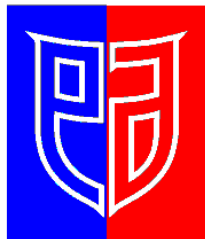


Volume 1

EAST AYRSHIRE JOINT CARERS STRATEGY

2004-2007



East Ayrshire
COUNCIL



**Ayrshire
& Arran**



East Ayrshire Carers Centre

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INTRODUCTION

For the purposes of this East Ayrshire Carers strategy a Carer is defined as;

“Someone who cares for a member of their family, relative or friend in the community. This includes children who provide care for a relative who may be a parent”

What we mean by “care” in this strategy includes physical support but also importantly a far greater range of activities including emotional, social, psychological and financial support.

This definition of Carer does not include volunteers as part of their work for a voluntary organisation, nor anyone who is paid for their services.

Information from the 2001 census indicates that around 12,500 people in East Ayrshire are Carers, of which around 40% spend more than 20 hours . It is recognised that these informal Carers, mainly members of the person’s family, play a key role in supporting people in the community. Carers play a key role in supporting people in the community. While most Carers (some 79%), look after older people there are also significant numbers of Carers of people with a range of care needs including people with learning disabilities, mental health problems, physical disabilities and addiction problems.

This is the second Carers strategy covering East Ayrshire Council. Since the publication of the first plan in 1998, a number of significant national initiatives have taken place including “The Strategy for Carers in Scotland” in 1999 and subsequently “Joint Futures for Carers: making Local Partnerships Work” in 2002. There are also significant changes in the provision and practice of service within both Community Care and Children’s Services in this time.

Many Carers have their own distinct needs and a key aim of this strategy is to develop and enhance supports available to them. This strategy therefore intends to build on achievements made in the previous plan and outline key priorities and action for partners in the next four years.

VALUES AND OBJECTIVES OF THIS STRATEGY

The development of this strategy has brought together relevant agencies as well as representatives of Carers in East Ayrshire to identify and prioritise what needs to be done, and to plan, co-ordinate and deliver action to meet these identified priorities. By planning together, working together and achieving together, we will:

- promote social justice and social inclusion;
- build sustainability;
- succeed in joint working and involving people;
- make sure our services are good quality and accessible; and
- deliver continuous improvement and best value.

The vision for the strategy is that;

“East Ayrshire will be a place with strong, vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services, which are sustainable, accessible and meet people’s needs.”

All aspirations, objectives and actions outlined within this strategy are determined by this vision and by the agreed principles.

Our objectives for this strategy are;

- To ensure that Carers are given adequate recognition by paid professional service providers and create a really supportive framework for Carer support.
- To make a solid partnership between service planners, providers and Carers to improve integrated planning and service provision
- To provide Carers with the right information at the right time to enable them to make informed choices about their needs.
- To provide a range of flexible and affordable services to support Carers, including short breaks and give them choices about the services that are best for their needs.
- To support Carers, through appropriate support, training and development, to provide the best possible quality of care.
- To improve Carers health through the promotion of well- being and tackling of inequality and social exclusion;
- To promote social inclusion by developing opportunities for Carers to access:
 - employment
 - leisure and recreation
 - education.
- To address the needs of specific groups of Carers including Carers in rural areas, young Carers, those who contend with additional pressures and prejudices due to their ethnicity, religion , age, disability or sexual orientation and support those whose caring role is over.

Outcomes for Carers that this strategy aims to achieve include;

- Carers are able to cope better with their Carer role
- Carers are better informed and more knowledgeable about their Carer role and the needs of the person they care for
- Carers feel valued, supported and listened to
- Carers are equal partners in the delivery of care

- Carers are healthy, socially included and feel that they are more than their caring role.

WHAT WE HAVE ACHIEVED

IMPLEMENTATION OF THE CARERS STRATEGY 1997-2001

- Development and expansion of the East Ayrshire Carers' Centre. Additional centre developed to support Carers living in the south of the authority.
- Increased provision of public information including information in pay slips, through GP surgeries, website etc.
- Introduction and expansion of Carers assessments through the development Single Shared Assessments between Social Work Services and Community health providers.
- Home adaptations delivery improved through joint Social Work, housing providers and NHS Ayrshire and Arran staff working in partnership.
- Home Care services developed to be more flexible and provide effective home support to Carers.
- Crisis line developed for Carers of people with mental health problems.
- Short-break services expanded, improved and made more flexible to better address Carers' needs. Additional residential short breaks services have been developed for adults and children with learning disabilities. Local authority residential services to have been redesigned to provide additional in house short break opportunities to older people and resources have been provided to enable opportunities for short-breaks within the independent sector.
- Within East Ayrshire, Carers can expect to have their needs assessed and to be offered information, advice, practical assistance and support based on their assessed needs.

SERVICES PROVIDED BY CARERS CENTRE

- Contact with the Carers centre has grown exponentially in the years from the centre opening with 45.3% of first contacts made in 2002.
- The vast majority of initial contact with the centre now comes from health sources with 49% of referrals coming via community health (mainly GPs) and 17% from hospital sources.
- The most common services provided for Carers who requested initial support were information and advice general advice (43% of known reasons), requests for training (25%) and benefits advice (16%).
- Support groups have now been established for young Carers in both the North and South of the authority. There are now 160 young Carers registered with the centre the second highest in Scotland.

- The centre provides a range of training and information providing opportunities for Carers. A wide range of training is available to support their caring tasks and improve well being.
- The centre has a presence in Crosshouse hospital to provide support to patients Carers and identify the needs of Carers of patients leaving hospital.

WHAT CARERS THINK

After the publication of National Strategy for Carers, a Partnership Initiative between Carers Scotland and the Coalition of Carers in Scotland was funded by the Scottish Executive to help implement the National Strategy. The Project aims were set out as;

- Supporting and strengthening local carer groups and
- Supporting the effective engagement of carers in the local planning process through learning, changing practices and building capacity for involvement.

In particular, the Joint Future for Carers project engaged with 4 pilot areas, including East Ayrshire to undertake training and develop real partnership working between Carers and partner agencies.

Therefore in East Ayrshire a number of sessions were held where equal numbers of carers and statutory agency staff worked together and separately to identify the key issues in partnership working.

The Carers Strategy group, also comprising equal numbers of Carers and staff, and jointly chaired from 2003, looked at the priority issues identified and developed an action plan based on these.

Through these processes, Carers were not just consulted about plans but were full partners in the process of strategy development. Therefore, these action plans form the basis of the Achieving Change section of this strategy in full.

An initial draft of the plan was produced in May 2004. This was then sent to other key stakeholders in carers' services, including provider organisations, voluntary and community organisations and agencies not actively involved in the steering group. The key issues identified by stakeholders were incorporated into the final version of the plan.

ACHIEVING CHANGE

WHERE WE WANT TO BE AND HOW WE WILL GET THERE

The Joint Future for Carers exercise identified four themes to be prioritised over the next three years. These are;

- Ensuring more Carers are identified
- Changing Cultures within organisations to make sure that all staff recognise Carers as partners

- Approaching Carers assessments in a different way
- Develop innovative services that meet Carers' Needs flexibly

For each theme, a series of actions were agreed and implementation schedules have been developed to outline in detail how each separate action outlined in the strategy will be realised. This will enable service planners, operational staff and other stakeholders to understand the process of implementation and enables us to provide detailed information in the annual reviews on whether the actions are being met and if not what action is required to address any delay. The details of what is addressed in the schedules are as follows;

Ensuring more Carers are identified

- Help people to recognise they are Carers;
- Identify mainline recurring funds to ensure that information packs currently available are updated and appropriately targeted;
- Find out at an early stage if a Carer wants to be involved in different groups and or activities;

Changing Cultures within organisations to make sure that all staff recognise Carers as partners

- Carers to be fully recognised as partners within the care process at a number of stages from assessment to reviews;
- Ensure that Carers are supported to be involved in the planning, development and review of services;
- Develop effective support mechanisms for carers;

Approaching Carers assessments in a different way

- The current practices of undertaking Carers assessments will be reviewed to ensure that they are at their most effective in meeting Carers' needs
- Carers will be supported to ensure that their incomes are maximised.
- The health consequences of caring will be addressed through health assessment and health improvement activity.

Develop innovative services that meet Carers' Needs flexibly

- Develop the service to support young carers caring for someone misusing drug or alcohol.
- Ensure that all Carers' services are operating in a Best Value culture.
- Develop targeted support to carers of people with mental health problems.

- Provide input to and support the development of the NHS Ayrshire and Arran Carer Information Strategy.
- Develop support services that carers can call on an ad-hoc basis to allow them to attend appointments/be involved in social activity.
- Develop training for carers, to assist in caring role, e.g. moving and handling or specific awareness training.

ACTION SCHEDULES

The details of what is addressed in the schedules are as follows;

- **ISSUE** - This is the description of the planned improvement
- **ACTION** - These are the key actions to be taken to implement the improvement. These should detail both relevant actions and timescales. The latter will indicate which month for milestones achieved in the first year of the plan and year 2 or three for longer-term milestones.
- **TARGETS** - These indicates what this improvement intended to achieve. This should be both specific and measurable and distinguishes between improvements in the management of the service and those that will be directly experienced by service users/carers or other stakeholders.
- **WHO BY** – These indicate which agency will be involved in developing the action. All key agencies are identified and the lead agency is highlighted in bold
- **FUNDING** - These indicate the likely additional costs to implement the action and whether the income is coming from core funding, additional funding is available (and from which source) or whether additional funding will require to be sought.

ENSURING MORE CARERS ARE IDENTIFIED

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|---|--|---|--|--|
| <p>1. Help people to recognise they are Carers</p> | <p>Target information provision towards patients within GP practices</p> | <p>2 GP practices targeted in 2004 with an aim to identifying 300 new Carers per annum.</p> <p>Thereafter funding is secured to develop this service further</p> | <p>Carers Centre/ Community Health Partnerships/ East Ayrshire Council</p> | <p>£4,000 pa from Carers development fund in 2004</p> <p>£8,000 per annum from carers development fund from 2005</p> |
| | <p>Agree protocols with Department Of Work And Pensions to include Carers information within Disability Living Allowance forms</p> | <p>Protocols agreed with Department Of Work And Pensions by 2005</p> <p>Appropriate leaflets will be provided to the Department Of Work And Pensions and will go out with relevant forms by 2005</p> <p>Systems for addressing needs of identified Carers will be developed by 2005</p> | <p>Carers Centre/ Department Of Work And Pensions Community Planning Partners</p> | <p>£82,000 for 2 years from 2005 from Department of Work and Pensions</p> |
| | <p>Information on issues for Carers to be included in staff payslips</p> | <p>Large employers interested in participating will be identified by 2005</p> <p>Information will be provided to them by 2007</p> | <p>Carers Centre/ East Ayrshire Council/ NHS Ayrshire and Arran other employers in East Ayrshire</p> | <p>Funding to be identified from Carers' Development Fund 2005/2006</p> |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|---|--|---|--|---|
| 1. Help people to recognise they are Carers | To target information provision to parents of children with additional needs | All new parents have information to identify themselves as Carers and understand what supports are available by 2005 | Carers Centre/ East Ayrshire Council Schools Support/ NHS Ayrshire and Arran | Funding to be identified from Carers' Development Fund 2005/2006 |
| 2. Identify mainline recurring funds to ensure that information packs currently available are updated and appropriately targeted | <p>Audit current demand and need for targeted information</p> <p>Identify sources of funding for identified on going need</p> | Information packs will be audited on an annual basis to ensure that they remain current and available as required | Carers Centre/ East Ayrshire Council | Core funding |
| 3. Find out at an early stage if a Carer wants to be involved in different groups and or activities | New Carers registering with Carers Centre will be asked if they are interested in being consulted/ involved at various levels and where their main areas of interest lie | <p>Registration forms to be amended by 2004</p> <p>Database to be amended and reports developed to target consultation questions and levels of participation indicated by 2005</p> <p>Systems will be in place to enable staff to support new Carers through process by 2006</p> <p>Information to be provided aimed to maximise involvement and ensure consultation is effective by 2006</p> | Carers Centre/ East Ayrshire Council | Core funding |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|---|--|---|---|--|
| 3. Find out at an early stage if a Carer wants to be involved in different groups and or activities | Contacts between Carers' Centre and Carers will address issues of involvement for existing Carers | Newsletters will contain information on involvement activity by 2006 Staff will address issue as a matter of course in personal contacts by 2005 | Carers Centre/ East Ayrshire Council | Core funding |

CHANGING CULTURES WITHIN ORGANISATIONS TO MAKE SURE THAT ALL STAFF RECOGNISE CARERS AS PARTNERS

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|---|---|--|--|--|
| <p>4. Carers to be fully recognised as partners within the care process at a number of stages from assessment to reviews</p> | <p>Identify training and awareness raising with the statutory sector that highlights good practice in involving Carers as partners.</p> | <p>200 Staff from health and social care agencies attend training and awareness raising sessions by 2007</p> <p>30 Carers are assisting in the delivery of training of frontline Care staff by 2007</p> <p>All Carers involved in the planning of care for the person they support by 2007</p> | <p>Carers Centre/ Carers representatives /East Ayrshire Council/NHS Ayrshire and Arran</p> | <p>Core funding</p> <p>Agencies to work in partnership to identify training opportunities and sources of funding</p> |
| <p>5. Ensure that Carers are supported to be involved in the planning, development and review of services</p> | <p>Support carers to participate fully in strategy groups and operational meetings</p> <p>Provide training in committee skills, assertiveness etc</p> | <p>20 Carers to be trained and actively involved in strategic and operational planning by 2007</p> | <p>Carers Centre/ Carers representatives /East Ayrshire Council/NHS Ayrshire and Arran</p> | <p>Existing resources</p> |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|--|--|---|---------------|--|
| 6. Develop effective support mechanisms for carers | Develop the Advocacy services for carers | 60 carers to be provided with direct advocacy service per annum by 2007 | Carers Centre | Core funding |
| | Develop a “buddy” scheme for carers to support people becoming involved in developing and monitoring services. | Scheme to be in place and 50 carers receiving “buddy” support by 2007 | Carers Centre | Core funding |

APPROACHING CARERS ASSESSMENTS IN A DIFFERENT WAY

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|--|---|--|---|--|
| <p>7. The current practises of undertaking Carers assessments will be reviewed to ensure that they are at their most effective in meeting Carers' needs</p> | <p>A pan Ayrshire review group will be convened including Carers which will look at issue in relation to undertaking Carers assessments including;</p> <p>Develop a clear policy including clearly defining the purpose of the assessment; Considering the benefits of commissioning other services to undertake assessments; Processes and tools for undertaking assessments and supports and information for Carers</p> | <p>An increase in the number of Carers, at different stages of caring, needing assessment and care provision, who receive a Carers assessment between the baseline established in 2005 and 2007</p> <p>Carers report that Carers assessments are more accessible, informative and useful (annual improvement based on consultation surveys)</p> <p>An increase in the number of Carers assessments result in the provision of services and or supports between the baseline established in 2005 and 2007</p> | <p>East Ayrshire Council/ NHS Ayrshire and Arran / Carers representatives</p> | <p>Additional funding to be sought through East Ayrshire Council and Carers' Development Fund</p> |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|---|--|--|---|--|
| <p>8. Carers will be supported to ensure that their incomes are maximised.</p> | <p>Ensure that Partners Information management systems will identify situations where service users can access additional benefit and that appropriate advice/ assistance will then be offered</p> | <p>All Known carers over 65 offered benefits checks and incomes maximised where possible by 2005</p> <p>Benefits check offered to all carers of service users with learning disabilities using Community Network Services by 2005</p> <p>Benefits check offered to all carers identified through information provided on Housing Benefit / Council Tax Benefit database by 2006</p> <p>Benefits check offered to all carers on registration with the Carers Centre by 2005</p> | <p>East Ayrshire Council Social Work Services and Finance Department / Carers centre/ Department of Work and Pensions</p> | <p>Existing resources</p> |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|--|---|---|--|--|
| <p>9. The health consequences of caring will be addressed through health assessment and health improvement activity.</p> | <p>Deliver Health improvement information and training including issues such as smoking cessation, physical exercise etc</p> <p>To enable carers to have access to a range of leisure pursuits through the carers centre that address Carers' physical and mental well being.</p> <p>As part of the "Choose Life" strategy to prevent suicide and self harm, young carers will be provided with targeted support to develop coping skills.</p> | <p>Year 1 of plan will develop a baseline from which to develop.</p> <p>200 carers to access complementary therapies via carers cottage by 2007</p> <p>200 carers to be involved in health improvement sessions organised by Carers centre by 2007</p> <p>Information available on full range of cultural and leisure opportunities within Carers centre by 2005</p> <p>200 young carers to receive training in developing coping skills by 2007</p> | <p>NHS Ayrshire and Arran / Carers centre</p> | <p>Existing resources</p> <p>Monies will be made available from "Choose Life" strategy in 2004 to develop and deliver coping skills training</p> |

DEVELOP INNOVATIVE SERVICES THAT MEET CARERS' NEEDS FLEXIBLY

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|--|---|---|--|---|
| <p>10. Develop the service to support young carers caring for someone misusing drug or alcohol.</p> | <p>Develop audit of current and projected need for service</p> <p>Work with stakeholders including young carers to develop proposals</p> <p>Identify sources of funding</p> <p>Develop action plan for intervention in partnership with other key agencies.</p> | <p>80 young people caring for someone misusing drug or alcohol to be supported by 2006</p> | <p>Carers Centre/ East Ayrshire Council</p> | <p>Funding through Changing Children's Services Fund - £16,000</p> <p>Lloyds TSB -£8,000</p> <p>Coalfield Regeneration Fund - £23,000 for 1 year pilot.</p> <p>Lloyds TSB - £23,000</p> |
| <p>11. Ensure that all Carers' services are operating in a Best Value culture.</p> | <p>Develop effective Performance Management systems for services that enable them to demonstrate the commitment to a Best Value service.</p> | <p>Performance Management systems in place and evidencing continuous improvement, economy efficiency, effectiveness and equal opportunities by 2006</p> | <p>East Ayrshire Council Social Work Services Development team</p> | <p>Core funding</p> |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|---|---|---|--|---|
| <p>11. Ensure that all Carers' services are operating in a Best Value culture.</p> | <p>Services will be formally evaluated based on the guidelines for a Best Value Service Review to ensure that continuous improvement is secured</p> | <p>Best Value Service Review will be implemented and action plan developed by 2007</p> | <p>East Ayrshire Council Social Work Services Development team</p> | <p>Core funding</p> |
| <p>12. Develop targeted support to carers of people with mental health problems.</p> | <p>East Ayrshire Carers Centre will develop a range of targeted information provision to raise awareness</p> <p>Agencies working with people with mental ill health will be consulted and involved in identifying the needs of carers and providing support</p> <p>Target and specific support mechanisms will be put in place to support carers of people with mental ill health</p> | <p>10% increase per annum in the number of carers of people with mental ill health registered with East Ayrshire Carers Centre by 2007</p> <p>Annual increase in the numbers of carers of people with mental ill health receiving a carers assessment and having identified needs addressed (baseline to be identified in year 1)</p> | <p>East Ayrshire Carers Centre</p> <p>East Ayrshire Social Work Services</p> <p>NHS Ayrshire and Arran</p> | <p>NHS Ayrshire and Arran - £4,000 from 2004</p> |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|--|---|--|--|--|
| <p>12. Develop targeted support to carers of people with mental health problems.</p> | <p>Joint training to be undertaken between Carers Centre and Community Mental health Team</p> | <p>Known carers to be informed of services by 2005 identifying level of support required</p> <p>Training provided annually from 2005</p> <p>Joint visits to carers with community mental health team from 2005</p> <p>Target numbers to be estimated based on improved understanding of level of need.</p> | <p>East Ayrshire Carers' Centre</p> <p>NHS Ayrshire and Arran</p> | <p>Existing resources</p> |
| <p>13. Provide input to and support the development of the NHS Ayrshire and Arran Carer Information Strategy.</p> | <p>Information strategy to be developed that is of relevance to the needs of carers and NHS professionals</p> | <p>Information strategy developed by December 05</p> <p>Strategy implemented from 2006. (Details within strategy)</p> | <p>NHS Ayrshire and Arran</p> <p>East Ayrshire Council</p> <p>East Ayrshire Carers' Centre</p> | <p>Funding to be identified by NHS Ayrshire and Arran</p> |

| ISSUE | ACTION | TARGETS <i>(including by when)</i> | BY WHOM | FUNDING <i>(cost and source of funding)</i> |
|--|--|---|---|---|
| <p>14. <u>Develop support services that carers can call on an ad-hoc basis to allow them to attend appointments/ be involved in social activity.</u></p> | <p>Develop a Care Break service that carers can access short term home based respite.</p> | <p>Development of service by 2005</p> <p>200 carers using service in 2006-2007.</p> | <p>East Ayrshire Council</p> <p>East Ayrshire Carers Centre</p> <p>Provider to be identified.</p> | <p>East Ayrshire Council</p> |
| <p>15. <u>Develop training for carers, to assist in caring role, e.g. moving and handling or specific awareness training.</u></p> | <p>Moving and Handling training to be further developed, promoted and reviewed to meet needs of all carers</p> <p>Processes built in to East Ayrshire Carers Centre to audit carers specific training requirements and provide these according to need.</p> | <p>Moving and Handling training to be available to all carers by 2007</p> <p>Range of training provided based on evidenced need.</p> | <p>East Ayrshire Carers Centre.</p> | <p>East Ayrshire Council funding moving and handling.</p> <p>Other training funded from a range of sources as relevant.</p> |

PERFORMANCE MANAGEMENT FRAMEWORK

Partners to this plan view its implementation as part of the broader range of policies and programmes intended to modernise public service provision with an aim to making these services more flexible, responsive and effective. A rigorous system of outcome monitoring and evaluation is therefore required.

For local authority partners a legislative structure exists for this approach within the Local Government in Scotland Act, which introduces a statutory duty of Best Value on public services. In addition other public services now have a duty of Best Value incorporated through the Public Finance and Accountability Act 2000.

Partners to the plan will develop an effective joint Performance Management Framework for Carers' services to address performance at three levels;

- Local service and operational level.
- Performance in relation to the development of this strategy.
- Strategic level, in particular how the outcomes of this strategy are addressed and how these link to the wider strategic expectations of community planning within East Ayrshire.

Examples of indicators that will be used include;

- Contract compliance information.
- Information on the Quality of services including quality standards developed by both the Scottish Commission for the Regulation of Care and NHS Quality Improvement Scotland.
- Progress on each individual action outlined within this strategy.
- Evaluation of outcomes for Carers.
- Other information as required, for example, by the Scottish Executive and or other national audit bodies.
- Information that evidences outcomes in relation to other strategic planning and particularly links to the objectives of the East Ayrshire Community Plan.

The Performance Management Framework will also be structured to ensure that Scottish Executive statutory guidance on the "Duty to Secure Best Value" will be addressed.

The development of the Performance Management Framework will be undertaken within the structures of the Joint Future agenda and specifically within the planning sub group of the Joint Future Implementation Group. A monitoring process will also be developed and a progress report will be provided to the Carers strategy group on a quarterly basis. A full performance report will be provided to wider stakeholders, including individual Carers, on an annual basis as part of the review of the Joint Community Care Plan and associated strategies.

FINANCIAL FRAMEWORK

TOTAL EXISTING AND PLANNED EXPENDITURE ON CARERS SERVICES 2003-2007

East Ayrshire Carers Strategy

Planned Financial expenditure 2003-04 to 2006-07 By Care group

Information is gross budget and includes funding from NHS Ayrshire and Arran Future expenditure plans are indicative and can be subject to change depending on local and national circumstances

Residential services

| Care Group | 2003-04 | 2004-05 | 2005-06 | 2006-07 |
|--|-----------------|-------------------|-------------------|-------------------|
| Adults with Addiction | £0 | £0 | £0 | £0 |
| Adults with Learning Disability | £166,039 | £166,526 | £170,948 | £174,871 |
| Adults with mental ill health | £0 | £0 | £0 | £0 |
| Older People | £399,660 | £541,960 | £721,461 | £752,843 |
| Adults with Physical or sensory Impairment | £0 | £0 | £0 | £0 |
| Children | £389,934 | £397,733 | £409,665 | £430,148 |
| Total | £955,633 | £1,106,219 | £1,302,074 | £1,357,862 |

Community Services

| Care Group | 2003-04 | 2004-05 | 2005-06 | 2006-07 |
|--|-----------------|-----------------|-----------------|-----------------|
| Adults with Addiction | £556 | £575 | £601 | £637 |
| Adults with Learning Disability | £43,493 | £43,801 | £44,855 | £46,883 |
| Adults with mental ill health | £21,977 | £22,484 | £23,344 | £24,517 |
| Older People | £576,041 | £586,123 | £604,273 | £630,097 |
| Adults with Physical or sensory Impairment | £39,254 | £40,153 | £41,527 | £43,587 |
| Children | £34,736 | £35,431 | £36,494 | £38,318 |
| Total | £716,057 | £728,567 | £751,094 | £784,039 |

Total

| Care Group | 2003-04 | 2004-05 | 2005-06 | 2006-07 |
|--|-------------------|-------------------|-------------------|-------------------|
| Adults with Addiction | £556 | £575 | £601 | £637 |
| Adults with Learning Disability | £209,532 | £210,327 | £215,803 | £221,754 |
| Adults with mental ill health | £21,977 | £22,484 | £23,344 | £24,517 |
| Older People | £975,701 | £1,128,083 | £1,325,734 | £1,382,940 |
| Adults with Physical or sensory Impairment | £39,254 | £40,153 | £41,527 | £43,587 |
| Children | £424,670 | £433,163 | £446,158 | £468,466 |
| Total | £1,671,690 | £1,834,785 | £2,053,167 | £2,141,901 |

EAST AYRSHIRE CARERS CENTRE FRAMEWORK 2003-2004

| Source of Funding | Purpose | Annual Amount (£) |
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| East Ayrshire Council/ NHS Ayrshire and Arran Joint Funding | Core funding for salaries etc. | 84,251 |
| East Ayrshire Council | Non recurring funding for additional salaries | 30,482 |
| | Cumnock base | 24,000 |
| Social Inclusion Partnership | Cumnock base Information/ Advice worker | 45,000 |
| | Young carers Cumnock workers salary | 42,500 |
| Lloyds TSB | Young carers Kilmarnock workers salary (17 hr) | 9,000 |
| | Drugs Initiative | 23,000 |
| ADAT | Drugs initiative Family Support worker | 23,000 |
| Ayrshire and Arran Community Health Division | Learning Disability Relatives Liaison Post | 29,920 |
| Princess Royal Trust for Carers Development Fund | Hospital Initiative Hospital Liaison post (15hr) | 6,666 |
| Dr Pugh and Partners | Sessional hours in surgery GP Initiative post (10 hr) | 9,504 |
| Community Fund | Young Carers Development Officer | 57,606 |
| Total Annual Income | | 361,929 |

In addition to the above, the Carers Centre has applied for an additional £46,500 from Lloyds TSB and Social Inclusion Partnership to support carers of people with drug dependencies.

Within East Ayrshire Carers Centre, only 35% of the total income of received per annum, is core income that can be guaranteed as long term funding. Therefore the issue of **sustainability** is an urgent area to address. In particular, the Social Inclusion Partnership initiative will be merged within Community Planning in East Ayrshire in 2005 and therefore funding for initiatives such as the carers centre will require to be reviewed as part of that process.

In addition, with so many different sources of funding, there is an issue with regard to the performance reporting requirements on staff, including that of duplication causing unnecessary pressures and time restraints on staff. This issue is one that is being addressed through the Community Planning Partnership in East Ayrshire.

GLOSSARY OF TERMS

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| Advocacy | Representing the cause of another, to secure services they may require, or rights they may be entitled to. |
| Accessibility | A measure of the ease with which a service users and carers can obtain appropriate services regardless of geography, or social status, ethnicity, disability sexual orientation, religion, gender or clinical condition. |
| Assessment | Looking with a person at their needs to determine what help, if any, they require and how to provide it. |
| Best Value Service Review | A formal review of services o that ensures that the best possible service is provided within available finance. Services are assessed according to the principles of ensuring continuous improvement, effectiveness, economy, efficiency, equal opportunities and supporting a sustainable environment |
| Carers centre | Agency joint funded by East Ayrshire Council and Ayrshire and Arran Health Board and supported by the Princess Royal Trust for Carers, that provides direct counselling, information and other supports to unpaid carers. |
| Commissioning | Developing a new project or service, specifying the service, identifying a provider and setting terms for a contract. |
| Community Health Partnerships | New organisations that will be responsible for managing a wide range of community based health services and potentially, in consultation with local authorities, other care services. |
| Community/Primary Health Care | Health Care, usually GP surgery based, providing preventative, curative and rehabilitative services. |
| Community Planning | A formal multi agency process, led by the local authority and involving the community that develops a common strategic vision and objectives for the local area. A community Plan is a jointly agreed document that outlines plans. In East Ayrshire, joint plans have been agreed for eliminating poverty, improving health, promoting community safety, improving community learning, improving opportunities and improving the environment |
| Compliance | Activity to ensure that service delivered meets agreed standards |
| Contract | A formal legally binding agreement between the Council and an external provider on the service to be provided and the terms and conditions of supply and payment |
| Culture | The accumulated habits, attitudes, and beliefs of a group of people that define for them their general behaviour and way of life; the total set of learned activities of a people. |
| Health Care | Medical and nursing care which is provided by the National Health Service and which is free at the point of access. |

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| Home Care | Services that provide care, rehabilitation and support within a person's own home |
| Housing with support | Housing where the tenant is provided with additional assistance to help them live independently - includes supported accommodation. |
| Independent sector | A term used to describe all non-statutory services that provide care services |
| Joint Community Care Plan | A document produced by local authorities and partners which sets out how services will be developed over the next three years. |
| Joint Future | The report to the Scottish Executive by the Joint Future Group set out clear recommendations and timescales for community care services in Scotland. These included clear recommendation to ensure that services are delivered in partnership by health and social care professions, involve service users and carers and address the continuum of care needs from home maintenance to continuing care |
| Local Health Care Co-operative | Established in 1998 as voluntary groups of GP practices to develop and improve local services. Other linked primary health care professionals including nursing, dental and pharmacists, etc are also involved. LHCCs will progress to Community Health Partnerships during 2004 |
| Mental Ill Health | Ill health that manifests in unusual thoughts and emotions, including depression, feeling like you can do anything and/or not knowing the difference between reality and unreality. |
| Monitoring | Evaluating the quality of care being provided. |
| NHS Continuing Care | Long term in-patient care under the supervision of a consultant |
| Partners | People and organisations involved who have shared goals, common responsibility for outcomes, distinct accountabilities and reciprocal obligations |
| Performance Indicator | Is a measurement of the quality of a service |
| Provider | Any person/persons, or organisation supplying a service. |
| Protocols | A set of formal rules and procedures that are required to ensure that communication is effective, action takes place efficiently and services are delivered efficiently |
| Referral | Contact with, resulting in formal advice or assistance being given from a service provider. |
| Residential services | Registered accommodation, that provides intensive 24 hour social care to people with community care needs |

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| Review | A follow up assessment of a service user to ensure that care services provided were effective and ensure that new needs are identified and addressed |
| Short breaks/respite | Service designed to provide relief to the unpaid carer as well as the service user, by taking on the care tasks for a short period of time. This may take place in the person's own home, in residential care or in other settings |
| Single Assessment | An assessment tool for health and social care services that is common to all health and social care providers in Ayrshire, ensuring reduction in duplication of questions and assessments for the service user and improved communication between care agencies. |
| Shared | |
| Social Care | Non medical care provided by designated agencies including personal care, domestic support and other services including housing support. |
| Social Inclusion | Work done to increase the participation of communities marginalised by lack of economic opportunity, educational achievement or other barriers. |
| Social Justice | An equitable access to resources and the benefits derived from them; a system that recognises inalienable rights and adheres to what is fair, honest, and moral. |
| Stakeholders | Individuals or groups who have an interest in using, providing or planning community care services |
| Standard | Defined level of service below which performance is not expected to fall |
| Statutory agency/ Statutory requirement | Organisation or body that is required by law to arrange for or provide specific services. A statutory requirement is an action that enforced in law. |
| Strategy | A long-term plan, a vision for the future. It is a fundamental framework through which an organisation can assert its continuity, while at the same time adapting to a changing environment. The ultimate objective of a Strategy is to address stakeholders' benefits. |
| Sustainability | The ability of a provider to maintain services and continue to provide them over the long term. A Programme is sustainable when it is regarded as a long term investment and is not dependent of funding year by year or short term income. |
| Voluntary sector | Organisations that provide services in the community. They are organised predominately not for profit. They can both directly provide services or can have an advisory or campaigning role for service users and/or carers. |