services for carers	Mental Health NSF Standard 6	March 2003	
Young Carers Champion identified. Postholder to develop and implement a practical strategy with carers assoc's, education welfare, Ed staff and Health that recognises special needs of young carers	Carers Champion / Carers Services Manager	Services and staff support Young carers so that their educational and social opportunities are not restricted because of their caring role.	Older People NSF	2005	Core funding required for postholder
Joint working protocols to be further developed between SS portfolios in relation to working with young carers and to be part of staff training	Carers Services Manager / Young Carers Champion	Better services are provided by Adults and Children and Families teams for young carers	Quality Protects Strategy	June 2004	No initial costs identified

7. That all agencies providing services on behalf of the County Council should be appropriately staffed and funded to achieve the levels of service required by the Council to an agreed standard. Their staff (whether paid or volunteers) should be trained to recognise and be fully aware of the needs of carers.

Action	Responsibility	Outcome	Links to other plans	Timescale	Costs
Funding arrangements for independent Carers Associations agreed	Social Services Contracts and Commissioning / Service Development Teams	Funding for associations so that they can manage and provide a range of flexible and creative services including information and support services for carers.	Council Plan	May / June 2003	Funding availability from carers grant not clear at present post 2004.  Other sources of funding to be explored
Service Level Agreements drafted agreed and in place for Carers associations		Service Level Agreements are agreed and monitored which formally outline the services that the council wishes to purchase from the associations		May / June 2003	Reliant on funding availability
SLA's in place with other voluntary sector organisations providing services to support carers		Partnership working with independent and voluntary organisations providing services to support for carers is ensured		2005	No costs identified at this time
Development of joint monitoring procedures with service providers and all agencies that purchase services from them for carers					
Young carers to be identified specifically within Education Development Plan	Chief Education Adviser/Young carers Champion	Young carers are recognised as having special needs	Education Development Plan	June 2003	No initial costs identified