



**Blaenau Gwent
Carers Strategy
Development Group**

MAKING IT HAPPEN FOR CARERS

**A strategy for meeting the needs of Carers
In Blaenau Gwent**

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Author:	Liz Majer		
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MAKING IT HAPPEN FOR CARERS

A strategy for meeting the needs of carers in Blaenau Gwent

The next three years 2007 – 2010

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Strategy Development Group
at the time of strategy formulation (Appendix 5)

INTRODUCTION

Carers play a vital role in our community by looking after those who are in ill health, disabled, vulnerable or frail.

The overall aim of this local carers' strategy is to recognise the immense value that carers provide in the care of others and put simply, 'to aim to offer appropriate support to improve the lives of carers'. Supporting this aim – to ensure that wherever possible services provided are responsive to individual needs / circumstances and to the needs of the person cared for. Additionally, that the commitments offered within this document 'fit' with recent, current and future national strategic directives. Welsh Assembly Government has noted within its consultation on the refocusing of the Carer's Strategy for Wales (issued December 2006) that there may be scope for developing an expert carer programme in Wales based on existing good practice and assessed need for specific training.

Earlier on those involved in the production of this local strategy gave a strong commitment to develop a more effective co-ordinated approach to cross cutting carers' issues. Against this commitment Blaenau Gwent Carers Strategy Development Group was formed. This group (Membership – Appendix 5) aims to oversee the development and delivery of this up to date and focussed strategy to be implemented within Blaenau Gwent during 2007-2010. Importantly its content reflects current known needs of carers, some of who were involved in its preparation. This has allowed a direct carers influence over the ways that services will be planned and delivered over the next three years.

Through initial 'working together' arrangements, through a carer's strategy development workshop, we have listened carefully to the views of carers based against their individual backgrounds and experience and sought opinions concerning the provision and potential development of services by various organisations over the next three years.

The information gathered through this process, also, is supported by information gathered locally by participating organisations, through meetings with carers, at consultation activities, through individual contact, at publicity events, through service reviews and of course through the more formal comments, compliments and complaints processes.

Supporting the National Carers Strategy, a summary of common needs identified included:

- The well being of the person being cared for.
- A short break from the caring role.
- Freedom for carers to have a life of their own.
- Maintenance of carer's health.
- Confidence in services.
- A say in service provision.

Through these local consultation arrangements, Blaenau Gwent has identified four key strategic strands which are referred to within 'The Way Forward' section of this document.

Members of Blaenau Gwent Carers Strategy Development Group acknowledge that it will not be possible to achieve all the things it might wish to see in the short term, but confirms the imperative to focus on some short term priorities (as well as slightly longer term commitments) within already agreed action plans[⌘]. In this way it feels that it will be able to demonstrate a shared commitment to providing better services for carers whilst being realistic and honest about what can be achieved and when.

Finally, Blaenau Gwent Carers Strategy Development Group will monitor and review implementation of the agreed action plans, involving ongoing feedback from carers, to ensure satisfactory implementation and accommodate any future changing needs and requirements.

Note:

- ⌘ The Strategy and Action Plans prepared have been agreed in principle by members of Blaenau Gwent Carer's Strategy Development Group. It is acknowledged that certain elements will be subject to formal acceptance by participating organisations. It is anticipated however, that the 'in principle' acceptance already given will realise the necessary commitments within the timescales indicated.

WHO DOES THE STRATEGY COVER?

The focus of this strategy is towards all carers. The special needs of young carers are acknowledged and a distinct section within the strategy has been given, to address those specific needs (supported through Children's Services planning frameworks). It is recognised, however, that carers are a diverse group of people and clearly there is no single measure which will meet the needs of all carers.

In developing this strategy for Blaenau Gwent we have used the definition of 'a carer' as defined by the National Assembly for Wales, which states:

"Carers are people who look after family members or friends who need care, help or support. Carers can be adults caring for other adults, parents caring for ill or disabled children under the age of 18, or young carers 18 or under who care for another family member. There is not a typical carer, some carers do not see themselves as carers, but see themselves primarily as a parent, child, wife or husband, partner, friend or neighbour. Some carers live in the same house as the person for whom they care, others live nearby and visit regularly. Some live at a distance away and visit weekly or monthly. Caring often impacts on the whole family".

or as defined by Carers UK:

"A carer is someone who provides help and support to a relative, friend or neighbour, who could not manage to stay at home without their help, due to sickness, age, addiction or disability. The care provided is unpaid."

or in relation to young carers:

"Young carers are children and young people, usually under the age of 18, who carry out significant caring tasks and assume responsibility for caring for a parent, sibling or relative who has an illness or disability or is experiencing mental distress, drug or alcohol abuse, HIV or Aids".

This strategy recognises that both the statutory and voluntary sectors have an important part to play in providing support to carers.

The type of support carers provide can vary, from regular personal care to someone who is physically ill or disabled, to emotional and practical support to someone with fluctuating mental health problems.

Recognition of the effect of caring on all aspects of a carer's life; employment, leisure, potential impact on health and well being as well as financial consequences of being a carer presents the need for accurate information and timely advice on what help and support is available.

These issues are central to this strategy to be implemented within Blaenau Gwent which also forms a bridge between wider strategies and individual policies.

The government has placed supporting carers high on the political agenda and a brief summary of key items of legislation / guidance / developments that underpin our commitments including those arising from new strategic directions for health and social services, follows.

OVERARCHING STRATEGIC FRAMEWORKS; LEGISLATION; GOVERNMENT DIRECTIVES; RECENT DEVELOPMENTS

Importantly a common theme that runs through both the new health and social services strategies is the need for effective joint working between authorities and other agencies and the way that assessments are undertaken and how local services and other support arrangements are developed and delivered.

▪ **'Fulfilled Lives – Supportive Communities'**

This is a consultation paper that proposes a ten year vision of how social services will contribute to a better Wales. 'The Fulfilled Lives – Supportive Communities' document reflects a key theme in the Beecham Report making the voice of the citizen, the service user, and **the carer** really count in making services more responsive and accountable. It recognises that some seventy per cent of the care for vulnerable people is provided by family, friends and neighbours; that **carers** are partners in care and need support in their caring role and will rightly expect to place a much more active role in managing their own situations.

▪ **'Designed for Life'**

This strategy primarily focuses on the vision for health services and health improvement, acknowledging the crucial role of local government and NHS service contributions.

The strategy seeks to:

- Develop an enabling environment that maintains the independence of patients and service users.
- Provide an active approach to managing dependency and establishing a culture of reablement.
- Ensure access to services whenever they are required.
- Change the pattern of services to fulfil the wish of people to remain in or return to their own homes whenever possible, and
- Provide support for **carers** on achieving these objectives.

▪ **Health, Social Care and Well Being Strategies**

The Welsh Assembly Government has issued statutory guidance on the preparation of Local Health, Social Care and Well Being strategies.

Local authorities and Local Health Boards must ensure that strategic needs assessments cover carers as a key client group and each Local Health Board in Wales has a carer member.

- National Service Frameworks and Health Inequality Targets include specific carer related targets.
- Earlier on during 2003/04 the Welsh Assembly Government (WAG) publication 'Welsh Health Survey 2003/04 – Health of Carers Bulletin' examined health of adult carers in Wales (it has long been known that carer's health in general is less good than non carers) and this provided the first large scale age standardised comparison.
- During 2005 WAG issued hospital discharge planning guidance circular WHC (2005) 035 – which provides for the full engagement of families and carers at all stages in the discharge process.
- The role of primary care also, is clearly recognised. NHS contractor professions (principally General Practitioners and Pharmacists) can have a key role in identifying carers and signposting carers to appropriate sources of information and help. The new General Practitioner Contract includes a Quality and Outcomes Framework Target – "The practice has a protocol for the identification of carers

and a mechanism for the referral of carers for social services assessment.”

The range of strategic initiatives in place are supported by individual policies, procedures, legislation, guidance and directives and best practice developments.

All of these underpin what service users and **carers** can expect and emphasise the meaningful involvement of carers and strengthened carer support are essential requirements.

These include:

- Modernising Social Services.
- The National Health Service (NHS) and Community Care Act 1990.
- Strategy for Older People in Wales.
- Valuing People – Involvement in planning / design / delivery processes.
- National Service Frameworks – Mental Health / Older People / Children and Young People.
- The UN Convention Rights of the Child.
- Working Together to Safeguard Children (DoH 1999).
- Framework for the Assessment of Children in Need and their Families (DoH 2000).
- Every Child Matters.
- The Children Act 2004.
- The National Health Service Reform and Health Care Professions Act 2002.

More specifically:

- ***The Carers (Recognition and Services) Act 1995***

Gives carers the right to separate assessment of their ability and willingness to provide, and continue to provide care when the person

being cared for is being assessed. It means that you are entitled to speak to the person doing the assessment (usually a Social Worker) on your own and that your views must be listened to. There should not be an automatic assumption of any willingness to continue caring or providing the same level of support.

- ***Caring about Carers – National Carer’s Strategy (2000)***

Welsh Assembly Government (WAG) have been active in promoting the interests and needs of carers. WAG launched its strategy for carers in 2000 and since this have commissioned research on young carers, carers in employment, analysis of carers special grant and have implemented additional specific initiatives supporting carers.

- ***Promoting Independence: Carers Special Grant Conditions***

The implementation of the 2000 Carers Strategy was underpinned by the carers grant that was made available by the Welsh Assembly Government to all local authorities. This was a pump priming grant to stimulate the development of services for carers. Originally a three year grant, extended to 2005/06 after which resources transferred into local authorities Revenue Support Grant.

- ***Carers and Disabled Children Act 2000***

Came into force in Wales in July 2001. This Act gives local authorities power to supply services directly to carers following assessment and to make direct payments to carers for services that meet their own assessed care needs.

- ***Carers (Equal Opportunities) Act 2004***

Came into force in Wales in April 2005. This Act places a duty on local authorities to inform carers of their right to an assessment, and requires carer’s assessments to consider whether the carer works or is undertaking education, training or any leisure activity, or wishes to do these things. The Act also provides for better co-operation between statutory agencies in the provision of services for carers.

- ***Social Services Inspectorate for Wales issued guidelines on carers assessments in 2005 as Annex 12 of ‘Creating a Unified and Fair System for Assessing and Managing Care***

The guidance states:

“It is important to recognise that the service user’s assessment should identify all their needs that require care and support. It should not just identify those needs that are additional to those already met by the carers.”

- ***The Work and Families Act 2006***

Is expected to come into force in Wales in April 2007. This Act widens the scope of the existing law on flexible working to enable more people with caring responsibilities to request to work flexibly.

- ***(February 2006) – Announcement of Mental Health Carers Grant Scheme*** to local authorities to provide additional services to support this particular group.
- ***(June 2006) – Appointment of Carers Champion, Welsh Assembly Government – Deputy Health and Social Services Minister***
- ***(December 2006) – Issue of Consultation Draft – Refocussing of the Carers’ Strategy for Wales.***

OUR KEY PRINCIPLES:

In Blaenau Gwent we value the considerable contribution carers can make towards influencing the development of responsive services – which aim to more closely meet individual needs and improve the lives of carers.

The following key principles will underpin all of our involvement with carers:

- Informal carers provide the majority of care in the community and this contribution will be recognised; carers will be listened to and their role recognised and valued (“Caring should be something which people do with pride” – Caring about Carers: A National Strategy for Carers);

Carers will be involved and consulted, to assist our agreed aim of continually improving services.

- Carers have a wealth of knowledge and experience about the care they provide and will be seen as partners in the provision of this care.
- Carers will be empowered to make more choices for themselves and have more control over their own lives, so that individual wishes can be respected.
- Carers will be supported to continue to provide care for as long as they are able and wherever feasible, supported to allow a normal a life as possible. Not everyone will be able, or wish to be a carer and this will be acknowledged and respected.
- Services will be equally accessible to people regardless of age, gender, disability, culture or race.
- The identification of new carers and provision of assessments will remain an ongoing priority.
- Carers will be respected and valued as people in their own right with their own needs as carers, separate from the needs of the people for whom they care.

THE WAY FORWARD:

Within the introduction we advised that this strategy aims ‘to offer appropriate support to improve the lives of carers’.

Building on and developing our partnerships with carers, voluntary organisations and statutory services – through Blaenau Gwent Carers Strategy Development Group, we have confirmed four key cross cutting strategic strands which detail some of what we currently do, but more importantly – what we plan to do. These aims and plans will shape our priorities over the next three years. Through the Carers Strategy Development Group, the intention is that we will keep our aims under review and also regularly report on progress being made.

The strategic strands identified are:

- Engaging and Involving carers
- Information
- Carers support
- Young carers

These strands clearly indicate ‘what we plan to do’ (strategic intent) and importantly are supported by implementation details, specified within action plans that outline ‘how we intend to realise our agreed commitments’. (See appendices 1 – 4)

1. Engaging and Involving Carers – Involve carers in the ways we develop, deliver and monitor services.

Carers need to be involved at all stages in the design, provision and development of services and to be consulted about the services provided to those that they care for.

We will identify and involve carers and actively aim to seek their views formed against a range of backgrounds and experiences.

Through our existing and evolving partnership arrangements, we will work together ensuring that views represented via the number of agencies regularly in contact with carers are taken into account (public involvement / consultation arrangements planned or in place).

We plan to:

- Adopt the good practice principles and standards outlined in 'Involving Service Users and Carers in the Work of Blaenau Gwent Social Services' and via consultation and public involvement arrangements that the Council, Health and Voluntary Organisations (Crossroads / Age Concern) have in place.
- Ensure that carers are informed of their right to an assessment.
- Review and revise arrangements to promote 'take up' of carers assessments; collate information from carers assessments to get a better understanding of need and keep under review the quality of assessments undertaken.
- Ensure that carers views are heard as part of service reviews alongside the views of the person with care needs.
- Through partnership arrangements, survey carers about assessments and services in order to get a better understanding of need.

The above strategic aims will be achieved through the actions identified within Appendix 1.

2. Information – provide a range of information regarding help and support for carers who give substantial care on a regular basis.

People often do not see themselves as carers and as a result do not come forward for help and support. We need to do something about this and aim to provide a range of clear information to enable carers to make choices in accessing appropriate services (including access to financial advice and support whilst carrying out a caring role and when this comes to an end). The Council provides funding to the Citizens Advice Bureau which provides free advice to carers about their rights and on financial matters. Social Services commission a range of services from Blaenau Gwent Crossroads - Caring for Carers, and Age Concern who provide information for carers and signpost to other services that can help.

We plan to:

- Continue to signpost to other agencies to give specific information.
- Raise awareness of benefits which can help carers and the person with care needs such as Carers Allowance and Attendance Allowance.
- Use carers events and promote media attention to raise awareness of carers and carers' issues, e.g. carers rights days, national carers week.
- Explore the development / establishment of a central shared carers information database to enable better provision of information about services and support available; involvement in consultation activities, etc.
- In partnership with other key agencies develop carers support mechanisms to carers across the borough in order that carers receive information and support, responding to their specific needs.
- Recognise and utilise the fact that health care professionals and NHS staff are key to providing information to carers on who to contact, on illness or conditions and the consequences of these and how best to provide care to the person being cared for. Ongoing support and training will need, therefore, to be built into key staff training / development plans.

- Promote awareness of the support and services available to carers to help identify 'hidden carers'; agreeing precise arrangements with the range of service delivery providers.
- Provide information in a variety of formats on a variety of topics and utilise numerous approaches, e.g. development of websites, posters, local radio, promotional items, etc.

The above strategic aims will be achieved through the actions identified within Appendix 2.

3. Carers Support – we recognise the need to promote:

- Reliable and satisfactory services to those that have caring responsibilities to enable carers to have a life of their own;
- Opportunities for carers to have a break from their caring role;
- Emotional and practical support to enable carers to continue in their caring role for as long as they wish to do so;
- Training and support to equip carers with the skills and knowledge necessary for them to carry out their caring role;
- Support for carers to become financially secure, wherever possible, whilst carrying out their caring role and when this comes to an end.

Carers are often unable or reluctant to have a life of their own when they are not confident in the care being provided. We know from carers that the well being of the person being cared for is important to the carer and this can only be fully realised when services are reliable, flexible and of high quality.

For many carers a break from caring is essential for their well being and is invaluable in helping to reduce psychological and emotional stress experienced. Flexible services, then, that can respond to emergency situations are extremely important. The demands of caring are often an emotional and physically draining experience. Without emotional and practical support some carers find it impossible to continue even when this is what they want the most. Finding ways of helping whilst respecting the wish of many carers to remain independent and in control, is a complex task. Additionally, it is clearly acknowledged that carers are often expected to carry out many skilled and difficult tasks without proper training and support to do so. This often combined with a lack of information may make carers feel inadequate and they may well struggle with the role that they find themselves in.

Finally, caring for someone else can have a major impact on carers' financial situation both whilst caring and in the years that follow when the caring role has come to an end.

Carers need therefore, to access up to date benefits information as well as receive advice and support on either returning to work or remaining in employment. The support of government initiatives / schemes available,

advice on access to leisure and life long learning opportunities; information on respite care services etc, all of which can help towards a more fulfilled life and achieve equality of outcome.

The following overarching strategic aims, generally outline our intended approach to address these issues.

We plan to:

- Encourage the development of responsive services. We will get better at listening and learning from carers. We can do this through improved assessment and other means. We will do what we can to make sure services are appropriate and discuss how services can be improved. We will use this knowledge as agencies and as organisations supporting carers in our commissioning of services.
- Encourage more use of Direct Payments to enable service users and carers to commission reliable and satisfactory services enabling carers to have a life of their own; learning from new initiatives implemented elsewhere.
- Work together (GP's, Primary Care Teams and Social Workers) to ensure that we all understand better the consequences for carers in the provision of services to those cared for and do more to encourage joint working between care providers and carers (development of flexible home care services and respite care).
- Ensure that carers are aware of the services that already exist to enable them to take a break and to enable carers to use these services.
- Work with carers and carers organisations to develop different ways of providing carer breaks, which may include options for assisting those carers who do not want to leave the caring situation to take a break.
- Identify as many 'hidden carers' in Blaenau Gwent as possible and ensure that they are offered an assessment of their needs. We will offer an assessment to all eligible carers, develop care plans and signpost them to support services.
- Develop support mechanisms, which can put carers in contact with other carers for emotional and practical support, helping to reduce isolation.

- Develop a range of flexible initiatives that improve access to training and learning opportunities – including support to equip carers with the skills and knowledge necessary, assisting their caring role.
- Develop greater knowledge and understanding of the carer's role influencing any desirable changes to service delivery functions that improve access / support to local authority, voluntary sector and health care services and their links with other community services:
 - Providing support to carers to remain in or return to employment.
 - Health care services.
 - Leisure services.
 - Training and support to equip carers with the skills and knowledge necessary for them to carry out their caring role.

The above strategic aims will be achieved through the actions identified within Appendix 3.

4. Young Carers

This part of our strategy aims to address the specific emotional and practical support needs of young carers. We recognise that young carers are a particularly disadvantaged group and we are committed to addressing their needs. We will work on providing support for young carers and ensure that guidance / support is available to all professionals in health, education and social care.

A young carer is a child or young person who cares for someone or is affected because someone needs care, usually within their own home, who is likely to suffer from an illness or physical disability, sensory impairment, mental distress, etc.

Learning and Development

Within Wales 'Extending Entitlement' is the Welsh Assembly Government's flagship policy for youth support services in Wales. It includes all services, support and opportunities for young people between the ages of 11 and 25

What does Extending Entitlement mean?

There are a number of things we believe that every young person in Wales deserves in order to be able to take advantage of the opportunities and choices that they will be presented with. These things are referred to as entitlements, because they are what the government believes young people should or, are entitled to, receive.

We believe these entitlements are important to:

- help young people make the best choices
- gain personal development and enjoyment
- lead fulfilling lives.

There are ten entitlements. They are outlined and explained here. As a young person in Wales, you are entitled to:

1. Your rights

- learn what your rights are and understand them
- make sure you are able to claim them

- make sure you understand and accept the responsibilities arising from them.

The adults who are responsible for helping them should tell all young people about their rights. If they are not told directly then young people should be able to ask about their rights and be helped to claim them. The people that could help with this include Youth Workers, Careers Advisors and Teachers.

2. Being heard - your voice, your choice

It is your right to have the opportunity to be involved in making decisions, planning and reviewing an action that might affect you. It is your right to have a voice and have a choice, even if you don't make the decision yourself. All young people have a right to be involved in making decisions that affect them. On a national basis young people can get involved in this through Funky Dragon, the Assembly's Participation Project or through a range of national organisations such as Barnardos, NSPCC, Tros Gynnal etc. On a more local basis Youth Forums and Councils have been set up across Wales to involve young people. School Councils are another way that Children and Young People can get involved. Organisations that provide services such as sport, leisure, transport and housing should also be asking young people to tell them how they can make improvements.

3. Feel good

You are entitled to feel confident and feel good about yourself. People who provide services and assistance to young people should do their work in a way that helps young people feel more confident and good about themselves.

4. Education and employment

You are entitled to

- be able to learn about things that interest and affect you
- enjoy the job that you do
- get involved in the activities that you enjoy including leisure, music, sport and exercise, art, hobbies and cultural activities

All young people should be able to learn about the things that interest them and enjoy learning whether in school, college, work or elsewhere. They should be given adequate opportunities to learn, gain

skills and achieve fulfilment and satisfaction from learning. Young people should be given adequate opportunity and choice through work experience tailored to meet their needs.

5. Taking part/getting involved

You are entitled to be involved in volunteering and to be active in your community.

Young people should be able to get involved in voluntary activity if they wish. They should be made aware of where these opportunities exist and what they are likely to gain personally by taking part. This can either be national e.g. in large fundraising events such as Children in Need or a local project such as a community centre management group or helping older people by walking their dog etc.

6. Being individual

You are entitled to:

- be treated with respect
- be treated as an equal by everyone
- be recognised for what you have to contribute
- be recognised for your achievements
- celebrate what you achieve

All young people should be treated with respect. They should be recognised for their contribution and for the success they achieve as a result of it. This can be in school, college, at work, at home or in the community. People who are there to help you should make sure that this happens.

7. Easy access

You are entitled to gain easy access to the best services available, locally and nationally, and to have someone available to help you find them. Young people should be able to get good quality services whether in health, education or another area. On a local basis someone should be made available to help young people to find and access such services. This could be through Citizens Advice Bureaux, Community Health Councils or Advocacy providers.

8. Health and wellbeing

You are entitled to lead a healthy life, both physically and emotionally. Young people should be given enough information and choice to make informed decisions about their health. They should be able to access advice and support relating to their health when they need it. A number of services are provided locally and nationally to do this. This includes information online through projects such as CLIC or NHS Direct or through the local NHS such as at your Doctors Surgery and Dentist.

9. Access to information and guidance

You are entitled to be able to get information, advice and support on a wide range of issues that affect your life, as and when you need it. This includes advice and support relating to your career.

All young people need information to be able to make decisions. They also need to know where to get the information. National projects such as CLIC, Funky Dragon and Careers Wales Online may provide some of this information. On a local basis many areas have Information shops, Libraries, Careers shops and Citizen Advice Bureaux where they can get personal advice, face to face, on a range of issues.

10. Safety & Security

You are entitled to live in a safe, secure home and community.

In order to make the most of all the opportunities that life presents, young people need to feel safe, secure and free from threats and bullying. The people who are there to help them, including their local community, school and the police should help to make them feel safe.

What we know about young carers:

A young carer usually cares for a member of their family that can include parents, grandparents, aunts, uncles, brothers or sisters.

The most common tasks carried out by young carers have been identified as follows:

- Household chores – cleaning, cooking, etc.
- Personal care – bathing, dressing, toileting.
- Family care – caring for brothers / sisters.

- Medical care – administration of medication.
- Emotional support – being a shoulder to cry on.

The effects on young carers have been identified as follows:

- Health problems / lack of sleep.
- Anxiety – worrying about the ill health of another.
- Isolation – not being able to talk to friends or anyone else.
- Bullying – people don't understand.

What support do young carers say they need

- Someone to talk to and who will listen.
- A break from caring.
- Information.
- To be taken seriously.
- Advice.
- Help with homework, befriender / buddy.

We plan to:

- Identify children and young people who are carrying out significant caring responsibilities for parents and/or other family members.
- Raise awareness and understanding of professionals about the needs of young carers and the impact of their caring role.
- Ensure that the support needs of young carers are more effectively met by a wider range of agencies, working collaboratively.
- Provide appropriate services, wherever possible, to help young carers with their caring role (aiming to minimise adverse effects on health, well being and development).
- Ensure that young carers are not disadvantaged and have access to the same education, health, social and leisure facilities and resources as other child / young person.
- Ensure that young carers have a voice and are involved in the planning and delivery of services to meet their needs.

The above strategic aims will be achieved through the actions identified within Appendix 4.

1. ENGAGING AND INVOLVING CARERS

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Raise awareness of carers/young carers issues	<ul style="list-style-type: none"> Link with national / regional initiatives promoted through WAG / Carers UK : ▪ Carers Week ▪ Carers Rights Day ▪ Already agreed local strategies 	<ul style="list-style-type: none"> ▪ A better co-ordinated approach, optimising use of multi-agency resources. ▪ Increased awareness / understanding leading to identifiable improvements in front line services. 	<p>Ongoing</p> <p>June 2007 ongoing Dec 2007 ongoing</p>	<ul style="list-style-type: none"> ▪ Within existing resources. ▪ Identify / respond to any new funding initiatives. 	BG Carers Strategy Development Group (BGCSDG)	All participating organisations
<p>Increase profile of 'Making it Happen for Carers'</p> <ul style="list-style-type: none"> - A strategy for meeting the needs of carers within Blaenau Gwent 	<ul style="list-style-type: none"> ▪ Publicise production of draft consultation strategy via: <ul style="list-style-type: none"> - Local media - BGCSDG ▪ Formal launch of 2007-2010 strategy 	<ul style="list-style-type: none"> ▪ Further involvement of carers in the ways we develop, deliver and monitor services ensuring carers views are heard. ▪ Increased awareness carers receive recognition for the important contribution they make. 	<p>Early March 2007</p> <p>April 2007</p>	<p>Social Service PR resources</p> <p>Social Services existing resources</p>	BGCSDG BGCSDG	<p>Clive Phillips / Lee McDonald, Social Services BGCSDG members</p> <p>Jill Noel (Lead) BGCSDG sub group</p>
Develop involvement initiatives in line with locally agreed good practice principles and standards.	<ul style="list-style-type: none"> ▪ Adopt usage of standards outlined. ▪ Build upon existing arrangements and explore with carers future involvement / support arrangements they wish to see in place, e.g. local carer forums. 	<ul style="list-style-type: none"> ▪ Consistent, good quality involvement across all service disciplines. ▪ Improved carer centred services. 	Ongoing	<p>Within existing resources.</p> <p>Any new funding initiatives that arise.</p>	<p>Individual organisations</p> <p>BGCSDG</p>	<p>All participating organisations</p> <p>BGCSDG</p>

APPENDIX 1

1. ENGAGING AND INVOLVING CARERS - continued

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Seek to raise awareness of carers' assessments, assisting commissioning authorities to identify / quantify level of unmet need.	<ul style="list-style-type: none"> ▪ Publicise carers' rights to their own assessment of their needs. ▪ Review and revise assessment documentation involving relevant agencies and carers. 	<ul style="list-style-type: none"> ▪ Increased take up of carers assessments. ▪ Improved quality of data collected. 	Ongoing End March 2007 – ongoing	<ul style="list-style-type: none"> ▪ Within existing resources. ▪ Within existing resources. 	Commissioning authorities Commissioning authorities	All participating organisations Social Services – Alyson Jenkins
Co-ordinate response to Welsh Assembly Government's Consultation Refocusing of the Carers' Strategy for Wales on behalf of BGCSDG.	<ul style="list-style-type: none"> ▪ Circulate consultation document to all members of BGCSDG. ▪ Give support to Carers Wales Workshop to consider response. 	<ul style="list-style-type: none"> ▪ Receive responses that specifically make reference to whether the draft refocused Wales Carers Strategy is comprehensive, pertinent and whether key actions proposed are appropriate and relevant. 	End February 2007	Within existing resources Within existing resources	BGCSDG BGCSDG	Liz Majer / Clive Phillips on behalf of BGCSDG All participating organisations

APPENDIX 2

2. INFORMATION – PROVIDE A RANGE OF INFORMATION REGARDING HELP AND SUPPORT FOR CARERS WHO GIVE SUBSTANTIAL CARE ON A REGULAR BASIS

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Ensure that carers information on rights, services and benefits is accurate, relevant and accessible.	<p>Review existing material involving carers, identifying any areas that would benefit from better co-ordinated provision.</p> <p>Consider:</p> <ul style="list-style-type: none"> ▪ C2BG ▪ CCN ▪ Carers Information Sheet ▪ Publications issued via voluntary organisations ▪ Publications issued by BGCBC, Local Health Board, NHS, Trust, other statutory organisations <p>Provide updates on carers issues to Blaenau Gwent Crossroads Caring for Carers for inclusion within "Carers Column" – Gwent Gazette.</p>	<ul style="list-style-type: none"> ▪ Improvement in the timing and provision of appropriate services, responsive to specific individual need. ▪ Consistency in format to assist meet special needs, e.g. print size, layout, language, etc. 	Ongoing	<p>Within existing resources</p> <p>Additional resources where increased needs analysed; need for Information Strategy identified.</p> <p>Existing resources</p>	<p>Individual organisations</p> <p>BGCSDG</p> <p>Sherry McGeehan – Blaenau Gwent Crossroads – Caring for Carers</p>	<p>Individual organisations</p> <p>All participating organisations</p> <p>Individuals</p> <p>All participating organisations</p>

APPENDIX 2

2. INFORMATION – PROVIDE A RANGE OF INFORMATION REGARDING HELP AND SUPPORT FOR CARERS WHO GIVE SUBSTANTIAL CARE ON A REGULAR BASIS - continued

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Explore development / establishment of central shared carers information database	Identify key agencies; check compliance (handling / storage, access, permission, information)	Improved communication with known carers; involvement / consultation exercises provision of information.	Ongoing	Existing / additional where new requirements present	BGCSDG	Social Services Age Concern Blaenau Gwent Crossroads – Caring Carers Others
Make full use of national publicity initiatives to promote local events throughout Carers Week, Carers Rights Day, etc.	Maximise the use of 'tried and tested' carers events, as well as new initiatives in a co-ordinated fashion.	Increased awareness, identification of 'hidden carers', provision of information sign-posting to other services.	As advised by national / local directives	Existing / identified to respond to events	BGCSDG Group	All participating organisations

APPENDIX 3

3. CARERS SUPPORT – Local Authority, Voluntary Sector and Health Care Services

- Provide opportunities for carers to have a break from their caring role.
- Provide emotional and practical support to enable carers to continue in their caring role for as long as they wish to.
- Provide training and support to equip carers with the skills and knowledge necessary for them to carry out their caring role.
- Support carers to become financially secure, both whilst carrying out their caring role and when this comes to an end.

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Plan and provide appropriate services responding to carers needs.	<ul style="list-style-type: none"> ▪ Ensure full engagement of families and carers during care management process. ▪ Identify unmet needs and accurately record. ▪ Work with front line staff to ensure consistency in approach. ▪ Identify specific individual training and development needs and include within workforce development requirements. 	Improvements to front line service delivery ; increase in identification of hidden carers; Increase in take up and quality of carers assessments and assisting potential future development of services.	Ongoing Ongoing Ongoing Ongoing	Within existing resources Within existing resources / additional within availability of resources Within existing resources Within existing resources	Operational Managers Operational Managers Operational Managers Operational Managers	Assessment and Care Management Personnel Assessment and Care Management Personnel Operational Managers Assessment and Care Management Personnel / Operational Managers / Workforce Development Managers

APPENDIX 3

3. CARERS SUPPORT – Local Authority, Voluntary Sector and Health Care Services (continued)

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Plan and provide appropriate services responding to carers needs.	<ul style="list-style-type: none"> ▪ Take full account of performance management data on carer assessments. ▪ Promote awareness of direct payments. ▪ Utilise Mental Health Carers Grant Scheme to accord with WAG advised terms and conditions. ▪ Specify, monitor, review and evaluate effectiveness of services provided under contractual arrangements. 	<p>Improvements to front line service delivery.</p> <p>Increase in take up of carers assessments / assisting potential future development of services.</p> <p>Increased take up giving carers greater say and control over how services are delivered to meet their needs.</p> <p>Respond more appropriately to carers of people with mental health problems – especially dementia.</p> <p>Provision of appropriate carer-centred services.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>2006/09</p> <p>As specified within agreed service contracts</p>	<p>Within existing resources / additional within availability of resources</p> <p>Within existing resources</p> <p>Welsh Assembly Grant allocation</p> <p>Within existing resources</p>	<p>Operational . Commissioning Managers</p> <p>Operational / Commissioning Managers</p> <p>Operational / Strategic Managers</p> <p>Operational / Commissioning Managers</p>	<p>Operational / Commissioning Managers</p> <p>Assessment and Care Management Personnel</p> <p>Named partner organisations</p> <p>Social Services / Blaenau Gwent Crossroads – Caring for Carers / Age Concern Gwent / LHB</p>

APPENDIX 3

3. CARERS SUPPORT – Local Authority, Human Resources

▪ Providing support with carers to remain in or return to employment

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
To support carers to remain in or return to employment with Blaenau Gwent County Borough Council	To establish monitoring information from all new starters on caring responsibilities	<ul style="list-style-type: none"> Establish baseline data of the numbers of employees with caring responsibilities 	March 2007 - ongoing	Staff time	Line Management reporting arrangements and reports to BGCSDG	Head of Human Resources
	To audit, review and further develop current corporate work life balance policies to ensure that the Authority meets the needs of employees with caring responsibilities.	<ul style="list-style-type: none"> To enhance current flexible working options and practices which will encourage carers who want to re-enter the job market and will support and enable carers to remain in employment 	March 2007	Staff time		Head of Human Resources
	To review current special leave provisions to support staff to deal with domestic emergencies	<ul style="list-style-type: none"> Enhanced flexible options to deal with domestic emergencies 	March 2007	Staff time		Head of Human Resources
	To develop and implement a Carers Policy for employees of Blaenau Gwent County Borough Council	<ul style="list-style-type: none"> To support and enhance the Blaenau Gwent Carers Strategy by providing options and support for employees who have caring responsibilities Recruitment and retention of employees that become carers 	March 2007	Staff time		Head of Human Resources

APPENDIX 3

3. SUPPORT TO CARERS - Providing support to carers to remain in or return to employment (continued)

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
<p>To support carers to remain in or return to employment with Blaenau Gwent County Borough Council</p>	<p>Implement a range of new corporate flexible working practices and a programme for their effective implementation</p> <p>To educate managers and employees to ensure that the Authority's approach to work life balance is embraced.</p>	<ul style="list-style-type: none"> ▪ Role model of good practice to take to the wider business community. ▪ Further enhance flexible working options ▪ Improved employer image – 'Employer of Choice' ▪ Recruitment and retention benefits ▪ To equip managers with the skills to manage flexible working ▪ To raise awareness of the needs of carers 	<p>Sept 2007- Dec 2008</p> <p>TBA</p>	<p>Staff time</p> <p>Staff time</p>	<p>Line Management reporting arrangements and reports to BGCSDG</p> <p>Line management reporting arrangements and reports to BGCSDG</p>	<p>Head of Human Resources</p> <p>Head of Human Resources</p>
<p>Support Carers to seek employment opportunities</p>	<p>Work in partnership with the Business Forum to raise awareness amongst employers of the needs of Carers and encourage them to develop their own Carer's policy</p>	<ul style="list-style-type: none"> ▪ To raise awareness amongst employers of the needs of Carers 	<p>TBA</p>	<p>Staff time</p>	<p>Line management reporting arrangements and reports to BGCSDG</p>	<p>BGCSDG</p>

APPENDIX 3

3. CARERS SUPPORT – Health Services Improving access and support – with carers

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Carers will access voluntary sector services to provide support in their caring role. (Improved knowledge and access to services)	Raise awareness of the needs of carers of adults among all health care staff.	<ul style="list-style-type: none"> ▪ Carers are aware of support mechanisms that can support them in the caring role. ▪ Carers able to self refer to voluntary organisations. 	December 2007		Increase in numbers of referrals to voluntary organisations for information and support for carers. Number of carer assessments carried out.	LHB Gwent Healthcare NHS Trust
To identify the unmet needs of carers.	Health, social services and voluntary sector services to have systems in place to identify the unmet needs of carers. Explore a range of relevant approaches.	<ul style="list-style-type: none"> ▪ Range of support services in place that provide carers with timely support. 	March 2008	To be identified	Information for carers assessments. Involvement of carers in service developments. Range of identified services in place.	LHB Local Authority Voluntary Sector
Systems in place within primary care to identify carers.	Raise awareness of the needs of carers within primary care. Raise awareness of services that support carers.	Carers identified and referred to support services through primary care.	March 2008	Human Resource support within primary care	Carers identified within primary care systems. Protocols in place that refer carers for assessment.	LHB Voluntary Sector

APPENDIX 3

3. CARERS SUPPORT – Health Services

Improving access and support – with carers

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Identification of carers by healthcare professionals is identified within Unified Assessments	Health professionals complete carers assessments	<ul style="list-style-type: none"> ▪ All carers are identified and needs met. 	March 2008		Number of carer assessments carried out	Health practitioners

APPENDIX 3

3. CARERS SUPPORT – Local Authority – Leisure Services Improving access / support – with carers

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
To improve the health and well-being of carers and those being cared for	To offer the Leisure Lifecard as a gateway to leisure provision for carers via a potential service level agreement with Social Services.	Social Services agree to a SLA with leisure to enable the service to be free at the point of contact for carers. Carers regularly participating in both physical and emotional well-being related activities.	Feb- April 2007 April – Sept 2007		<ul style="list-style-type: none"> ▪ Individual agencies ▪ Agreed arrangements through 'partnerships' ▪ Reports to BGCSDG 	Lyn Phillips / Anthony Hughes / Heather Tyrell, Clive Phillips Martin Henry/ Anthony Hughes
	Expand Leisure Active Living Programme to cater for carers through offering home based exercise programmes.	Carers and cared for receiving home based exercise programmes with a longer-term link to the Lifecard to aid continued participation in physical activity.	July – Dec 2007			Victoria Norman (Active Living Co-ordinator)
To encourage Carers to adopt positive "life skills"	Develop a joint training programme between Leisure, Social Services, and GAVO Wales.	Training plan agreed by all parties utilising links to the Active Living Programme e.g. nutrition.	April – Sept 2007		<ul style="list-style-type: none"> ▪ Individual agencies ▪ Agreed arrangements through 'partnerships' ▪ Reports to BGCSDG 	Well-being Carers sub-group.

APPENDIX 3

3. CARERS SUPPORT – Local Authority – Leisure Services Improving access / support – with carers

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Improve knowledge and awareness of Leisure provision for front line social services staff	<p>Develop more coordinated communication channels for carers between Leisure Services and Social Services front line staff.</p> <p>Develop a workshop for carers, social services front line staff and Leisure officers to share knowledge and develop cross-service links</p> <p>Active Living Coordinator and facilitators to be encouraged where possible to attend meetings relating to carers and their needs. More community based promotion of the Active Living programme in flyers to promote the cross service links.</p>	<p>Social Services Managers or initial point of call for carers to be fully aware of Leisure service opportunities, e.g. Active Living, Bryn Bach Park, Life Card and other Leisure Services provision.</p> <p>Social Services staff actively referring carers to Leisure services.</p>	<p>April – Sept 2007</p> <p>April – Sept 07</p> <p>On-going</p>		<ul style="list-style-type: none"> ▪ Individual agencies ▪ Agreed arrangements through 'partnerships' ▪ Reports to BGCSDG 	<p>Anthony Hughes / Suzanne Carter / Heather Tyrrell / Clive Phillips / Ros Williams</p>

APPENDIX 3

3. **CARERS SUPPORT – Local Authority Services**
 Provide training and support to equip carers with the skills and knowledge necessary for them to carry out their caring role.

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
To inform carers of training, education and craft courses that are already available	Adult Education 06/07. Brochure to contain reference to carers. Distribute 400 brochures to all carers via Clive Phillips (to coordinate distribution with voluntary organisations. Provide copies of the brochure to the Social Care Training Centre in Tredegar and distribute to Social Care partnership.	Carers informed about what is available. All carers receive a personal copy of the brochure. Partners and Social Services staff are made aware of courses available.	July 2006 and ongoing August 2006 and ongoing August 2006 and ongoing		<ul style="list-style-type: none"> ▪ Partnership arrangements ▪ Reports to BGCSDG 	Byron Jones Bryon Jones / Clive Phillips Byron Jones / Alan Wilson
To identify and develop additional care related courses to supplement the existing programme through tasters / or plan to include in the Adult Education brochure in 2007/08.	Discuss / involve Age Concern, Crossroads, Young Carers Group, GAVO, Oak Project (Ceri Waters) and carers at the workshop in September 2006 to identify additional courses.	Additional courses focussed on what carers want to see included	September 2006 and ongoing		<ul style="list-style-type: none"> ▪ Partnership arrangements ▪ Reports to BGCSDG 	Byron Jones / Alan Wilson

APPENDIX 3

3. CARERS SUPPORT – Local Authority Services

Provide training and support to equip carers with the skills and knowledge necessary for them to carry out their caring role.

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
To get carers involved / interested in training, education, crafts and personal development.	Discuss / involve Age Concern, Crossroads, Young Carers Group, GAVO, Oak Project (Ceri Waters) and carers at the workshop in September 2006 to identify how to get carers interested.	Increase in the up-take of carers attending courses.	September 2006 and ongoing		<ul style="list-style-type: none"> ▪ Partnership arrangements ▪ Reports to BGCSDG 	Byron Jones / Alan Wilson
To enable carers to obtain a care related qualification (City & Guilds – Learning for Living)	Identify a provider and process for supporting learners. Identify / select carers who wish to undertake the qualification.	Free City & Guilds Learning for Living qualification available online and supported locally. A number of carers undertaking the qualification.	March 2007 June 2007		<ul style="list-style-type: none"> ▪ Partnership arrangements ▪ Reports to BGCSDG 	Alan Wilson Alan Wilson / project group
To develop a co-ordinated approach / strategy to the provision of training and education for carers.	Discuss the need for a co-ordinated approach at the next Area Planning / Quality Training Group	A proposal for co-ordinating educational and training services for carers.	April 2007??		<ul style="list-style-type: none"> ▪ Partnership arrangements ▪ Reports to BGCSDG 	Byron Jones
To secure European funding for carer education and training.	Investigate what European funding might be available.	A decision on whether or not to make bid.	September 2007??		<ul style="list-style-type: none"> ▪ Partnership arrangements ▪ Reports to BGCSDG 	Bryon Jones

APPENDIX 3

3. CARERS SUPPORT – Local Authority Services

Provide training and support to equip carers with the skills and knowledge necessary for them to carry out their caring role.

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
To collaborate on training courses and facilities	Share information about facilities, charges and trainers.	Cost effective use of resources and volume of training.	July 2006 and ongoing		<ul style="list-style-type: none"> ▪ Partnership arrangements ▪ Reports to BGCSDG 	Byron Jones / Alan Wilson
To develop a Dementia course for Carers	To obtain £3k of funding from Mental Health Carers Grant for the training	Provide training and support to 64 carers of people with dementia	February 2007		<ul style="list-style-type: none"> ▪ Reports to BGCSDG 	Alan Wilson

APPENDIX 4

4. YOUNG CARERS

Raise awareness amongst all professionals regarding young carers and the issues that affect their wellbeing, ensuring signposting to the appropriate services to meet their needs

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Raise awareness of young carers and young carers issues throughout Blaenau Gwent	Deliver awareness – raising sessions to a number of different agencies throughout the Borough of Blaenau Gwent.	Professionals working with children, young people and their families will be able to identify children and young people with caring responsibilities Will be familiar with how to refer to the Young Carers Project and identify other appropriate services. Increased numbers of referrals from partner agencies.	Ongoing	Staff time Awareness raising materials / promotion leaflets / posters / contact cards / training packs / training videos, etc.	Young Carers Management Group	The Young Carers Project in partnership with key individuals from each department / agencies
	Voluntary Sector > Various agencies working with children, young people and their families					Young Carers Project / various partners

APPENDIX 4

4. YOUNG CARERS

Raise awareness amongst all professionals regarding young carers and the issues that affect their wellbeing, ensuring signposting to the appropriate services to meet their needs

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Raise awareness of young carers and young carers issues throughout Blaenau Gwent	<p>Social Services</p> <ul style="list-style-type: none"> > Children's Services Team. >Adult Services Team <p>Health</p> <ul style="list-style-type: none"> > Primary Health Care Teams, GPs, District Nurse Forum, etc. >LHB <p>Education</p> <ul style="list-style-type: none"> >Head Teachers Forum > Teaching staff, schools and colleges > Education Welfare >School Nurses >Youth Service 		<p>December 2006 ongoing</p> <p>May 2007 ongoing</p> <p>March 2007 ongoing</p>	<p>Social Services</p> <p>LHB</p> <p>Education</p>	<p>Social Services</p> <p>LHB</p> <p>Education</p>	<p>Heather Tyrrell / Ruth Sinfield / Alison Ramshaw</p> <p>Young Carers Project / LHB / Viv Coughlin</p> <p>Young Carers Project / key individuals via each school / college</p>

APPENDIX 4

4. YOUNG CARERS

Raise awareness amongst all professionals regarding young carers and the issues that affect their wellbeing, ensuring signposting to the appropriate services to meet their needs

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Raise awareness of young carers and young carers issues throughout Blaenau Gwent	Provide information re young carers issues and project information to partners for inclusion in their newsletter / promotional events.	Partners and service users will have a better awareness and understanding of the Young Carers Project and young carers issues.	January 2007 onwards as and when various newsletters are distributed by partners.	<ul style="list-style-type: none"> ▪ Voluntary Voice ▪ BG Forum News ▪ GAVO Health and Social Care ▪ Crossroads ▪ Age Concern ▪ Children's Information Service ▪ Youth Information Service ▪ LHB ▪ Gwent Healthcare Trust, etc. 	Young Carers Management Group	Young Carers Project submit to various departments / agencies
	Promotional events / workshops	As above	December 2006 ongoing	<ul style="list-style-type: none"> ▪ Venues ▪ Promotion boards ▪ Posters ▪ Leaflets ▪ Contact cards 	Young Carers Project	Young Carers Project
	Blaenau Gwent Young Carers Project website	As above	January 2007	<ul style="list-style-type: none"> ▪ Domain fees ▪ Website ▪ Computers ▪ Staff time re update and monitoring 	Young Carers Project	Young Carers Project

APPENDIX 4

4. YOUNG CARERS

Raise awareness amongst all professionals regarding young carers and the issues that affect their wellbeing, ensuring signposting to the appropriate services to meet their needs

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Ensure that families and young carers access early years opportunities appropriate to their need.	Link up with Early Years. Raise awareness within project and families of the opportunities available within the Borough.	Increased uptake in activities tailored to meet the needs of the family.	March 2007 ongoing	ICC	Young Carers Project ICC	Young Carers Project / Early Years staff

APPENDIX 4

4. YOUNG CARERS

Work together and provide specific information and support appropriate to the needs of young carers (information / assessments, etc)

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Develop protocols with key agencies throughout the Borough of Blaenau Gwent.	Work with key individuals in Education, Health and Social Services Departments to develop protocols between services and the Young Carers Project.	Young carers and their families will receive a more joined up approach re support, ensuring consistency and continuity between services.	March 2007 – March 2008	Education Health Social Services	Young Carers Management Group / Carers Strategy Sub Group / Education / Health / Social Services	Young Carers Project in partnership with key individuals from each department / Sharn Annett (Education) / (LHB) / David Johnston (Social Services)
Ensure young carers receive an assessment of their needs (separately from the cared for person)	Young Carers Project will carry out assessments on all children and young people referred to the project. Young Carers Project will look at the unified assessment and link with key individuals to ensure that the needs of potential young carers are considered as part of their assessment.	Young Carers will be identified, assessed and referred to appropriate services.	February 2007 ongoing		Young Carers Project Young Carers Management Group / Carers Strategy Sub Group	Young Carers Project Young Carers Project / Alyson Jenkins / Andrew Green

APPENDIX 4

4. YOUNG CARERS

Work together and provide specific information and support appropriate to the needs of young carers (information / assessments, etc)

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Ensure that young carers receive information regarding the care and treatment of the person being cared for.	Health / Social Services will involve young carers in the assessment and care planning of the person being cared for.	The young carer will have a better understanding of the illness / disability and treatment. The young carer will have key contacts for support re emergencies. The young carer will be less anxious about the person being cared for.	April 2007 ongoing	Health / Social Services	Health / Social Services	Gwent Healthcare Trust / Social Services
	Young carers to receive appropriate information / literature relevant to the illness of the person being cared for.	As above	May 2007 ongoing	Various literature / Health / Social Services	Young Carers Project / Health / Social Services	Young Carers Project with key service providers

APPENDIX 4

4. YOUNG CARERS

Provide support to minimise the young carer's circumstances adversely affecting their education and life experience

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Ensure that young carers have equality of opportunity in relation to mainstream education and other extra curricular opportunities.	<p>The young carers project will link up with key staff / education welfare officers re information at home and support required.</p> <p>If appropriate multi-agency plans will be developed to ensure continued support re school attendance and achievement.</p>	School attendance levels and educational attainment for young carers will be comparable with their peers.	January 2007 ongoing	Staff time / Education	Young Carers Project / key agencies with responsibility / Education	Young Carers Project / key staff / Heads of year within schools and colleges / Education Welfare Officers / Oasis Workers / other partnership agencies / Children and Young People's Framework
Provide additional support in schools and colleges for young carers where a need has been identified	Establish a link officer in each school and college to look at the development of a child / young person centred package of support based on identified need, i.e. Oasis, counsellor, additional help with homework, access to phone if appropriate.	<p>Young carers issues will be dealt with more quickly and effectively.</p> <p>Young carers will be less anxious at school enable them to concentrate on performance.</p>	May 2007 ongoing	Staff time / Education	Young Carers Management Group / Education	Young Carers Project in partnership with schools and colleges

APPENDIX 4

4. YOUNG CARERS

Provide support to minimise the young carer's circumstances adversely affecting their education and life experience

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Raise awareness of young carers issues amongst children and young people in schools, promote a better understanding of diversity within the home, i.e. within a care setting.	Work in partnership with all primary and secondary schools to develop appropriate programmes.	Children and young people will have a better understanding of the issues faced by children and young people with caring responsibilities. Children and young people will also be helped to identify if they are a young carer and link into the appropriate programme.	January 2008 – January 2009	<ul style="list-style-type: none"> ▪ Promotion materials ▪ Flipchart ▪ TV ▪ Staff time ▪ Education 	Young Carers Management Group / Education	In partnership with head teachers and designated teachers
Identify and provide support to meet the needs of young carers regarding further education and employment.	Young Carers Project will link up with key individuals in community education / further education and employment to look at opportunities available for young carers.	Young carers will be informed and supported re opportunities available to them regarding further education and employment.	June 2007	<ul style="list-style-type: none"> ▪ Staff time ▪ Community education ▪ Employment 	Young Carers Management Group	Young Carers Project / Byron Jones / Julie Morgan

APPENDIX 4

4. YOUNG CARERS

Promote good physical and emotional health. (Provide support and encouragement to participate in leisure and youth activities)

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
Promote good physical and emotional health.	Link up with key workers within CAMHS to provide support to young carers with identified mental health / emotional needs.	Young carers will have tailored support and improved emotional health.	Ongoing	<ul style="list-style-type: none"> ▪ CAMHS staff ▪ YC staff 	Young Carers Project / CAMHS	Young Carers Project / CAMHS
	Link up with Health promotion re development and delivery of awareness sessions for young carers around promoting positive emotional health.	Young carers will have raised awareness and improved health.	September 2007	<ul style="list-style-type: none"> ▪ Health Promotion Co-ordinator ▪ Staff ▪ Venue ▪ Transport 	Young Carers Management Group / Health Promotion	Young Carers Project / Gemma White (Health Promotion)
	Implement pilot health-wise programme for existing and new members of the young carers project.	Young carers will become more health wise, benefiting from partners expert knowledge in specific areas linked to health and well being, i.e. sexual health, drug and alcohol awareness, healthy eating, etc.	December 2006 ongoing	<ul style="list-style-type: none"> ▪ Staff ▪ Venue ▪ Transport ▪ Facilitators 	Young Carers Project	Young Carers Project in partnership with identified key facilitators

APPENDIX 4

4. YOUNG CARERS

Promote good physical and emotional health (Provide support and encouragement to participate in leisure and youth activities)

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
	Link up with Sports Development Officer re planning and delivery of taster sessions incorporated within a leisure programme tailored to the identified needs of young carers.	As a result of participating in the programme young carers will have a better awareness of what leisure opportunities are available to them and improved physical and emotional well-being.	July 2007 – delivery	<ul style="list-style-type: none"> ▪ Sport Development staff ▪ Project staff ▪ Transport Venue ▪ Leisure 	Young Carers Management Group / Leisure	Young Cares Project / Sports Development Officer
	Link up with youth service providers statutory / voluntary to identify support mechanisms that can be put in place to enable young carers to access youth services.	Barriers will be highlighted and plans adopted to ensure young carers are supported and can access youth services.	June 2007	<ul style="list-style-type: none"> ▪ Staff time ▪ Youth service ▪ Network 	Young Carers Management Group / Youth Service / Network	Young Cares Project / Youth Service (Julie Cundick) / Voluntary sector / Network (Sarah Thomas)

APPENDIX 4

4. YOUNG CARERS
Enable young carers to have a voice through participation

Objective	Action	Outcome	Timescale	Resources	Monitoring	Responsibility
<p>Ensure that young carers have a voice through participation in planning on a local, regional and national level.</p>	<p>Establish a young carers committee made up of members from the Young Carers Project to include:</p> <ul style="list-style-type: none"> ▪ Training and support for young carers <p>Representatives from the Young Carers Committee to sit on Blaenau Gwent Youth Forum</p>	<p>Young carers will be actively involved in all planning on a local, regional and national level.</p>	<p>January 2006 ongoing</p> <p>April 2007</p>	<ul style="list-style-type: none"> ▪ Young Carers staff ▪ Venue ▪ Transport ▪ Young Carers staff ▪ Trainers ▪ Venue ▪ Transport ▪ Transport 	<p>Young Carers Management Group</p> <p>Young Carers Management Group</p>	<p>Young Carers Project</p> <p>Young Carers Project</p> <p>Young Carers Project</p>

**MEMBERSHIP OF BLAENAU GWENT CARERS
STRATEGY DEVELOPMENT GROUP
AT THE TIME OF STRATEGY FORMULATION**

Name	Organisation
Alan Wilson	Blaenau Gwent CBC, Social Services (Workforce Development)
Annette King	Age Concern
Byron Jones	Blaenau Gwent CBC, Lifelong Learning
Clive Phillips	Blaenau Gwent CBC, Social Services
Dave Watkins	Blaenau Gwent CBC, Leisure Services
Edwina Sibthorpe	Blaenau Gwent Care and Repair
Eileen Powell	Age Concern
Heather Tyrrell	Blaenau Gwent CBC, Social Services
Jeff Price	Blaenau Gwent CBC, Social Services, (Workforce Development)
Jill Noel	Age Concern
Judith Sweeting	Blaenau Gwent Healthcare NHS Trust
Julie Davies	Blaenau Gwent Healthcare NHS Trust
Julie Morgan	Blaenau Gwent CBC, Governance
Kate Thomas	Gwent Association of Voluntary Organisations
Liz Majer	Blaenau Gwent CBC, Social Services
Maggie Titterton	Carers Wales
Mike Bray	National Childrens Home
Pam Johnson	Hafal
Ros Williams	Gwent Association of Voluntary Organisations Young Carers
Sherry McGeehan	Blaenau Gwent Crossroads – Caring for Carers
Sue Pinkstone	Blaenau Gwent Healthcare NHS Trust
Viv Coughlin	Blaenau Gwent Local Health Board