

Appendix A - Carers Strategy Delivery Plan 2015-16 end of year update for May 2016 Council Cabinet and June 2016 HCCG Governing Body

This plan will be reviewed and refreshed on an annual basis to take into account the implementation of the Care Act 2014 and reflect changes in operational activity. The plan will be monitored by the Carers Strategy Group, co-chaired by LB Hillingdon and Hillingdon CCG, on a quarterly basis with updates to the Health and Wellbeing Board via the Joint Health and Wellbeing Strategy performance report. Performance indicators are included in the covering report.

Priority one: Cross-cutting and strategic activity

Activity:	Lead organisation and officers:	Target date:	Progress update:
1.1 Design and deliver a Carers Recognition Scheme for adults, young people, schools and higher & further education establishments	<u>LBHillingdon/Hillingdon Carers</u> Cllr Haggar, Vicky Trott, Sally Chandler	Summer 2016	<p>On track</p> <p>The Carers Recognition Scheme received 48 nominations and invitations for the Carers Award event held on 10 May 2016.</p> <p>Nominations were received from all the categories apart from a school, with the majority for adult carers who provide 50 hours of care or more per week.</p> <p>The event was opened by the Mayor of Hillingdon and the Leader of the Council with attendance by the Cabinet Members as well as the Carers Champion.</p> <p>All carers who were nominated received a signed certificate regardless of whether they are able to attend the event. Replacement care is being offered via Carers Trust and paid for by the Council.</p>

<p>1.2 Increase assessment capacity across the borough to provide additional support to carers via the provision of on-line support through Connect to Support Hillingdon, in addition to telephone and face to face support</p>	<p><u>LBHillingdon</u> Liz Harris</p>	<p>Ongoing</p>	<p><u>On track</u> The number of carers assessments continues to increase and contingency arrangements are in place.</p> <p>In 2015/16 there were 300 referrals to Hillingdon Carers and 148 assessments completed by them.</p> <p>The online self-assessment tool (Connect to Support) has been developed and is currently being piloted.</p> <p>When the new contract for Carers Support Services is in place, the way assessments are completed will form part of the implementation plan.</p>
<p>1.3 Review carers pathway building on the feedback from carers through the consultation process and new Care Act responsibilities</p>	<p><u>LBHillingdon/HC CG</u> Urmila Silas, Jane Walsh</p>	<p>March 2016</p>	<p><u>Completed</u> The carer's pathway has been reviewed and updated to provide information on the new assessment process, arrangements for respite, support planning and administering personal budgets, in line with the new Care Act responsibilities.</p> <p>This detail has been disseminated to all Adult Social Care staff as part of briefing sessions and added to the council's intranet.</p>
<p>1.4 Review contract arrangements for carers services building on the feedback from carers through the consultation process and new Care Act responsibilities</p>	<p><u>LBHillingdon/HC CG</u> Liz Harris</p>	<p>March 2016</p>	<p><u>Completed</u> The tender exercise was completed in accordance with the published criteria and has progressed through the Council's formal approval process. A full report will be provided to the next meeting.</p>

<p>1.5 Deliver a communications campaign to increase awareness and take up of carers support/services to include identifying "hidden" and "young" carers and a 'What would you do? Where would you go?' initiative to raise awareness for all residents who could become carers at any time.</p> <p>1.5.1 Promote eligibility for carers allowance and right to Community Healthcare/nursing allowance assessment/ equipment.</p> <p>This will include using existing networks and materials e.g. Hillingdon People, Local Press, street champions newsletter and GP PPG groups, Public Health initiatives and voluntary sector promotional events e.g. at police stations and bus stations.</p> <p>1.5.2 Explore use of audio/online stories where carers share their experiences.</p>	<p><u>LBHillingdon/ HCCG/Hillingdon Carers</u></p> <p>Charlotte Robson, Vicky Trott, Urmila Silas, Niall Smith, Sally Chandler</p>	<p>March 2016</p>	<p><u>Completed</u></p> <p>A joint communications campaign between the Council and HCCG has been delivered with the aim of raising awareness of the caring role and encouraging more carers to access services to assist them in their role and to continue providing care.</p> <p>The campaign includes internal and external communications including posters, media articles and online case studies.</p> <p>Outreach and education sessions have been completed at 25 schools, Uxbridge College, Brunel and New Bucks Universities, for Social work teams, Youth Services, Student nurses and to staff at Victim Support, ARCH, Intu (Young Carers Awareness Day) Pavilions (Carers Week)</p> <p>Hillingdon Carers have a monthly carer slot on Hayes FM.</p>
<p>1.6 Work with carers to develop co-produced material for carers which is timely, clear and concise to assist with the navigation of services available in the instances of immediate or gradual caring responsibilities.</p> <p>This will include legal, finance, respite, support and crisis and NHS services such as continuing health care,</p>	<p><u>LBHillingdon/ HCCG/Hillingdon Carers</u></p> <p>Charlotte Robson, Vicky Trott, Niall Smith, Sally Chandler</p>	<p>Ongoing</p>	<p><u>On track</u></p> <p>A full review has been completed of material available to carers including what is presented on the Connect to Support Website.</p> <p>Hillingdon Carers has launched 26 new Carer Fact Sheets which includes a 'Legal Matters' series produced by Turbervilles Solicitors.</p>

Procedures with a Threshold and Long Term Condition information, as well as promoting carers rights.			
1.7 Review carer support offer through mainstream and universal services and health and social care services, including peer led support.	<u>LBHillingdon/HC CG/ Hillingdon Carers</u> Liz Harris, Claire Lynch, Jane Walsh, Sally Chandler	March 2016	<u>Completed</u> All Carers Support Services were reviewed as part of the recent tender process. As the implementation of the new Carers Support Service progresses individual elements of the service will be identified as part of the KPI process.
1.8 Develop a Carers Collaborative for the Borough that promotes better coordination and collaboration between all organisations working with carers to deliver improved outcomes	<u>Hillingdon Carers</u> Sally Chandler	August 2016	<u>On track</u> The 'Hillingdon Carers Partnership' is now formed and has submitted a collective tender for future Combined Carers Services.
1.9 Explore participating in the 'Employers for Carers' Scheme. https://www.employersforcarers.org/business-case/join-us	<u>LB Hillingdon/HCCG</u> Vicky Trott, Jane Walsh	Completed	<u>Completed</u> Participation in this scheme has been explored but felt that the annual subscription fee would not add any further value to what is currently offered. Special leave arrangements are in place for those members of staff who find themselves needing to take time off due to their caring role. Hillingdon Carers is working with Turbervilles to research levels of caring in the local workforce and to raise awareness with local employers. The aim is to produce a Good Practice Guide for employers.

Priority two: For carers to say "I am physically and mentally well and treated with dignity"

For example, by running activity sessions and the health and support for carers

Activity:	Lead organisation and officers:	Target date:	Progress:
2.1 Deliver a programme of workshops for young carers to include first aid, mental health, personal hygiene, dental hygiene and deliver a physical activity programme including new street dance activity.	<u>Hillingdon Carers</u> Sally Chandler	Ongoing	<u>On track</u> Exercise sessions are provided every Monday, Tuesday and Saturday at Youth Centre clubs, and there is access to a healthy breakfast. Workshops have been run on first aid, sexual health, staying safe on social media, healthy eating, cookery, drug and alcohol awareness, personal budgeting and finance, CV writing and mock interviews, drama, photography and sculpture. Staff are awaiting training on the 'C Card' initiative from KISS - 'Keep It Safe and Sorted' so they can train, educate and distribute condoms for the supported transition project.(Booked for April 2016)
2.2 Deliver a programme of physical activity sessions for carers including new sessions of dance and yoga.	<u>Hillingdon Carers</u> Sally Chandler	Summer 2015	<u>Completed</u> During 2015/16, 117 carers attended 111 exercise sessions a total of 1,044 times
2.3 Provide free counselling and advocacy service for adult and young carers.	<u>LBHillingdon/Hillingdon Carers/ GP networks</u> Liz Harris, Chris	Ongoing	<u>Completed</u> 31 carers have received free counselling from Hillingdon Carers, funded through voluntary donations.

	Scott, Sally Chandler, Jane Walsh		Emotional support has been extended at all carer cafes through the provision of a qualified counsellor at all meetings. Four young carers have accessed child counselling. As the implementation of the new Carers Support Service progresses individual elements of the service will be identified as part of the KPI process.
2.4 Deliver 'Caring and Coping' training for mental health carers	<u>Rethink Mental Illness</u> Richard Mascarenhas	Ongoing	<u>On track</u> The last session was delivered in December 2015 but no new carers have been referred to the service since.
2.5 Deliver mental health carers information events at Brunel University	<u>Rethink Mental Illness</u> Richard Mascarenhas	September 2015	<u>Delay in delivery</u> This has been a challenge to set up; waiting for update from Brunel.
2.6 Provide therapeutic care in partnership with British Red Cross.	<u>Hillingdon Carers</u> Sally Chandler	September 2016	<u>On track</u> In 2015/16 112 carers have had 573 attendances of therapeutic care over 51 sessions.
2.7 Deliver 2 Health MOT days per year so carers can access health professionals face to face. Target of 50 per event.	<u>Hillingdon Carers</u> Sally Chandler	September 2015 & March 2016	<u>Completed</u> Health MOT days were attended by a total of 43 carers.

<p>2.8 Design an online 'Life Planning Support' checklist to support carers in considering long term plans and review Emergency Plans so they are more carer friendly.</p>	<p><u>LBHillingdon/HC CG</u></p> <p>Vicky Trott, Charlotte Robson, Cllr Haggar, Urmila Silas, Jane Walsh</p>	<p>May 2016</p>	<p><u>On track</u> The checklist is in the final stages of approval and it is hoped that it will be launched at the Carers Recognition Event on 10 May 2016.</p> <p>A small number of hard copy versions will be produced initially and then the usefulness of the document monitored closely prior to any further production.</p>
<p>2.9 Deliver GP Health Checks and Flu Jab programmes for carers.</p>	<p><u>LBHillingdon/ GP networks/ Community Pharmacies</u></p> <p>Becky Manvell, Jane Walsh, Sally Chandler</p>	<p>Ongoing</p>	<p><u>On track</u> NHS England commissions GP practices to provide flu vaccinations for various patient groups including carers.</p> <p>Hillingdon Carers has supported and advertised the flu jab programme and have held outreach sessions at 11 GP practices and 12 monthly sessions at Hillingdon Hospital.</p> <p>Public Health team are to follow up on any existing crossover with Hillingdon Carers work around GP health checks.</p>
<p>2.10 Promote the CNWL Recovery and Wellbeing courses to those carers/supporters of people who are CNWL service users.</p>	<p><u>CNWL/ Rethink Mental Illness</u></p> <p>Katherine Sims, Richard Mascarenhas</p>	<p>Ongoing</p>	<p><u>On track</u> Rethink and carers regularly receive information on the Hillingdon Recovery HUB and CNWL Recovery College. Rethink have been provided with the current Recovery College prospectus and timetable.</p>
<p>2.11 Deliver End of Life planning and support at the appropriate time</p>	<p><u>LB Hillingdon/ HCCG/ NHS providers/ third sector providers</u></p>	<p>Ongoing</p>	<p><u>On track</u> A range of issues for Carers of people at end of life have been identified, some of which are generic to all Carers.</p>

	Jason Nash/Gary Collier		Work will be done in Q1 2016/17 to test out with Carers the extent to which the availability of a range of other services would have made to difference both to their ability to care and their quality of life.
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Priority three: For carers to say "I am not forced into hardship by my caring role"

Activity:	Lead organisation and officers:	Target date:	Progress:
3.1 Deliver a workshop programme to cover budgeting and financial management for young adult carers.	<u>Hillingdon Carers</u> Sally Chandler	March 2016	Completed A 12 month programme of workshops has been provided by Lloyds Bank, Uxbridge for young carers covering personal finance and budgeting, an introduction to the workplace, CV writing, mock interviews. To date 57 young adult carers have been supported back into further education or work.
3.2 Develop a new E-HANCE Transition programme for 17-24 year olds to prevent them becoming NEET: <ul style="list-style-type: none"> • Support for young adults to access training, apprenticeships, further education and qualifications • Training and mentorship 	<u>Hillingdon Carers</u> Sally Chandler	May 2015	Completed 95 young adult carers are registered with the project and 50 regularly engage.

<ul style="list-style-type: none"> ● CV writing ● Development of individual support plans 			
<p>3.3 Maximise carer income through:</p> <ul style="list-style-type: none"> ● Benefit advice ● Help to claim benefits ● Help with appeals ● Representation at tribunal ● Promoting eligibility for carers assessments ● Promoting eligibility for CHC/ nursing allowance/ ADL assessment/equipment ● Housing advice 	<p><u>LB Hillingdon/ HCCG/ Hillingdon Carers</u></p> <p>Urmila Silas, Jane Walsh, Sally Chandler</p>	<p>Ongoing</p>	<p><u>On track</u> From April 2015 to March 2016, 300 referrals were made to Hillingdon Carers for carer assessments with 148 full assessments completed.</p> <p>As part of the assessment process, benefit advice and support for carers has secured £871,672 in entitlements throughout the year.</p> <p>80 carers have received free legal advice from Turbervilles Solicitors at their monthly clinics.</p>
<p>3.4 Keep providers informed about employment support projects and funding opportunities (including the new European Social Fund (ESF) programmes) aimed at supporting carers 'move towards' work or into employment.</p>	<p><u>LB Hillingdon</u></p> <p>Inga Spencer</p>	<p>Ongoing</p>	<p><u>On track</u> Hillingdon Carers is part of a collective Carers Trust bid for NW London to the Big Lottery/ESF programme.</p> <p>This bid was successful and the collective has now received £50k to work up a full project proposal and plan. It will be submitted to ESF/Big Lottery in May 2016.</p>

Priority four: For carers to say "I enjoy a life outside of caring"

Activity:	Lead organisation and officers:	Target date:	Progress:
<p>4.1 Continue to develop a range of social activities for young carers, including School holiday activity programmes, Young Carers Plus social programme (for young people dealing with adults with mental health, alcohol or substance misuse issues) and a new Family Time social programme.</p>	<p><u>Hillingdon Carers</u> Sally Chandler</p>	<p>Ongoing</p>	<p>On track The Young Carers team is supporting 450 young people aged (5-18). Of these, 127 were new referrals from April 2015.</p> <p>In addition, 101 further young people are being supported through the externally-funded mental health, drug and alcohol Young Carers Plus programme.</p> <p>A further 95 18-24 year olds are registered and 50 are engaged and being supported by the externally funded supported transition programme. This means that the Young Carers team is working with 646 young people in the borough.</p> <p>The Young Carers team has also run a full school holiday activity programme in every holiday including half-term. In 2015/16, 661 young carers attended 35 trips and holiday activities and 83 young carers had overnight stays at 7 residential weekends</p> <p>Three years continuation funding has been secured for the Young Carers Plus project and a new Supported Transition project was launched which attracted match-funding from a second funder</p>

<p>4.2 Extend social programme of trips and activities, including arts for Carers programme, whole family working and pamper days at Uxbridge College</p>	<p><u>Hillingdon Carers</u> Sally Chandler</p>	<p>Ongoing</p>	<p><u>On track</u> In 2015/16, 194 carers have accessed the Arts Programme over 392 attendances over 51 sessions and 22 carers accessed training in first aid, moving and handling and managing a wheelchair.</p>
<p>4.3 Explore options to extend services for carers e.g. weekend carers cafes, more activities in winter months and condition specific cafes e.g. dementia, MH, autism and provide access to appropriate and improved 7 day health care services</p>	<p><u>LBHillingdon/HCCG/Hillingdon Carers</u> Liz Harris, Jane Walsh, Sally Chandler</p>	<p>March 2016</p>	<p><u>Completed</u> Plans are in development for a Sunday Carer Café for working carers which is on hold pending the outcome of the tender process. Arrangements are also in place for two new Carer Cafes in Ruislip and Yiewsley. Sponsorship and volunteers have been secured for the Ruislip Café through Ruislip Lions. As the implementation of the new Carers Support Service progresses individual elements of the service will be identified as part of the KPI process.</p>
<p>4.4 Provide minimum three respite activities per year for mental health carers</p>	<p><u>Rethink Mental Illness</u> Richard Mascarenhas</p>	<p>Ongoing</p>	<p><u>On track</u> The last respite activity took place in February 2106.</p>
<p>4.5 Deliver programme of workshops and activities at the mental health carers cafes</p>	<p><u>Rethink Mental Illness</u> Richard Mascarenhas</p>	<p>Ongoing</p>	<p><u>On track</u> Weekly cafes are taking place although all are not workshop themed.</p>

Priority five: For carers to say "I am recognised, supported and listened to as an experienced carer"

Activity:	Lead organisation and officers:	Target date:	Progress:
5.1 Develop the school liaison programme to support young carers, including advocacy.	<u>Hillingdon Carers</u> Sally Chandler	Ongoing	<u>On track</u> In 2015/16, 25 school outreach sessions and four staff awareness sessions have taken place. Relationships with Uxbridge College, Brunel and Bucks New University continue to develop with two aspiration-raising campus stays and further university visits. A further 7 outreach sessions have taken place with social work and voluntary sector teams.
5.2 Provide advocacy and support for families at Team around the Family, Child in Need and Child Protection meetings.	<u>Hillingdon Carers</u> Sally Chandler	Ongoing	<u>On track</u> As at March 2016, the Young Carers team was supporting 28 young people with Child Protection Plans, 15 with Child In Need plans and are attending TAF meetings for 24 children.
5.3 Develop a Carer Champion programme in GP practices.	<u>Hillingdon Carers/ GP networks</u> Sally Chandler, Jane Walsh	Ongoing	<u>On track</u> The programme is in place with 19/46 GP practices having a champion in place.

			<p>The new CCG-funded Wellbeing programme commences 11 April 2016 and will replace the current GP liaison function.</p> <p>New Carer information was distributed to all GP practices in March 2016.</p>
5.4 Establish Carer Collaborative for the Borough as part of the Carer Forums.	<p><u>Hillingdon Carers/Carers Trust Thames</u></p> <p>Sally Chandler</p>	March 2016	<p><u>Completed</u></p> <p>The Hillingdon Carers Partnership has been formed. Partners have started to share resources such as training and the collective is awaiting the outcome of the tender process.</p>
5.5 Deliver monthly surgeries for mental health carers as a 7 month pilot	<p><u>CNWL</u></p> <p>Katherine Sims</p>	Starting in June 2015. Reviewed in December 2015	<p><u>Completed</u></p> <p>Following a 7 month pilot these surgeries are continuing to be provided by CNWL managers monthly throughout 2016. The surgeries are advertised in services and via Rethink to carers.</p>
5.6 Maintain existing carers groups with CNWL services and review and expand where required	<p><u>CNWL</u></p> <p>Katherine Sims</p>	Ongoing	<p><u>On track</u></p> <p>The existing carers groups have been mapped with a view to expanding these to all teams. Planning meetings are to be established with the newly re configured community mental health teams.</p>

<p>5.7 Design and deliver an integrated engagement framework for carers, including parent carers and carers of those with dementia and mental health issues, to enhance the voice of carers in service planning and delivery, across all providers. Includes exploring the feasibility of a Carers Assembly and the use of technology to engage.</p>	<p><u>LBHillingdon/ HCCG/ THH/ CNWL/ Rethink Mental Illness/ Hillingdon Carers/ Hillingdon Healthwatch</u> Lisa Taylor, Niall Smith, Richard Mascarenhas, Katherine Sims, Sally Chandler, Graham Hawkes</p>	<p>Design framework Sept. 2015</p> <p>Deliver framework March 2016</p>	<p><u>On track</u> An engagement plan has been created for 2015-17 based on the agreed engagement framework and feedback from the pilot Carers Assembly held in November 2015.</p> <p>The inaugural steering group meeting to plan and deliver four local carer forums in 2016/17 will be held on Monday 25 April with carers involved in the process.</p> <p>A mailing list of carers registered with the council has been set up and is regularly updated. This provides greater opportunities for direct communication and engagement.</p>
<p>5.8 Enhance training programmes for staff including new carers assessment process. Embed and develop the principles of co-production.</p>	<p><u>LBHillingdon/HCCG CNWL/ THH/ GP networks</u> Kate Kelly-Talbot, Gill McLean</p>	<p>Ongoing</p>	<p><u>On track</u> A review is taking place with carers about their experience of the new carers assessment process. Feedback from carers along with views from assessors, will inform a new training package on best practice in completing assessments. This workshop will be delivered to all Adult Social Care Assessors in 2016/17.</p>

<p>5.9 Utilise Carers Impact Assessment on all service developments and incorporate carers into the LB Hillingdon Equality Impact Assessment.</p>	<p><u>HCCG/ NHS providers/ LB Hillingdon</u></p> <p>Jane Walsh, Vicky Trott</p>	<p>Completed</p>	<p><u>Completed</u></p> <p>Since 1 July 2015, carers impact assessment (CIA) incorporated into equality impact assessment documentation (EIA) used for all HCCG service developments.</p> <p>Carers are now included in the Council's Equality Impact Assessment form.</p>
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