



DERBY CITY COUNCIL

Derby Carers Strategy 2009-2012 Summary



Developed in partnership with:



Derby & Derbyshire



NHS
Derby City



Contents

Acknowledgments	1
Foreword	1
Executive summary	2
Further information	5
Your views matter - Consultation feedback form	6



1. Acknowledgments

1.1 The following groups and organisations have contributed to the formulation of this Carers Strategy through the efforts and input of carers, volunteers and staff members:

- Action for Children - Derbyshire and Derby Young Carers Project
- Age Concern Derby and Derbyshire
- Alzheimers Society
- Derby Caribbean Association of Carers
- Derbyshire Carers Association
- Derby City Carers Planning Group
- Derby City and South Derbyshire Mental Health Carers' Forum
- Derby CVS
- Derby Hospitals NHS Foundation Trust
- Derby Millennium Network
- Derbyshire Stroke Network
- Disabled Children's Carers Group
- NHS Derby City (formerly known as Derby City PCT)
- Parkinsons Disease Society
- Umbrella

1.2. Contact details are provided within Appendix 2 of the full Carers Strategy document, which can be downloaded in pdf format from the Council's website - www.derby.gov.uk.

2. Foreword

2.1 *“An increasing number of us (one in ten) is likely to find ourselves providing care and support for a family member or friend at some point in our lives. So I am delighted to endorse this new local strategy for carers and to demonstrate our commitment to improving the support available for carers across the city. Our strategy is timely, because there is an increasing emphasis at national level on placing carers right at the heart of family policies.*

Here in Derby, we will work with partners to translate our commitment into practical action. Our aim is to value our carers and help them have a life of their own alongside their caring role.

*We need your views and comments about this Carers Strategy so that we can plan our next steps. Please take a few minutes to complete and return to us (by Freepost) the questionnaire at the end of this document. **Your views matter.**”*

Councillor Ruth Skelton
Cabinet Member for Adult Services and Health
Derby City Council



3 Executive summary

3.1 Focus

3.1.1 This summary of the Carers Strategy has been produced by Derby City Council and partners to primarily address the needs of adult carers who spend a significant proportion of their life providing help and support to family members, neighbours and friends with a disability, frailty, physical or mental health difficulty, or substance misuse problem. Some attention is also given to cross over areas of concern that link with the needs of young carers and those of parent carers of disabled children.

3.2 Context

3.2.1 The Carers Strategy highlights the legislation applicable to identifying and meeting carers' needs together with relevant aspects of national policies relating to carers and cared for people within a health and social care context. Reference is made to current government work around the New Deal for Carers, which includes a review of the 1999 National Carers Strategy, as set out in a government paper, '**Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own**', [June 2008]. A summary of legislation and key policy documents, together with website addresses, is included within Appendix 1 of the full Carers Strategy document.

3.3 Listening to carers

3.3.1 Although local survey evidence from carers in Derby is limited in its scope, the general themes emerging from discussions and consultations with local carers echo the initial outcome of the government's engagement programme with adult and young carers [2007]. This exercise was conducted as part of a review of the National Carers Strategy.

3.3.2 The difficulties expressed by carers, as highlighted in local surveys and documents, include the following:

- Coping with stress
- Lack of support
- Carers' health
- Money issues
- Dealing with emergencies
- Combining work with caring



3.3.3

The type of help that local carers have said they would find beneficial include:

- Respite care
- Help with benefits/financial support
- Regular check up visit from a professional
- Extra help with house/garden
- Information/training

3.3.4 More needs to be done across the city in order to provide up to date written evidence of carers' views about their experiences, their needs and wishes. Our Action Plan will address this in a systematic manner through implementation of a Carer Consultation and Participation Strategy.

3.4 Mapping of service provision

3.4.1 Few local services focus specifically on carers issues in isolation from the needs of the people cared for. Most services are designed for a particular target group together with their families and carers. Information sources are scattered and details of services are often incomplete. A major problem is the absence of a single source of information about carers' services across the city. This deficit is addressed within the Statement of Intent and will involve a full and detailed mapping exercise.

3.5 Gap analysis

3.5.1 The themes emerging from the gap analysis undertaken to date focus on the following:

- Access to comprehensive and culturally sensitive information and advice.
- Emergency support particularly in situations when the carer is ill.
- Specifically targeted and culturally appropriate support for carers from black and minority ethnic communities.
- Improved access to carer breaks.
- More flexible 'day' respite provision.
- Provision for service users that takes account of specialist needs.
- Regular contact with carers.

3.6 Vision and strategic direction

3.6.1 The City Council's vision is that the provision of accurate and timely information for carers, together with advice and support, will enable carers to feel recognised and valued and will help them to live full and healthy lives.

3.6.2 Derby City Council is committed to working in partnership with health and other social care agencies towards achievement of the seven adult social care outcomes described in the government's 2006 White Paper '**Our health, our care, our say**'. These outcomes are central to the direction of travel that the City Council has agreed with its partners in developing the following strategic themes for the Carers Strategy.

Strategic Themes for the Support of Carers

- Recognition of carers and their needs
- Public information
- Partnerships
- Consultation and participation
- Prevention of carer breakdown
- Carers' health
- Training and skills development [for carers and for those working with carers]
- Support for carers in employment
- Access to information and advice
- Work life balance
- Access to work and training opportunities
- Quality service provision
- Equality of access and culturally and age appropriate support
- Quality management information

3.6.3 These strategic themes have formed the basis for a Statement of Intent together with initial action points. These are contained within the full Carers Strategy document. In summary, we will:

- raise awareness of carers' needs (including young carers)
- improve public information
- make better use of partnership arrangements
- improve consultation and participation
- develop services to prevent carer breakdown
- help carers reduce their health risks
- improve carers' access to training
- address the training needs of workers who support carers
- recognise and support carers' working lives
- raise awareness amongst local employers
- improve carers' access to advice and information
- improve access to short breaks
- support carers in addressing aspirations for work
- examine the quality of local support for carers
- improve access to carers services by Derby's diverse communities
- ensure information about carers' needs is accurate and reliable.

3.6.4 Following on from the strategy consultation phase, the Statement of Intent will be developed into a more detailed Action Plan to include milestones, targets, timescales and outcome measures.



3.7 Meaningful engagement

3.7.1 Derby City Council, together with its voluntary /community sector and health partners, is committed to the principle of meaningful engagement with carers and to ensuring they are directly involved in the shaping of carers' services. Our intention is to create a range of opportunities for carers to make a real difference to strategic direction in terms of support for carers, and to help carers exercise influence on service design, delivery and review.

3.8 Consultation arrangements

3.8.1 The Derby Carers Strategy has been the subject of ongoing consultation throughout its formulation period. Consultation arrangements to date have included carers and their representatives. The strategy is now subject to a formal period of public consultation that will end on **Friday 27 March 2009**.

3.8.2 Carers groups and forums, voluntary and community sector organisations, local statutory agency partnerships (including health), and the general public are invited to submit comments using the form provided at the end of this summary document. The following key questions are pertinent:

- Does the strategy capture the major concerns of carers across Derby?
- Does the Statement of Intent address the local gaps in services and support for carers?
- What would you like to be included in an Action Plan that will address carers' concerns?
- Are any amendments to the strategy needed?

3.9. Next steps

3.9.1 The next stage of the strategy will be to incorporate consultation comments, produce a more detailed Action Plan and then proceed with its implementation. It is anticipated that carers and their representatives will play a significant role in monitoring and evaluation arrangements. The aim of such involvement is to measure the outcomes of the Carers Strategy against the strategic vision taking account of the experiences and aspirations of local carers.

4. Further information

4.1 A full copy of the Derby Carers Strategy can be obtained by downloading a pdf version from Derby City Council's website - www.derby.gov.uk

Alternatively you can email marilyn.hambly@derby.gov.uk or telephone 01332 255527. Minicom 01332 256666

or write using **Freepost** to:

Director of Corporate and Adult Services
Derby City Council
FREEPOST MID24259
Derby DE1 2BR



DERBY CITY COUNCIL

Your views matter

Derby Carers Strategy outlines our commitments and initial plans for the development of local support and services for carers. We are conducting a consultation process and want to make sure that we consider the views of a wide cross section of people and organisations in Derby. **Your views matter.** They will help to clarify whether local people think we are on the right track and will provide suggestions for a more detailed Carers Strategy Action Plan.

Please return your completed consultation feedback form to our offices using the following freepost address:

Director of Corporate and Adult Services
Derby City Council
FREEPOST MID24259
Derby DE1 2BR

Closing date for comments and submissions - Friday 27 March 2009

1

Does the Carers Strategy capture your major concerns about the support of carers across Derby?

Yes

No

Comments

5

Do you wish to suggest any amendments to the strategy?

Yes

No

Comments

6

How would you describe your interest in the Derby Carers Strategy?

(Tick all relevant boxes and add comments, if needed)

As a carer

A family member is a carer

Involvement in a voluntary or community organisation/group

Involvement in local government or NHS

Other

Please state _____

Comments

If you are a carer:

7

Do you live with the person you care for?

Yes

No

8

What is the age group of the person you care for?

Under 18

50-64

18-24

65+

25-49

If you would be interested in receiving further information about the Carers Strategy following the consultation period, please give your contact details below:

Name: _____

Address: _____

Postcode _____ Email _____

What was your age on your last birthday?

Please tell us your age in years

To which group do you consider you belong? Please select one option.

Asian or Asian British - Indian	<input type="checkbox"/>	Dual Heritage - White and Black Caribbean	<input type="checkbox"/>
Asian or Asian British - Pakistani	<input type="checkbox"/>	Dual Heritage - White and Black African	<input type="checkbox"/>
Asian or Asian British - Bangladeshi	<input type="checkbox"/>	Dual Heritage - White and Asian	<input type="checkbox"/>
Any other Asian background	<input type="checkbox"/>	Any other Dual Heritage background	<input type="checkbox"/>
Black or Black British - Caribbean	<input type="checkbox"/>	White - British	<input type="checkbox"/>
Black or Black British - African	<input type="checkbox"/>	White - Irish	<input type="checkbox"/>
Any other Black background	<input type="checkbox"/>	Any other White background	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Any other background	<input type="checkbox"/>

To help us assess whether we have provided clear information, please let us know if this consultation was easy to understand. *Please select one option*

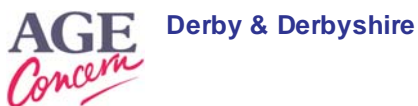
Yes

No

For any questions or further information about this survey, please contact:

Marilyn Hambly - Telephone 01332 255527. Minicom 01332 256666
or email marilyn.hambly@derby.gov.uk

Thank you for taking the time to give us your views



We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 255527. Minicom 01332 256666

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 256666 پر ہم سے رابطہ کریں۔

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 255527 ਮਿਨੀਕਮ 01332 256666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.
Prosimy o kontakt: 01332 255527 Tel. tekstowy: 01332 256666

Latvian

Mēs varam pasniegt Jums šo informāciju jebkurā citā veidā, stilā vai valodā, kas atvieglotu Jūsu pieeju tai. Lūdzu, sazinieties ar mums pa tālruni 01332 255527 vai Minikomu (sistēma, ar kuras palīdzību notiek sazināšanās, izmantojot internetu) 01332 256666



When you have finished with
this publication please recycle it