



Report of the Cabinet Member for Care, Health and Aging Well
Adult Services Scrutiny Performance Panel – 17th December 2019

BRIEFING ON CARERS ASSESSMENTS

Purpose	To provide a briefing requested by the Panel regarding Social Services obligations to carers and arrangements for meeting these duties.
Content	This report includes a summary of the legal duties under the SSWBA (Wales) 2014, a summary of services available to carers, and actions in place to improve services to carers. The report concludes that whilst there is a wide range of support and services available to carers, existing IT systems need to be improved to capture data necessary to demonstrate satisfactory performance and underpin effective decision making.
Councillors are being asked to	Not progress to date regarding the strengthening of arrangements for carers assessments, following the new requirements under the Act.
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1. INTRODUCTION

1.1 This report provides a summary of Social Services' obligations to carers and a description of arrangements for meeting these legal duties.

2. GENERAL LEGAL DUTIES TO ASSESS AND MEET NEEDS

2.1 The Social Services and Wellbeing Act (Wales) 2014 creates new rights for carers. Under the Act, carers are entitled to an assessment regardless of the amount or type of care provided, financial means, or level of support needed.

2.2 Prior to the Act, carers were required to ask for an assessment. Since the Act, Social Services is under a duty to offer an assessment as soon as it appears that a person may have need for support (section 24).

2.3 Under the Act carers are entitled to an assessment regardless of whether:

- They live with the cared for person
- They share caring responsibilities
- The cared for person is eligible or ineligible for statutory services.

Needs for Support

2.4 Under section 24 (new duty to carers), sections 40-45 (eligibility of carers) and the Eligibility Regulations 2015, there is a legal duty to consider the following:

- Whether carers have needs for support or are likely to in the future
- The extent to which carers are able and willing to provide care
- What matters to carers and the personal outcomes they wish to achieve.
- Whether preventative and IAA services can help to achieve these outcomes
- Whether carers participate or wish to participate in work, education, training or leisure activities.

2.5 Social Services must ensure there is a named individual to co-ordinate and complete the assessment. The assessment must be recorded in writing, and the carer must be offered a copy.

2.6 The statutory eligibility rules under the Act provide that Social Services must:

- Identify how caring affects each carers' life and the outcomes they wish to achieve to maintain their own well-being
- Enable carers to participate fully in the decision making
- Balance the needs of the carer and the cared for
- Protect people from abuse or neglect

2.7 Under the statutory rules, eligibility will be met if: carers cannot meet their own needs:

- Alone
- With the support of others who are willing to help.
- With the assistance of accessible services in the community
- or, if the carer is unlikely to achieve their personal outcomes unless Social Services provides or arranges care and support

Duty to Provide Services

2.8 Under the Act, the range support which Social Services have discretion to offer is varied. At a minimum, Social Services must provide:

- Advice on how to access care and support
- Care Providers and services that are accessible
- Information on how to get financial advice
- Information on preventative services which prevent carers needs from escalating
- Information on how to raise concerns about a person who has care needs or a carer
- Confirmation of the outcome of an assessment and details of any action that will be taken.

2.9 Where carers are eligible, Social Services has a duty to meet their needs. This may involve providing services directly or commissioning services from another Provider. Direct Payments may also be provided to enable carers to purchase services directly to meet eligible needs.

2.10 Under the Act, the council has discretion to charge for these services subject to a financial assessment.

2.11 A care plan must be created to specify how eligible needs will be met. This must describe the needs to be met and outcomes to be achieved, arrangements for monitoring progress and the date for undertaking a review. A copy must be provided to the carer.

3. Services to Carers in Swansea.

3.1 Adult Services provides a range of internal and external services to Carers in Swansea. These services include help provided directly to people who are cared for in order to indirectly help carers. Examples include:

- Assistive technology services.
- Domiciliary care services to help provide care to people in their own homes. These services can significantly reduce the burden on people with caring responsibilities.
- Domiciliary care respite services (sitting at home services). These services do not provide a regular substitute for personal care, but are designed to enable carers to take a break as and when needed.
- Residential respite services at internal and externally commissioned care homes which offer temporary residential care for the cared for to enable carers to receive a break.
- Day Centres and other day opportunities for the cared for to relieve pressure on carers.
- Repair and adaptation services which can offer changes and improvements to the cared for, or carer's home to make it more suitable.
- Counselling and other therapeutic services aimed at relieving stress and improving wellbeing.
- Financial advice services, including welfare benefits advice to ensure carers are receiving their full entitlements and able to make best use of potential resources.

3.2 Examples of other services which are partially funded by Social Services via the Swansea Carers Centre include:

- Young Adult Carers (YACs) project for young people aged 16-25 who provide unpaid care for a loved one. The service offers one to one practical and emotional support, trips and activities as well as two youth clubs per month all to give the YACs a break from their caring roles.
- Mind, Body and Spirit programme which aims to improve the health and wellbeing of carers through a mix of feel-good and practical training sessions which include mindfulness, singing and yoga and creative sessions such as painting and drawing.
- Parent Carer Support – offering free support, information, advice and advocacy to parent carers of children with a disability or additional need. The service aims to ensure that parent carers are fully aware of their rights and entitlements, are supported to continue in their caring role, maintain their emotional and physical wellbeing and build relationships with others in similar situations.

- Provision of volunteering opportunities and volunteer services which enable people and carers to get work experience, training and job references, meet new people and stay active.
- Provision of holistic therapies which are offered every month to carers and former carers to reduce stress and promote wellbeing.
- Hospital worker to provide information and support directly to carers in hospital settings across Swansea; to promote access to carers services and promote carers participation in the hospital discharge process.
- GP outreach services which run community help desks and support GP surgeries to be carer friendly by offering staff training, information for carers via notice boards and referral forms and information for carers' services.
- Dementia worker who is able to offer support and advice to dementia carers (pre and post diagnosis) and access to a dementia support group and activities, and an emergency respite fund.
- Carers Cwtsh offering dedicated space for carers to meet, and attend various planned groups and activities including the dementia carer group, the carers' book club and the mental health carers group.

4. Needs Mapping and Ongoing Service Development

- 4.1 Understanding demand and ensuring a satisfactory range of responses to meet the needs of carers is a legal duty.
- 4.2 To assist in evaluating demand for carers' services Social Services has undertaken a population assessment, which included 'carers who need support'.
- 4.3 Other activities and events have also been undertaken to establish carers' needs. These include a Swansea 'Carers Rights' event in November 2017 where carers were asked to provide information to help develop a regional action plan for carers (attached as appendix one).
- 4.4 Earlier this year a Parent Carer workshop took place to explore potential to develop a new parent carer forum. This resulted in a tendering exercise to commission an organisation to facilitate an independent parent carer forum. The forum will have a vital role to play in developing our understanding of the needs of carers and helping to shape future services.
- 4.5 The Young Carers Project in Swansea has also received additional funding via the Integrated Care Fund to undertake work in schools to develop a better understanding of the needs of young carers in Swansea.

- 4.6. Each of these areas of work will make an important contribution to the development of a local and regional carers commissioning strategy for ensuring Carers' services are fit for purpose now and into the future.

5. Regional and Local Carers Commissioning Objectives

- 5.1 The West Glamorgan Regional Carers Partnership Board has created an action plan to address the needs of carers more effectively at local and regional levels. The action plan sets out targets for improving the support offered to carers, under the following four headings (a copy of the detailed action plan is attached at appendix one):
1. Ensure work continues to promote early recognition of Carers and Young Carers so that they are signposted to information and support in a timely manner.
 2. Develop and continue to provide information, advice, assistance and support to Carers and Young Carers enabling them to make informed choices and maintain their own health and well-being.
 3. Work co-productively with the Carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.
 4. There is improved partnership working between funders and service providers (for Carers). This will result in Carers moving easily between partner organisations, Carers being able to access sustainable 3rd sector services which are funded on evidence of need and outcomes.
- 5.2 To help achieve the objectives described in the action plan, regional partners have agreed to work jointly to develop a regional commissioning strategy. This will be co-produced with carers and other relevant stakeholders during 2019, and will lead to the creation of a Swansea specific commissioning plan.
- 5.3 The absence of a regional or local commissioning strategy is not preventing implementation of the action plan however, and progress in each area is monitored by the Regional Carers Partnership Board.

6. Concerns Raised by Carers

- 6.1 In keeping with our commitment to co-produce services, Social Services has regular ongoing discussion with carers who have raised various concerns (highlighted in bold) below. Our response is written under each comment.

50% of people referred for an assessment refuse one – why is this. What are they being told to discourage take up?

This is an issue that we have identified through data analysis. Unfortunately at the moment our database has no way of capturing the reason why people refuse an assessment. We are introducing a new IT system which will enable

more meaningful information relating to carers' needs and carers assessments to be captured and analysed more effectively. These changes will be incremental and will begin taking effect from July 2020 but are unlikely to be fully completed until sometime in 2021. Often, however carers are family members and will not identify themselves as carers and this may be a significant reason why carers assessments are declined. The percentage of people that decline carers assessments in Swansea is consistent with other parts of Wales.

Do we (or why don't we) capture % of people referred that are assessed?

We are now able to capture information about the number of carers identified, offered an assessment and subsequently assessed. Historically this was a problem but changes were made to our PARIS computer system to enable this. However due to IT limitations we don't currently offer this specifically as a percentage (the problems lie in tracking the identification of a Carer from the Cared for persons Assessment). This is being explored as part of ongoing IT development and the development of CCIS.

Do we (why don't we) capture whether services are provided to carers after assessment?

We do attempt to capture this information however there is inconsistent practice regarding how social workers define the services provided. Some social workers define the service provided as being for the cared for. Some for the carer. There are other IT problems linked to information captured in formats that are not reportable. This is leading to less effective data capture and analysis. The new CCIS IT system will help to overcome some of these difficulties but this will take time to fine tune and is a medium to long term solution.

Do we (why don't we) capture stats on the number of care and support plans in place for carers?

The plans are part of the Assessment of Need and attached (as a Word Document) in to our current PARIS as a whole i.e. combined assessment and care & support plan. Therefore we are currently unable to identify if there is a care and support plan in place.

Is there a legal duty under the SSWBA to review the needs of carers and at what intervals?

The duty under the Act is 6 weeks after a service starts, then annually or at any time when we receive a request to review an assessment due to a change or potential change to a person's circumstances.

Should everybody assessed under the former legislation automatically receive a carers assessment under the SSWBA given the eligibility criteria and legal duty has changed?

No. Any carer receiving an existing service should have their needs considered in the context of obligations under the SSWBA at the point of review. The Act does not apply retrospectively so carers who may have previously been ineligible who re-present to social services will become eligible for assessment where it appears that they have a need for support.

What are the qualifications needed to carry out a carers assessment, and why can't these be done at the carers centre by an impartial person / organisation? - NPT apparently do this? (if the person responsible for sharing the resources is making the decisions, the process is not objective).

NPT commission this service via ICF funding. The service offers a limited "proportionate assessment" which means that carers are referred to Social Services if they require more formal services. The codes of practice state the person assessing should be overseen by a professional and that they should have a "level 2" qualification. This is not explained further within the codes. Swansea Social services did pilot an equivalent service with Swansea Carers Centre approximately three years ago, but a decision was made not to continue due to the low number of people assessed and the need to refer a large number of people to Social Services for more detailed assessments. It should also be noted that there is merit in the professional involved in an individual's case carrying out the assessment as they understand as much the needs of the cared for person as the carer themselves.

Why is it that 12 400 care assessments were carried out last year (for people who are cared for) but only 689 carers assessments?

There is significant difference between the number of cared for people and the number of carers who are assessed. The reasons for this are likely to be varied. Some examples might include:

- Formal help and support is provided to reduce the pressure on carers.
- The carer has received sufficient IAA and signposting to meet the needs.
- The timing of the offer is not conducive (during a crisis receiving a carers assessment is not a priority).
- Carers may not always appreciate the benefit of an assessment, and as previously stated not identify themselves as carers as they feel as family members a sense that it is part and parcel of the family relationship.
- The word 'assessment' may have a negative connotation (perhaps linked to capability or financial circumstances) and discourage some people.

Why do carers not receive a carer's assessment at the point when children turn 18? The issues young people and carers face change at this point and therefore so do their caring responsibilities. Does the SSWBA require a carer's assessment at this point?

The SSWBA does not require a carer to automatically receive a carer's assessment when their child reaches the age of 18 but under the Act a carer can request a carer's assessment in their own right at any point. This is also

something that is considered as part of transition arrangements from Child and Family Services.

The SSWBA duty on social Services is to be pro-active - What more can be done by the council to promote knowledge and understanding of carers roles, rights and entitlements – eg through library services, GP services, Leisure Centres, Schools, Service Providers etc? (training for wider council and public sector employees so that they can make carers aware of their rights and entitlements including where to go to ask for an assessment)

The regional carers' action plan includes a number of initiatives aimed at promoting carers rights and entitlements. Services commissioned from Swansea Carers Centre have a significant role to play in promoting knowledge and understanding (support to GP surgeries is an example). Further opportunities are being explored at a local and regional level and a training strategy for the wider workforce and regional partners is being explored.

Practice across social work teams and service areas is inconsistent. Feedback from the Scrutiny consultation group suggested experience of being offered a carer's assessment and a service is better for people who care for Older People than people who care for people who are Learning Disabled.

No work has been undertaken to date to evaluate whether differences in experience are occurring. Social Work teams have access to the same resources and are subject to the same legal duties and in practice carer's experiences should be similar across all service areas. Improved evaluation of data and ongoing training will contribute to developing more consistent practice where future analysis suggests this is required.

It is very difficult to get an assessment. Assessments are not Act compliant. No practical support is offered / provided following an assessment. Social workers and carers have a different understanding of what the approach should be. Social workers don't understand the assessment process as it applies to carers. There needs to be guidance or greater standardisation to achieve more consistent practice.

Carers assessments are available on request and a wide range of services, as described, are available to help meet needs. Some degree of difference in Social Worker understanding is possible given that some Social Workers are more experienced and practiced in certain service areas than others. Further training to develop Social Worker understanding of obligations to carers and processes to follow under the SSWBA is being explored.

The Practice framework was described as weak in relation to carers assessments (and carers have questioned whether it is co-produced).

We have taken some of the learning from a number of co-production events to develop and improve practice in relation to carers. For instance, removal of

jargon from assessments, information leaflets and the language that we use. Capturing the carer's voice, encouraging practitioners to capture "I statements." We are also in the process of developing a leaflet which has been fully co-produced, about what to expect when a social worker visits to undertake an assessment and what information will be required. This will explain the position in relation to carers. This helps to shape SW practice by clearly defining the standards that people should expect to receive and setting out a strengths based, person centred approach that applies to all people who receive social services including carers. The same is true of the Practice Framework which describes a combination of activities and responsibilities which all interlink to provide effective services. The Framework may not reference carers specifically but this is because carers should expect to benefit from the same ethos, process and services as other citizens.

Do social services have data relating to unmet need for carers?

Not currently. There isn't a specific model for defining or capturing data relating to need so difficult to determine what is a need and what is an unmet need. We do capture information relating to the types of support people require and the types of help provided. This is captured within individual assessments and attached as a word document within our database, and therefore unreportable.

7. CONCLUSION

- 7.1 The SSWBA strengthens carers' rights and confers a new obligation on Social Services to proactively address the needs of carers. This is compatible with Adults Services prevention agenda.
- 7.2 Data suggests that demand for carers' assessments is relatively low. However current IT systems are not configured to report on key demand and performance metrics relating to carers. This will improve as IT systems are developed in the months ahead.
- 7.3 In Swansea there are a wide range of Information, Advice and Assistance available to carers as well as a wide range of internally provided and externally commissioned services.
- 7.4 The Regional Carers Partnership Board has developed an action plan for improving services to carers and progress against these actions is monitored by the Board.
- 7.5 A Regional Commissioning Strategy is being developed to clarify and articulate our understanding of carers' needs and propose solutions for meeting carers' needs. This will lead to the creation of a Swansea specific plan for carers.
- 7.6 Carers are encouraged to raise their concerns and observations with us. A culture of co-production is being developed and ongoing discussion with key

stakeholders is central to ensuring that future services to carers are fit for purpose.

APPENDIX ONE

WESTERN BAY CARERS PARTNERSHIP
VALUING CARERS PLAN
2018-2019

Outcome:

1. Ensure work continues to promote early recognition of Carers and Young Carers so that they are signposted to information and support in a timely manner

	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
1a	Partner agencies make Carers e-learning programme available to staff	<i>Include information about e-learning in staff newsletters Arrange a launch event in each locality.</i>	ABMU Local Authorities 3 rd Sector Organisations	No. of staff members who complete the e-learning programme (annual)	Social Care Wales e-learning package £ Staff development Western Bay	Identifying and recognising Carers	
1b	Schools projects identify Young Carers in primary, secondary and tertiary education	All Young Carers Workers working with education providers should work towards reaching the same outcomes. There should be a common core of information which can be used by the Young Carers in schools/ colleges projects.	Bridgend – Carers Centre/ Action for Children Schools project Swansea – Swansea YMCA -I Care Do You? NPT – NPT CBC Youth Service	Bridgend Swansea ICF reporting template Neath Port Talbot Performance and Finance subgroup reporting template	Integrated Care Fund Bridgend (ICF 6G) Swansea (ICF G33) Neath Port Talbot (WG Carers Funding 18-19)	Identifying and recognising Carers	
1c	Maintain Carers Centre/ Service support to Hospitals. Hospital Carers' workers focus on raising awareness amongst hospital staff, providing advice/ support to Carers and assist more formally in discharge planning.	Promote Carer awareness and e-learning with Hospital staff. Make contact and provide info on wards & depts. Take referrals from wards to support Carers on patient discharge	ABMU Hospitals Bridgend - Integrated Carers Support Worker Swansea -Parent Carer Hospital Project NPT - TOCAL Part of Hospital discharge MDT Team at NPT/ Morriston Hospital IAA and offer of Carers Assessment	Bridgend Swansea NPT ICF reporting template	Integrated Care Fund Bridgend (ICF 30G) Swansea (ICF8G) 1 day <i>Changing for the Better</i> NPT (ICF35G)	Identifying and recognising Carers	
	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
1d	Maintain Carers Centre/ service support to Primary	Devise a framework on how GP practices will be	Cluster Development Managers	WG require specific and measurable actions	Bridgend – Changing for	Identifying and recognising Carers	

	<p>Care</p> <p>A standardised Carers Awareness approach and materials should be used with all Primary Care Practices across ABMU.</p>	<p>supported to increase Carer awareness.</p>	<p>Working Group on Primary Care</p> <p>Swansea – Carers help desk (ICF small grant) GP project –(Big Lottery Fund)</p>	<p>No. of primary care practices engaged with carers aware programme</p> <p>No of primary care staff completing e-learning</p> <p>Swansea ICF reporting template</p>	<p>the better funding</p> <p>Swansea – ICF and Lottery funded projects</p> <p>NPT – funding to March 19</p>	<p><i>Priority WG Carer Friendly Wales funding = GP engagement and quality standard</i></p>	
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Outcome:

2. Develop and continue to provide information, advice, assistance and support to Carers and Young Carers enabling them to make informed choices and maintain their own health and well-being

	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
2a	Carers Centres/ Service provide a pre-assessment or triage service and are a source of information, advice, support and activities for carers.	Bridgend - Carers Centre Welfare Benefits Advisor (ICF) Carers Centre Integrated Carers Assessment Worker Swansea Carers Centre Carers Information Post NPT - Carers Service Single Point of Contact Carers Triage. Screening all new Carers/ or via Social Services Gateway.	<i>Carers Centres/ Service</i>	Bridgend NPT <i>ICF reporting template</i> Swansea <i>Performance and Finance subgroup reporting template</i>	Integrated Care Fund Bridgend (ICF 15G) NPT (ICF34) Swansea WG Carers Funding 18-19	Supporting life alongside caring Information, advice and assistance	
2b	Continue Carers Centre/ Service Info at ABM Hospitals	<i>As 1c</i>	<i>As 1c</i>	<i>As 1c</i>	<i>As 1c</i>	<i>As 1c</i>	
2c	Produce and distribute Information for Carers (e.g. Hospital Pack) and Young Carers	Update pack if required Agree number to be printed Translate hosp pack to other community languages – link to 2e	Carers Co-ordinator Strategy group Young Carers Subgroup	No. of Hospital packs distributed (annual) No. of Young Carers Information leaflets distributed (annual)	WG Carers Funding 18-19	Information, advice and assistance	
	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
2d	Promote Young Carers Projects as a source of information, advice and support including activities for Young Carers		Neath Port Talbot NPT Youth Service (NPTCBC) Carers Information Worker	Neath Port Talbot <i>Performance and Finance subgroup reporting template</i>	NPT WG Carers Funding 18-19	Supporting life alongside caring Information, advice and assistance	

			<p>Swansea <i>Swansea YMCA – core activity</i></p> <p>Bridgend <i>Action for Children – core activity</i></p>	<p>Swansea <i>Swansea YMCA – core activity</i></p> <p>Bridgend <i>Action for Children – core activity</i></p>			
2e	<p>Work proactively to identify and support harder to reach Carers for example Parent Carers, MH Carers, BME Carers in the Western Bay area</p>	<p>Produce a communication plan outlining the work of the Carers Partnership Board. Agreeing messaging and planned targeting different groups could be useful in finding hard to reach and engage carers.</p>	<p>Strategy Subgroup</p>	<p>Number of contacts with 'harder to reach' Carers provided with information and or support</p>		<p>Identifying and recognising Carers</p> <p>Information, advice and assistance</p>	

Outcome:

3. Work co-productively with the Carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.

	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	
3a	Continue to raise awareness of Carers rights (including Carers Assessment) arising from the SSWB (Wales) Act 2014	Information available On line Printed material –Hospital Pack YC booklet Dewis events	<i>ABMU Local Authorities Carers Centres/ Service Young Carers Projects 3rd Sector Organisations</i>	Feedback from Carers and Young Carers (Annual)	WG Carers Funding 18-19	Identifying and recognising Carers Information, advice and assistance	
3b	Young Carers will be able to access an age appropriate Carers Assessment	Young Carers are offered Young Carers Assessments	<i>Local Authorities</i>	Number of Young Carers Assessments completed (Annual)	Local Authority activity	Identifying and recognising Carers Information, advice and assistance	
3c	Provide opportunities for Carers and Young Carers to meet at Engagement Events	Arrange local and regional events	<i>ABMU Local Authorities Carers Centres/ Service Young Carers Projects 3rd Sector Organisations</i>	Number of participants (annual)	WG Carers Funding 18-19	Identifying and recognising Carers	
3d	Promote opportunities for Co-production. Carers participant at strategic level with health, local authority and 3rd sector organisations	Map current opportunities Identify and promote opportunities for Carer participation Offer Carers awareness raising and training on Co-production	<i>ABMU Local Authorities Carers Centres/ Service Young Carers Projects 3rd Sector Organisations</i>	Number of Opportunities (annual)	Expenses/ replacement care Training on co-production	Identifying and recognising Carers	

	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
3e	Recognising the roles/ potential roles played by volunteers in supporting carers. Recognition of the skills of Carers and former Carers who wish to volunteer.	Where appropriate, include volunteering roles when planning Carers' services.	All partners	Number of volunteers (annual) Number of carer/ former carer volunteers (annual)	Recruitment, training and management costs of employing volunteers included in funding proposals for new services	Supporting life alongside caring	

Outcome:

4. There is improved partnership working between funders and service providers (for Carers). This will result in Carers moving easily between partner organisations, Carers being able to access sustainable 3rd sector services which are funded on evidence of need and outcomes

	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
4a	Funder organisations recognise the demands on 3rd sector orgs in balancing delivering services to carers and sustaining funding streams.	Discuss extending commissioning cycles beyond 12 months. Carers Partnership Board to raise issue at Western Bay Regional Partnership Board and request feedback	Carers Partnership Board		Nil	Supporting life alongside caring Information, advice and assistance Identifying and recognising Carers	
4b	Ensure that all organisations that deliver services for Carers use a standard outcomes framework	Explore outcomes frameworks.(18/19) Agree which outcome framework is most suitable (18/19) Pilot outcomes framework (19/20)	Strategy Subgroup	Notes Strategy Subgroup	Potential cost of licences/ training etc.	Identifying and recognising Carers	
4c	Explore further opportunities to integrate Carers Centres/ Service with statutory services through co-location at appropriate venues	Operational Managers, Commissioners and commissioned services discuss opportunities at contract meetings and or service review	Funders and commissioned services for Carers	Contracts /Service level agreements	Part of contract or SLA	Identifying and recognising Carers <i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	
	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
4d	Investigate information sharing in line with the new General Data Protection Regulation (GDPR) and the Welsh Community Care	Watching brief with quarterly update from Western Bay WCCIS project to Strategy Subgroup(formerly Transition subgroup)	Strategy Subgroup (formerly Transition subgroup)	Notes Strategy Subgroup	Nil	<i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	

	Information System (WCCIS) Project.						
4e	All commissioned services should take a consistent approach to risk management, particularly with reference to lone working in the community.	funders discuss lone working procedures at contract meetings and or service review (18/19) Make commissioned organisations aware of ABMU third sector framework; provide lone working support to commissioned organisations through existing Health Board and / or Local Authority systems.	Commissioners and commissioned services	Contracts /Service level agreements	Part of contract or SLA	n/a	
4f	Create formal links between Specialist services for carers of people with different diagnoses, for example mental ill-health and dementia, and mainstream carers services.	funders discuss means of creating formal links between Specialist 3 rd sector organisations and Carers Centre/ Services at contract meetings and or service review (18/19)	Commissioners and commissioned services	Contracts /Service level agreements	Part of contract or SLA	<i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	
	ACTION	SPECIFIC ACTIVITIES	RESPONSIBILITY / LEAD ORGANISATIONS	MONITORING	RESOURCES/ FUNDING	WELSH GOVERNMENT PRIORITY	PROGRESS
4g	Consider co-ordinated and complementary commissioning of carers services between health and local authorities	Health and Local Authority Managers and commissioners to discuss if/ how joint commissioning of Carers Services can be further developed.	Health and Local Authority Managers and service commissioners	No of examples of jointly commissioned services for Carers	Nil	<i>Collaborative working with all partners to enhance the lives of Carers in line with national priorities ~ WG letter AH 14.03.18</i>	

