

## CARERS' STRATEGY - PROGRESS UPDATE

<b>Cabinet Member</b>	Councillor Philip Corthorne
<b>Cabinet Portfolio</b>	Social Services, Housing, Health and Wellbeing
<b>Officer Contact(s)</b>	Nina Durnford, Adult Social Care Directorate
<b>Papers with report</b>	Appendix 1 - Carers' Strategy Delivery Plan 2016-17 Update

### HEADLINE INFORMATION

<b>Summary</b>	The report presents Cabinet with an update on progress during 2016-17 on delivering the 2015-18 Joint Carers' Strategy that was agreed by Cabinet in April 2015. A similar update will be presented to the Hillingdon CCG Governing Body in June 2017.
<b>Putting our Residents First</b>	<p>This report supports the following Council <i>Our People</i> objective.</p> <p>The Carers' Strategy supports the Health and Wellbeing Strategy to develop integrated, high quality Social Care and Health services within the community or at home. The Strategy also implements the Council's additional responsibilities for supporting Adult Carers introduced under Care Act 2014 and Young Carers, e.g. Carers under the age of 18, introduced by the Children and Families Act, 2014. Actions within the Delivery Plan are also reflected in the 2016-17 Better Care Fund plan.</p>
<b>Financial Cost</b>	There are no financial implications directly related to the approval of this report.
<b>Relevant Policy Overview Committee</b>	Social Services, Housing and Public Health
<b>Ward(s) affected</b>	All

### RECOMMENDATIONS

**That Cabinet notes the progress update on the implementation of the Carers' Strategy and Delivery Plan.**

#### Reasons for recommendation

1. At its November 2015 meeting, Cabinet requested an annual review and update on the implementation of the Carers' Strategy and associated Delivery Plan.

2. During 2016-17, the Strategy's importance has also been fully reflected in the local Sustainability and Transformation Plan (STP) under Delivery Area 1 - "radically upgrading prevention and wellbeing," citing in the actions for 2017-18 the ongoing implementation of the Hillingdon Carers' Strategy.

### **Alternative options considered / risk management**

3. None.

### **Policy Overview Committee comments**

4. None at this stage.

### **INFORMATION**

5. This is the third update report on the implementation of the Carers' Strategy approved by Cabinet and Hillingdon Clinical Commissioning Group's (HCCG) Governing Body respectively in April and May 2015. **Appendix 1** of this report provides a detailed update on progress in delivering the agreed priorities of the Strategy reflected in the actions set out in the 2016-17 Delivery Plan. The key headlines are:

#### **Carers' Strategy Priority One: Cross-cutting and strategic activity**

- *Carers' Assessments* - In 2016-17 a total of 513 assessments were completed, a 15.54% increase on the previous year.
- *Carers' Recognition Scheme for Hillingdon* - An inaugural event was held on 10<sup>th</sup> May 2016 that resulted in 48 Carers who had been nominated by the people they are caring for, being presented with a framed certificate by the Council's Carers' Champion, Councillor Haggar. Planning is currently in progress for the 2017-18 event that will take place on 12<sup>th</sup> July 2017 and there will be a particular focus on promoting it in schools to encourage teachers to nominate pupils and identify a school that has effective provision in place for Young Carers.
- *Carers in Hillingdon contract* - This new contract creates a single point of access for Carers. The contract was won by the Hillingdon Carers' Partnership, a consortium of local third sector organisations that support Carers and led by Hillingdon Carers. The contract started on 1<sup>st</sup> September 2016.
- *Raising awareness of Carers support/services* - As at 31<sup>st</sup> March 2017 there were 5,769 active Adult Carers registered with the Hillingdon Carers' Partnership, which represents nearly 23% of total Carer population in Hillingdon based on 2011 Census data. During 2016-17 there were 750 new adult referrals. At the end of March 2017 there were also 690 Young Carers, e.g. Carers aged under 18, registered with the Partnership and of these 254 were new referrals during 2016-17.

#### **Carers' Strategy Priority Two: For Carers to say "I am physically and mentally well and treated with dignity"**

- *Physical activity sessions for Carers* - A new 'Healthier Carers Hillingdon' programme was launched that offers weight management groups, 1:1 personal training and a series of 28

workshops covering health-related issues, body image, diet and healthy-living advice. This has resulted in 13 Carers agreeing to be 'Carer Health Champions' and as a result they will be trained as walk leaders, gym instructors and group facilitators.

- *Mental health training support package* - A new Mental Health Carer support programme went live in January 2017 after a six month consultation with Carers. The programme includes a weekly peer support group; a weekly activity programme, including speakers, arts and crafts, wellbeing sessions and day trips; and access to training including mental health first aid, anger management, understanding drug treatment and understanding psychoses.
- *Health MOT days* - Two Health MOT days were delivered in Hayes in September 2016 and Northwood in November 2016; 47 Carers accessed health checks at the two events. There are two more events scheduled for 2017.

### **Carers' Strategy Priority Three: For Carers to say "I am not forced into hardship by my caring role"**

- *Deliver a budgeting and financial management programme for Young Adult Carers* - 24 visits were made to workshops on CV writing, work-readiness and understanding taxation by Young Adult Carers during 2016-17. Commitment has been secured for 2017-18 for continued partnership delivery with Lloyds Bank, Uxbridge.
- *Develop a new N-HANCE Transition programme for 17-24 year olds* - The N-HANCE project to support Young Adult Carers Not in Employment, Education or Training (NEET) is in its 2nd year in 2016-17 and at 31<sup>st</sup> March 2017 was supporting 93 Young Adult Carers. 95% of those registered with the programme are now in employment, education or training.
- *Maximise Carer income* - The Hillingdon Carers' Advice team secured nearly £830k in Carer entitlements in 2016/17. They also successfully supported 218 Carers to appeal against decisions and have conducted 1,623 face-to-face appointments/home visits.

### **Carers' Strategy Priority Four: For Carers to say "I enjoy a life outside of caring"**

- *Continue to develop a range of social activities for Carers* -
  - a) *Adult Carers*: 803 Carers accessed Carers Cafes/peer support sessions; 45 Carers accessed Cognitive Behavioural Therapy workshops and 27 Carers accessed 62 sessions of counselling;
  - b) *Young Carers*: 3,429 age-appropriate breaks were provided to Young Carers in 2016-17. 2,743 breaks were provided through Young Carers Clubs over 154 sessions. 25 day trips and activities provided 686 breaks for Young Carers.
- *Explore options to extend services for Carers* - During 2016-17, 25 working Carers accessed a new personal training programme. Under this programme sessions are offered in the home or workplace at a time to suit Carers' other commitments.

## **Carers' Strategy Priority Five: For Carers to say "I am recognised, supported and listened to as an experienced Carer"**

- *Develop the school liaison programme to support Young Carers* - A new Schools Guide to Supporting Young Carers has been sent to all schools and Boards of Governors. A presentation to School Governors was delivered in November 2016.
- *Deliver an integrated engagement framework for Carers* - Hillingdon Carers' Partnership consulted with 440 Carers during 2016-17 utilising a variety of methods as detailed in **Appendix 1**.
- *Deliver 4 Regional Carer Forums* - Four local Carer forums have been delivered across Hillingdon in Hayes and Harlington (July 2016), Northwood and Ruislip (September 2016), Heathrow Villages/West Drayton (November 2016) and Uxbridge (March 2017); attended by 110 Carers overall. The effectiveness of the fora is being reviewed by the Carer Engagement Group which is a task and finish group, and the results of the review will shape engagement activity during 2017-18.

The Hillingdon Carers' Partnership launch event in November 2016 included a 'Big Listen' - this provided Carers with interactive sessions to help determine future priorities, which will be reflected in the development of the 2017-18 Delivery Plan.

- *Deliver a Carers' Fair* - A successful Carers Fair was delivered on 7th June 2016 with 45 partner organisations providing information stalls. As a result, 58 new Carers were identified. The 2017 Carers Fair will take place on 15<sup>th</sup> June 2017.

### **2017-18 Delivery Plan**

6. The 2017-18 Delivery Plan is currently under development and will build on a successful foundation. The final plan will be reflected in the 2017-19 Better Care Fund plan, which will be considered by the Health and Wellbeing Board in June 2017 prior to submission to NHS England (NHSE). In July 2017 Cabinet will be asked to consider the financial arrangements for the BCF, which will set out how the BCF pooled budget will support Carers.

7. Some of the key actions for 2017-18 (in addition to the actions identified as ongoing in **Appendix 1** that will roll forward) include:

- Implement NHS England's integrated approach to assessing Carer health and wellbeing, including development of a Memorandum of Understanding between the Council and Health partners, which will set out how partners will work together to support Carers.
- Continue to develop the remit of the recently launched Young Carers Strategy Group to embed Young Carer initiatives at a strategic level, e.g. Healthy Schools Strategy; Early Intervention and Prevention Strategy; Young Carers Plus programme for Young Carers affected by parental drug, alcohol or mental health issues.
- Supporting Carers throughout the process of hospital admissions and discharge care planning.
- Maximising awareness of and access to Carer Personal Budgets.
- Deliver Social Worker drop-in sessions at the Hillingdon Carers Partnership Carers' Centre.

8. Cabinet will be provided with an update on the implementation of the Carers' Strategy Delivery Plan 2017-18 at its May 2018 meeting.

### **Financial Implications**

9. Hillingdon Carers won the contract with the Council to provide Carers Services during 2016/17. The new contract commenced on 1 September 2016, the cost in Year 1 of the contract is £670k reducing to £630k in Year 2. This contract is funded from Social Care budgets and is incorporated into the BCF in 2016/17.

10. Carers' Recognition Scheme for Hillingdon was funded from Carers' Champion Allocation in 2016/17 and funding for this year's scheme has been allocated from the same fund.

11. In addition to the funding from the Council, Hillingdon Carers received funding from Health for some projects and have been successful in obtaining external grant funding to run additional activities to support carers in Hillingdon.

### **EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

#### **What will be the effect of the recommendation?**

12. The Carers' Strategy 2016-17 Delivery Plan demonstrates to Residents and Carers in Hillingdon, the Council's, HCCG and its partners' commitment to supporting Carers and how it is improving services to Carers.

#### **Consultation carried out or required**

13. A full consultation programme was completed to establish what unpaid Carers in Hillingdon want and need to be healthy, happy and supported in their caring role which has informed the priorities and activities in the Delivery Plan.

14. In January 2016, a focus group was conducted with Carers who had received a Carers assessment. The purpose of the group was to understand Carers' satisfaction with the assessment process and what impact having an assessment has had on their caring role. Feedback indicated a need for improvement in supporting Carers through the assessment process.

15. The focus group led to eight bite-size training sessions being set up that were attended by 111 Adult Social Care and Hillingdon Carers' Partnership staff. The aim of the sessions was to improve the 'soft skills' around conducting assessments and assessors' understanding of the process. The sessions took place in November and December 2016 and were delivered jointly by the Carers' Champion (LBH), the Access Service Manager (LBH), the Customer Engagement Manager (LBH) and the Chief Executive of Hillingdon Carers. The training sessions covered:

- The Carers Strategy and Delivery Plan;
- The new Carers Support Service and how it interfaces with Adult Social Care;
- What it means to be a Carer;
- The importance of the role of staff in supporting Carers and conducting Carers' assessments; and
- Feedback from Carers about the assessment process.

16. In Q3 the biennial National Carers' Survey was undertaken. Hillingdon sent 1,024 questionnaires in the post to Carers who have received a Carer's assessment or review before September 2016. 305 (30%) were completed by respondents. The response means the survey is statistically valid.

17. The survey was confidential and no-one was identified unless it was indicated on the form that an individual was being hurt or harmed or their safety or health were at risk, which was in accordance with action we told people we would take.

18. The survey found in general, Carers in Hillingdon are satisfied with the services they receive (70.3%). 41.7% told us they were extremely satisfied or very satisfied, 28.6% said they were quite satisfied, 16.2% said they were neither satisfied or dissatisfied, 6.9% felt quite dissatisfied and the remaining 6.6% said they were either very or extremely dissatisfied.

19. Nearly 51% of responding Carers were 65 and over and the remainder were aged between 18 and 64.

20. The main focus of the survey was on the impact of caring on the Carer and their quality of life and key findings from the survey include:

- *Information and advice* - Nearly 43% of respondents found it easy or fairly easy to access information, but nearly 24% had some difficulty in doing so.
- *Access to social contact* - 31.1% of Carers in Hillingdon told us they have as much social contact as they want while 47.9% felt they had some but not enough and 18.0% told us they had little social contact and felt socially isolated.
- *Personal care* - The survey found that 47.9% of Carers in Hillingdon feel that they are able to look after themselves, 32.5% do not feel that they are always able and 17.7% feel they are neglecting themselves.
- *Occupation and personal time* - 16.4% of Carers in Hillingdon told us that they are able to spend their time as they would want doing activities they valued and enjoyed, 62.0% told us they are able to do some but not enough and 17.4% do not feel that they are able to do anything they value or enjoy.

21. The results suggest that the correct priorities have been identified within Hillingdon's Carers' Strategy and work will continue to address the key issues for Carers in the 2017-18 Delivery Plan.

## **CORPORATE IMPLICATIONS**

### **Corporate Finance**

22. Corporate Finance has reviewed this report and notes that there are no direct financial implications arising as a result of the recommendation that Cabinet notes the progress update on the implementation of the 2016-17 Carers' Strategy Delivery Plan.

## **Legal**

23. There are no legal issues arising out of this report. The Care and Support Statutory Guidance emphasises the need to develop evidence-based local strategies. It is important that local authorities understand the outcomes which matter most to people in their area, and demonstrate that these outcomes are at the heart of their strategies and approaches. The plan has been developed having regard to the needs of carers within the Borough and the Council's obligations to meet those needs.

## **BACKGROUND PAPERS**

NIL

Carers' Strategy Delivery Plan 2016-17 Update

<b>Priority One: Cross-cutting and strategic activity</b>			
<i>Activity:</i>	<i>Lead Organisation:</i>	<i>Target Date:</i>	<i>Progress Update:</i>
1.1 Deliver the Carers Recognition Scheme for adults, young people, schools and higher & further education establishment	<u>LBHillingdon/ Hillingdon Carers</u>	May 2016	This was held on the 10/05/16 that resulted in 48 Carers who had been nominated by the people they are caring for being presented with a framed certificate by the Council's Carers' Champion, Councillor Haggar.
1.2 Maintain increased 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.  Prepare for mainstreaming of Carers' assessments at first point of contact.	<u>LBHillingdon</u>	Sept 2016	The delivery of Carers' assessments continues as part of core business - joint assessments via allocated Adult Social Care practitioners and separate Carers' assessments predominantly via Hillingdon Carers.
1.3 Design and deliver the programme for LBH staff and Hillingdon Carers' Partnership based on feedback from carers and assessors for carers assessments under the new Hillingdon Carers Partnership.	<u>LBHillingdon/ HCCG/Hillingdon Carers</u>	March 2017	In January 2016 a focus group was conducted with carers who had received a carers assessment. The purpose of the group was to understand carers' satisfaction with the assessment process and what impact having an assessment has had on their caring role. Feedback indicated a need for improvement in supporting Carers through the assessment process.  With the aim of improving the 'soft skills' around conducting assessments and assessors' understanding of the process, 8 bitesize training sessions were delivered in November and December 2016. These were delivered jointly by the Carers Champion (LBH), the Access Service Manager (LBH),



			<p>the Customer Engagement Manager (LBH) and the Chief Executive of Hillingdon Carers Partnership (HCP) and attended by 111 staff from Adult Social Care and the Hillingdon Carers Partnership.</p> <p>The sessions covered:</p> <ul style="list-style-type: none"> <li>● The Carers Strategy and Delivery Plan;</li> <li>● The new Carers Support Service and how it interfaces with Adult Social Care;</li> <li>● What it means to be a carer;</li> <li>● The importance of the role of staff in supporting carers and conducting carers' assessments; and</li> <li>● Feedback from carers about the assessment process.</li> </ul> <p>Following on from these sessions, a project group will develop assessment tools for staff and carers and identify key performance indicators.</p>
<p>1.4 Continue to raise awareness of Carers support/services to include identifying "hidden" and "young" carers including 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><u>LBHillingdon/HCCG/Hillingdon Carers</u></p>	<p>March 2017</p>	<p>As at 31/03/17 there were 5,769 active adult Carers registered with the Hillingdon Carers Partnership (23% of total Adult Carer population in Hillingdon based on 2011 Census data) with 750 new referrals from April 2016 to March 2017.</p> <p>There are 690 young Carers registered with the service with 254 new referrals from April 2016 to March 2017.</p> <p>17 sessions of outreach into schools and colleges were delivered (Apr-Mar 17) plus a Schools' Engagement event attended by 17 schools.</p>

1.5 Continue to 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.	<u>LBHillingdon/ HCCG/Hillingdon Carers</u>	Ongoing	Hillingdon Carers Partnership continues to develop its range of information for carers. Information packs are distributed to all new Carers by the HCP.
1.6 Implement NHS England Carers' Memorandum of Understanding and get sign off at Hillingdon Health & Wellbeing Board.	<u>LBHillingdon/ HCCG</u>	December 2016	Implementation of this item has been deferred to 2017/18.
1.7 Mobilise/implement new combined Carers' support services contract	<u>LBHillingdon</u>	March 2017	Service delivery went live on 1/09/16 and the Hillingdon Carers Partnership consulted with Carers from June –Dec 2016 on what new provision should look like. 440 Carers worked with the cross-agency team to redesign provision.  A new and extended support programme is now underway.

**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.**

<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
2.1 Deliver a programme of workshops for young carers to include work readiness, CV writing, sexual health, first aid.	Hillingdon Carers	Ongoing	Hillingdon Carers continues to develop the range of workshops offered to young adult carers: <ul style="list-style-type: none"> <li>• 32 young carers received training on: healthy eating and cooking, sexual health, drug and alcohol awareness, physical activity.</li> <li>• 24 visits were made to CV writing, work-readiness and understanding taxation workshops</li> </ul> 72% participants report an improvement at home either

			<p>with their caring role or in family relationships</p> <p>Two members of the Young Carers team trained to offer sexual health education and distribute condoms to young adult carers.</p>
<p>2.2 Deliver a programme of physical activity sessions for Carers including new sessions of dance and yoga.</p>	Hillingdon Carers	Ongoing	<p><b>Adult Carers:</b> In addition to weekly yoga, chair exercise and exercise classes, new resources have been secured for 1:1 personal training sessions for working or housebound carers.</p> <p>A new 'Healthier Carers Hillingdon' programme has been launched which offers:</p> <ul style="list-style-type: none"> <li>● weight management groups</li> <li>● 1:1 personal training</li> <li>● A series of 28 workshops covering health-related issues, body image, diet and healthy-living advice</li> </ul> <p>13 Carers will become Carer Health Champions and be trained as walk leaders, gym instructors and group facilitators</p> <p><b>Young Carers:</b> Young Carers have access to sports coaching at all Young Carers Clubs (After school Mon, Tue and Weds and Sat mornings).</p> <p>Trips and weekends away also offer access to more unusual activities such as rock climbing, canoeing etc..</p>

<p>2.3 Provide free counselling service for Adult Carers and source for Young Carers.</p>	<p>Hillingdon Carers</p>	<p>Ongoing</p>	<p><b>Adult Carers:</b> 27 Carers have received counselling and 447 have accessed 1:1 emotional support as well as peer support/group sessions</p> <p>2 Carers have accessed counselling via Hillingdon MIND and 3 bereavement/end-of-life counselling via Harlington Hospice</p> <p><b>Young Carers:</b> 84% of Young Carers report an increase in their self-confidence after contact with young carers services.</p> <p>77% of parents stated that their child's self-confidence has grown as a direct result of Young Carers' services.</p>
<p>2.4 Redesign and deliver a mental health training support package</p>	<p>Hillingdon Carers</p>	<p>New Delivery from January 2017</p>	<p>A new Mental Health Carer support programme went live in January 2017 after 6 months consultation with Carers. This comprises:</p> <ul style="list-style-type: none"> <li>• A weekly peer support group</li> <li>• A weekly activity programme, including speakers, arts and crafts, wellbeing sessions and day trips</li> <li>• Access to training including mental health first aid, anger management, understanding drug treatment and understanding psychoses</li> </ul>
<p>2.5 Manage the transition of therapeutic care from British Red Cross to Harlington Hospice.</p> <p>Deliver and expand the programme of therapeutic care.</p>	<p>Hillingdon Carers</p>	<p>New delivery from January 2017.</p>	<p>Following 6 months consultation, a new enhanced therapeutic care offer is being delivered. The new service offers a broader range of therapies and includes more teaching of self-help techniques through a four session wellbeing programme. Both weekly sessions are attended by Hillingdon Carers' staff to facilitate group peer, friendship and general support.</p>

2.6 Deliver 2 Health MOT days per year so carers can access health professionals face to face. Target of 25 per event.	Hillingdon Carers	March 2017	Health MOT days were delivered in Hayes in September 2016 and Northwood in November 2016. 47 Carers accessed health checks at the two events. Two more events will be delivered in 2017.
2.7 Deliver an online 'Life Planning Support' checklist to support carers in considering long term plans.	LBHillingdon/HCCG/ Hillingdon Carers	May 2016	A checklist has been developed and is currently out to consultation. The results of this exercise will inform the next steps during 2017/18.
2.8 Continue to promote GP Health Checks and Flu Jab programmes to carers.	LBHillingdon/ GP networks/Community Pharmacies	Ongoing	Hillingdon Carers actively promotes the flu jab programme through their website, newsletter and carer groups. They host an information stall at Yiewsley and Harefield Health Centres during the programme.
2.9 Deliver the CNWL Recovery and Wellbeing courses to those Carers/supporters of people who are CNWL service users.	CNWL/IAPT	Ongoing	<p>Hillingdon Carers has been supporting the delivery of the introduction to Cognitive Behaviour Therapy (CBT) workshops to groups of Carers in the Borough and will continue to do so over 2016/17.</p> <p>Hillingdon Carers are developing a relationship with talking therapies more broadly, and will be offering a series of workshops for Carers living with long-term health conditions in the new centre in spring/summer 2017/18.</p> <p>Recovery and wellbeing prospectus and timetable are widely distributed in the borough including to Carers' organisations. Courses are accessible for all Carers within CNWL and a year post discharge. Courses are facilitated locally within the Hillingdon spoke to enable people to attend within the Borough.</p>

**Priority three: For Carers to say "I am not forced into hardship by my caring role"**

<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
3.1 Deliver a workshop programme to cover budgeting and financial management for young adult carers.	Hillingdon Carers	Ongoing	<p>24 visits were made to CV writing, work-readiness and understanding taxation workshops.</p> <p>95% of young adult Carers registered with N-HANCE project are now in employment, education or training.</p> <p>Commitment has been secured for 2017/18 for continued partnership delivery with Lloyds Bank, Uxbridge.</p> <p>100% young adult Carers invited to access workshop programme.</p>
<p>3.2 Develop a new N-HANCE Transition programme for 17-24 year olds to prevent them becoming NEET:</p> <ul style="list-style-type: none"> <li>● Support for young adults to access training, apprenticeships, further education and qualifications</li> <li>● Training and mentorship</li> <li>● CV writing</li> <li>● Mock interviews</li> <li>● Development of individual support plans</li> <li>● Mortgage advice</li> <li>● Tax/National Insurance</li> </ul>	Hillingdon Carers	Ongoing	<p>The N-HANCE project to support young adult carers Not in Employment, Education or Training (NEET) is in its 2nd year and is currently supporting 93 young adult carers. 98% of those registered with the programme are now in employment, education or training.</p>
<p>3.3 Maximise carer income through:</p> <ul style="list-style-type: none"> <li>● Benefit advice</li> <li>● Help to claim benefits</li> <li>● Help with appeals</li> <li>● Representation at tribunal</li> </ul>	Hillingdon Carers	Ongoing	<p>The Hillingdon Carers' Advice team secured £829.9k additional income for Carers in 2016/17. They have successfully supported 218 Carers to appeal against decisions and have conducted 1,623 face-to-face appointments/home visits. They have arranged 28</p>

<ul style="list-style-type: none"> <li>• Promoting eligibility for carers assessments</li> <li>• Promoting eligibility for CHC/ nursing allowance/ ADL assessment/equipment</li> <li>• Housing advice</li> </ul>			housing adaptations, secured 76 Blue Badges and helped 17 Carers to find the right care home. 121 carers have been referred regarding housing issues and 88 carers have received free legal advice at monthly Advice Clinics hosted pro bono by Turbervilles Solicitors.
3.4 Deliver carers in Employment Scheme grant programme as part of the pan-London ESF/Big Lottery programme.	Hillingdon Carers	March 2017	<p>ESF/Big Lottery awarded £2m to Carers Trust for delivery of the project across Greater London. Hillingdon is one particular partner in the £1.2m initiative across north west and part of central London.</p> <p>Planning is taking place at a London level, a new officer in post at Harrow Carers and the first Hillingdon workshop for Carers wishing to return to work will take place in spring 2017.</p>

<b>Priority four: For Carers to say "I enjoy a life outside of caring"</b>			
<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
4.1 Continue to develop a range of social activities for 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 for young carers and arts, counselling, yoga, cafe's, therapeutic care etc, for adult carers	Hillingdon Carers	Ongoing	<p><b>Adult Carers:</b></p> <p>233 visits have been made to the new therapeutic care service</p> <p>47 Carers accessed Health MOT days.</p> <p>291 visits have been made to arts and crafts activities.</p> <p>47 Carers have accessed care training</p> <p>803 Carers have accessed Carers Cafes/peer support sessions</p> <p>45 Carers accessed Cognitive Behaviour Therapy</p>

			<p>(CBT) workshops</p> <p>27 Carers accessed 62 sessions of counselling</p> <p><b>Young Carers:</b> 3,429 age-appropriate breaks were provided to Young Carers in 2016/17.</p> <p>2,743 breaks were provided through Young Carers clubs over 154 sessions delivered.</p> <p>25 day trips and activities provided 686 breaks for Young Carers</p> <p>6 residential weekends provided trips away for 71 Young Carers.</p> <p>3 whole family trips were provided for 35 families</p>
4.2 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	LBHillingdon/ HCCG/ Hillingdon Carers	March 2017	<p>New out-of-hours provision for working carers is growing. Of the 28 workshops being provided over 2017, 14 will take place the evenings</p> <p>25 working Carers have accessed the new personal training programme and sessions are offered in the home or workplace at a time to suit Carers' other commitments</p>



<b>Priority five: For Carers to say "I am recognised, supported and listened to as an experienced carer"</b>			
<b>Activity:</b>	<b>Lead Organisation:</b>	<b>Target Date:</b>	<b>Progress:</b>
5.1 Develop the school liaison programme to support Young Carers, including advocacy.	Hillingdon Carers	Ongoing	<p>A schools information pack was produced and distributed to schools. A presentation to School Governors was delivered in November 2016.</p> <p>Young Carers Awareness Day held at Bishopshalt School attended by 17 schools. There has been a sharp increase in the number of referrals from schools – 73 in 2016/17, 49 of which were between Jan-Mar 2017.</p>
5.2 Provide advocacy and support for families at Team around the Family, Child in Need and Child Protection meetings.	Hillingdon Carers	Ongoing	Following a successful pilot project, the grant application to Children in Need is in its second stage, the aim of which is to sustain and develop a complex family support programme. The outcome from this application will be known by May 2017.
5.3 Develop Carers Information Pack for Primary Health Care staff	Hillingdon Carers/ HCCG	March 2017	<p>GP information pack production has stalled, awaiting outcome of the NHSE consultation on carer indicators.</p> <p>Work to be linked to the new NHS England's Carers toolkit.</p>
5.4 Deliver monthly surgeries for mental health carers as a 7 month pilot	CNWL	Starting in June 2015. Reviewed in December 2015	CNWL reviewed this service after a variable uptake. Carers are now invited to attend the Hillingdon service user and carer involvement meeting which is held every 2 months and is attended by senior managers on a regular basis.

			The focus with carer engagement has been on providing engagement opportunities within teams, through forums and carers support meetings. Strong links have been established with local carers groups run by MIND which regularly invite managers of teams and senior staff in CNWL.
5.5 Maintain existing carers groups with CNWL services and review and expand where required	CNWL	Ongoing	<p>Carers support groups are offered at the following services</p> <ul style="list-style-type: none"> <li>● Riverside</li> <li>● Oaktree Ward (Older people)</li> <li>● Early intervention Services</li> <li>● Colham Green Road (rehabilitation Services)</li> </ul> <p>Carers are invited to attend the Hillingdon service user and carer involvement meeting which is held every 2 months and is attended by senior managers on a regular basis. This meeting is co-chaired by service users and several carers regularly attend.</p>
5.6 Continue to 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.	LBHillingdon/ HCCG/ Hillingdon Carers	March 2017	
5.7 Deliver 4 Regional Carer Forums	LBHillingdon/HCCG/ Hillingdon Carers	March 2017	Four local Carer forums have been delivered across Hillingdon in Hayes and Harlington (July 2016), Northwood and Ruislip (September 2016), Heathrow Villages/West Drayton (November 2016) and Uxbridge (March 2017); attended by 110 Carers overall.
5.8 Deliver Carers' Fair	LBHillingdon/ Hillingdon Carers	June 2016	A successful Carers Fair was delivered on 7 June 2016. 45 partner organisations held information stalls and 58 new carers were identified.