

**CREATING OPPORTUNITIES AND TACKLING INEQUALITIES
SCRUTINY COMMITTEE**

**TUESDAY 17 NOVEMBER 2009
7.00 PM**

Bourges/Viersen Room - Town Hall

AGENDA

Page No

1. Apologies for absence

2. Declarations of Interest and Whipping Declarations

At this point Members must declare whether they have an interest, whether personal or prejudicial, in any of the items on the agenda. Members must also declare if they are subject to their party group whip in relation to any items under consideration.

3. Minutes of the meeting held on 15 September 2009

1 - 6

4. Call In of any Cabinet, Cabinet Member or Key Officer Decisions

The decision notice for each decision will bear the date on which it is published and will specify that the decision may then be implemented on the expiry of 3 working days after the publication of the decision (not including the date of publication), unless a request for call-in of the decision is received from any two Members of a Scrutiny Committee or Scrutiny Commissions. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the relevant Scrutiny Committee or Commission.

5. Supporting Carers in Peterborough

7 - 60

To scrutinise the current services available for Carers and make recommendations on areas where improvement or alternative approaches may prove more effective.

6. Portfolio Progress Report from Cabinet Members relevant to the Committee

61 - 70

7. Update on Action Plan to Address Ofsted Unannounced Inspection Outcomes **71 - 76**

To scrutinise the progress made on the action plan put in place following the unannounced Ofsted Inspection of contact referral and assessment services and to make any necessary recommendations.

8. Forward Plan of Key Decisions **77 - 92**

To consider the latest version of the Forward Plan.

9. Work Programme **93 - 96**

To agree the current work programme and discuss future items.

10. Date of Next Meeting

19 January 2010



There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact Paulina Ford on 01733 452508 as soon as possible.

Emergency Evacuation Procedure – Outside Normal Office Hours

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Committee Members:

Councillors: P Thacker (Chairman), J Wilkinson (Vice-Chairman), S Allen, Y Lowndes, B Saltmarsh and N Khan

Substitutes: Councillors: Z Hussain, C Burton and J R Fox

Education Co-optees: Julie O'Connor (Roman Catholic Church Representative), Mr Frank Smith (Church of England Representative), Maggie Kirkbride (Parent Governor Representative), The Revd Canon Tim Elbourne, (Director of Education & Training), Diocese of Ely

Further information about this meeting can be obtained from Paulina Ford on telephone 01733 452508 or by email – paulina.ford@peterborough.gov.uk

**MINUTES OF A MEETING OF THE
CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE
HELD IN THE
BOURGES & VIERSEN ROOMS, TOWN HALL, PETERBOROUGH**

15 SEPTEMBER 2009

Present: Councillors Thacker MBE (Chairman), Wilkinson (Vice Chair) Allen and JR Fox

Also present: Cllr Judy Fox Representing the Leader of the Peterborough
Independent Forum

Officers in Attendance:	John Richards	Executive Director, Children's Services
	Denise Radley	Executive Director of Adult Social Services
	Melanie Collins	Assistant Director, Learning & Skills
	Kieron McQuade	Delivering through Localities Project Manager
	Bob Footer	Head of Youth Offending Service
	Paulina Ford	Performance Scrutiny and Research Officer
	Emma Black	Head of Legal

1. Apologies

Apologies had been received from Councillors Lowndes, Saltmarsh and Khan and Maggie Kirkbride. Councillor JR Fox was in attendance as substitute for Councillor Saltmarsh.

2. Declarations

There were no declarations of interest.

3. Minutes of the meeting held on 21 July 2009

The minutes of the meeting held on 21 July 2009 were approved as an accurate record.

4. Response to Recommendations made by the Committee

The Committee were advised that responses had been received to their recommendations from the meeting held on 21 July 2009.

ACTION AGREED

The committee noted the responses to the recommendations made at the meeting held on 21 July 2009.

5. Call In of any Cabinet, Cabinet Member or Key Officer Decisions

There were no requests for Call-in to consider.

6. Progress Report on Delivery of Local Area Agreement Priority

The Executive Director of Adult Social Services reported on the delivery of the four outcome areas for the Creating Opportunities and Tackling Inequalities priority of the Local Area Agreement. The four outcome areas were:

- Regenerating neighbourhoods
- Improving Health
- Supporting Vulnerable People
- Improving Skills and Education

The overall status of the priority was reported as being amber which was the same position as at the end of 2008/09. The individual status of each outcome was also reported as being amber. Members were advised that there were continuing difficulties around collection of data for the annual indicators which was causing problems with forecasting.

Observations and questions were raised and discussed including:

- Members asked when NI 153 – Working age people claiming out of work benefits in the worst performing areas would start to improve performance. Members were advised that achievement of NI153 was extremely unlikely given current economic conditions. This indicator was the subject of separate analysis being conducted by the performance information team. Members requested that benchmarking information be obtained to see how Peterborough compared with other members of the benchmarking group.
- Members asked why the Improving Health outcome was showing as not going green any time soon. Members were advised that there were several challenging areas in this outcome. NI 112 – under 18 conceptions and NI 56 – obesity among primary age children in year 6 were both showing as red. Both of these NI's had been through the Solution Centre and there were now action plans in place so that by the end of the year they should be showing as amber.
- How were the target and actual results for NI 50 – emotional health of children calculated? Members were advised that NI 50 was a complex indicator and the results came from the Tellus Survey which was a national survey which gathered children and young people's views on their life, their school and their local area. The survey would take place in the autumn and the results would be published in 2010.

ACTION AGREED

- I. Lead Officer to provide the Committee with comparative data on NI 153 from the Family Benchmarking Group.
- II. Lead Officer to ensure that all high risk National Indicators are highlighted when reporting to Committee on future progress of the delivery of the Local Area Agreement Priority.

7. Ofsted Unannounced Inspection of Contact, Referral and Assessment Services

The Executive Director for Children's Services informed the Committee that there had been an unannounced inspection of contact, referral and assessment services within children's services on 28 and 29 July 2009. The Government had introduced the new inspection regime following the death of Baby Peter in Haringey and Lord Laming's subsequent review. The results of the inspection had been received and had identified some areas of concern but in terms of performance Peterborough had been given a clean bill of health.

Areas identified for priority action had been:

- Recruitment and retention problems within the referral and assessment service at practitioner and first line manager level.
- Documentary records which underpinned child protection work did not support effective risk management.

Members were advised that Ofsted had been satisfied that the authority knew what needed to be done to address the areas of concern and that action plans had already been put in place. Members were given assurance that at no time was any child's safety compromised because of the identified areas of concern.

Observations and questions were raised and discussed including:

- Members requested assurance that services within referral and assessment would be fully staffed? The Executive Director advised that every effort had been made to create the right staffing levels and ensure that case loads per social worker were kept to a manageable level. Monitoring of staffing and case loads was being carried out on a weekly basis.
- Could the areas of concern identified by the Ofsted Inspection been identified before their visit? The Executive Director advised that he had identified in January that the Assistant Director for the referral and assessment service area had too great a workload and put an extra member of staff in place to assist that Assistant Director.
- Is there an internal Audit system in place and if so why did they not pick up the issues raised by Ofsted. The Executive Director advised that there was an internal audit system in place but the person in charge had left and had not been replaced. Regular Audits had not been robust and some Managers had not been checking and auditing robustly enough. Once this was highlighted a new system had been developed and this was currently being put in place. The Executive Director gave an assurance that this would be completed.
- Members asked if the outcomes of the Ofsted Inspection had been expected. The Executive Director advised that the recruitment and retention one had been but the one regarding documentary records had not.

ACTION AGREED

That the Executive Director provide a further report to the next meeting on the progress of the action plan which had been put in place to address the issues raised by the Ofsted Inspection.

8. The Results on Delivering through Localities Consultation

The Executive Director for Children's Services informed the Committee that a consultation on proposals for the development of integrated services in the three localities in Peterborough was held during June and July 2009. The consultation was with staff, partners and young people. Members were advised that integrated services would also mean integrated management, integrated processes and integrated delivery through a common assessment framework. The best way of integrating services would be through the locality approach and this would mean that all staff would deliver services through a team.

The consultation had been overwhelmingly positive and staff had commented that the new way of working would make much more sense. It was anticipated that the new way of delivering services would begin in April 2010. A pilot had already been held at Stanground School.

Observations and questions were raised and discussed including:

- A similar approach had been tried with social workers working in centres but this was stopped and they had now been brought back into one central location. Members were advised that social workers would remain in a central based team but would be called upon when required. There are some services that are core and would be best delivered in localities There are also some services that would not work so well if put in localities and therefore would stay in a central based team.
- Members asked if all locality services would operate in the same way and offer the same standard of service. The Executive Director advised that care teams would operate in a similar way across all localities but each locality would have different needs. These needs were currently being identified and the Neighbourhood Councils would help with this.
- If a family using various services in one locality moved to another locality would they receive continuity of services or would they have to start again? The officer advised that this was a key element currently being looked at to ensure uniformity and consistency of service.
- This was a large scale piece of work. How could officers ensure that the changes happened without having a detrimental affect on the end users? The Executive Director advised that this was a massive challenge but Members could be assured that young people's needs would be foremost in any changes and that the changes would only take place at the right time for each family.
- The report mentioned an additional needs personal advisor team. What other information could be given about this. Members were advised that this team would form part of a new integrated children with disability service and be delivered as a city-wide service. The personal advisors would strengthen the disability services and they would work with localities managing services for children with disabilities.

ACTION AGREED

That the Lead Officer reports back to the Committee with an action plan which gives assurance that service users will not be affected by the change to delivering integrated services through locality working.

9. Presentation of 2009 Examination Results EYFS – Key Stage 4

The Assistant Director for Learning and Skills informed the Committee that Peterborough Children's Services had celebrated some very good exam results in 2009. The key points were:

- Early Years Foundation Stage Profile results for achievement had improved significantly by 5.1%. However, the narrowing the gap target was not achieved and the gap was widened by 1.3%.
- Key Stage 1 results were the best they had ever been: for both boys and girls L2 (expected level) reading and writing, jumped 40 places in the LA league tables; maths jumped 75 places. Boys' had done particularly well jumping +79, +68 and +90 places in the league tables for reading, writing and maths respectively out of 150 LAs.
- Key Stage 2 data was still unreliable for Level 4 (expected level) especially for English where many schools had sent papers back for re-marking. English was currently disappointing and 5% lower than last year, but was expected to rise as a result of re-marking and the removal of New Arrival children through the FORVUS process. Maths L4 was the best it had ever been at this stage in the validation process and should be high in relation to statistical neighbours.

- Key Stage 3 data is now based on teacher assessment but still remains a key indicator of progress between KS2 - 4. At L5+ and L6+ there have been increases in all core subjects i.e. level 5 English +3.8%; maths +5.4 %; science +8.9%; English +maths + 4.5% and at L6+ English +5.2%; maths +2.5 %; science +7.4%; English + maths +3.8%.
- Key Stage 4 GCSE results were the best ever, with a 4% uplift for 5+ A*-C including English and maths and a 6% increase for Level 2 (%+A*-C not necessarily including English and maths) – we were still below our ambitious LAA target but determined to achieve this target by 2010-11.
- Results at A level also improved on last year by +3% with 2 schools, Bushfield and Stanground, recording significant improvements and 5 more schools showing moderate increases in pass rates.

No primary schools were currently in an Ofsted category and this year, four primary schools were rated as 'outstanding'. Three secondary schools had now come out of a Notice to Improve category within the last two years. John Fisher School was in Special Measures, their exam results were the best ever and they should be taken out of special measures this academic year.

Observations and questions were raised and discussed including:

- There were problems with attainment at Bushfield School. How can officers assure us that attainment would improve when it becomes an academy? The officer advised that they had challenged Bushfield School on their attainment and an action plan had been put in place to improve this. The school was now an Academy which was a structural solution to secure sustainable school improvement.
- Why had attainment at the Voyager not improved since the merger of Bretton Woods and Walton Schools? The officer advised that data from the two predecessor schools had been unreliable and therefore it had been difficult to accurately match and monitor progress. 5+A*-C including English and maths had increased slightly from last year but the school had predicted higher scores and their results had been disappointing. Their results also had a high impact on Peterborough's average as it was a large cohort school. A challenge session had been planned with the Director of children's Services, the Assistant Director Learning and Skills and the Head Teacher and Chair of Governors to discuss the results.
- Some other schools did not perform as highly as had been expected and they were being challenged on their tracking systems.
- What additional support was being given to Orton Longueville School? Members were advised that a new Head Teacher was in place and that he was being mentored by two other Head Teachers from Peterborough schools. Also good links were being made with a school in Cambridgeshire to help with tracking of pupils' attainment. The school also has good support from their School Improvement Partner (SIP). There would also be additional staff in the school looking at performance.
- Is the Recruitment and Retention of Staff Project still running? Members were advised that an officer had started on 1 September as Recruitment and Retention Manager to run the project. There were lots of ideas for retaining and drawing in the best teachers but nothing to report back on yet.
- What actions were in place to improve outcomes for vulnerable groups? Members were advised that the detailed results for individual vulnerable groups had not been published yet but would be published in time to report to the Committee in January. A new Head of Inclusion was in place and had a series of actions to improve outcomes for the Learning Difficulties and Disabilities Group (LDD).

ACTION AGREED

That the Assistant Director for Learning and Skills provides a further report to the Committee at the January meeting on the validated exam results including results for the LDD group. The report to also include an update on action plans for improvement of attainment at those schools currently under achieving.

10. Forward Plan of Key Decisions

The Committee received the latest version of the Council's Forward Plan, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the following four months. Members were invited to comment on the Plan and, where appropriate, identify any relevant areas for inclusion in the Committee's work programme.

ACTION AGREED

The Committee noted the Forward Plan and agreed that there were no items to bring to the Committee.

11. Work Programme

Members considered the Committee's Work Programme for 2009/2010 and discussed possible items for inclusion.

ACTION AGREED

To confirm the work programme 2009/10.

12. Date of Next Meeting

17 November 2009

The meeting began at 7.00 and ended at 8.45pm

CHAIRMAN

CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 5
17 NOVEMBER 2009	Public Report

REPORT OF THE DIRECTORS OF ADULT SOCIAL SERVICES AND CHILDREN'S SERVICES

Report Author – Sue Oakman
Contact Details - susan.oakman@peterboroughpct.nhs.uk

SUPPORTING CARERS IN PETERBOROUGH

1. PURPOSE

The purpose of bringing this report before the Scrutiny Committee is to:

- Provide an overview of services to support carers in Peterborough
- Make the committee aware of the development and implementation of the Carers' Strategy
- Continue to raise the profile of carers in Peterborough
- Share how the Carers' strategy will be implemented via the strategy action plan and provide an opportunity for the Scrutiny Committee to input into this

2. RECOMMENDATIONS

The Scrutiny Committee is asked to:-

- Note that the purpose of this strategy is to provide a framework for delivering support and services that will help achieve the best possible outcomes for carers.
- To scrutinise the challenges and areas of risk including making suggestions and recommendations to assist in the implementation of the strategy and in improving support to carers.

3. LINKS TO SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

This report is linked to the following strategies and corporate plans –

1. Strategic Health Authority's vision 'Towards the best, together'
2. Living Longer, Living Well – NHS Peterborough's 5 year strategic plan 2009-2014
3. Local Area Agreement (NI 135)
4. Sustainable Community Strategy
5. Children & Young People's Plan

This strategy also supports compliance with the Department of Health (DH) publication "Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own" (DH, 2008).

4. BACKGROUND

NHS Peterborough works in partnership with Peterborough Community Services and other statutory and voluntary organisations to commission and deliver both adult social care services (on behalf of Peterborough City Council) and health services for local people. This includes the lead responsibility for assessing carers' needs and providing services to support them.

The Peterborough Carers Strategy 2009 – 2011 is seen as a framework for delivering support and services that will help achieve the best possible outcomes for carers, and has been developed following consultation with Carers, Service Users, Partner Agencies in Health and Social Care and the Voluntary Sector.

The draft strategy was then taken before the PCT board in December 2008. The Carers' Partnership Board then approved the strategy (and will also oversee its implementation). Comments received by the board and stakeholders were incorporated into the final strategy which was ratified by the PCT board on the 4th November 2009.

The table below shows the profiles of carers and service users known to NHS Peterborough in June 2009:

Carers with clients identified on RAISE - by client category and carer age band

Primary Client Category	<18	18-64	65-74	75+	Total
Physical And Sensory Disability/frailty	12	1371	385	433	2201
Physical Disability	8	639	154	161	962
Hearing Impairment	1	39	11	8	59
Visual Impairment	1	72	18	32	123
Dual Sensory Loss		10	2	6	18
Frailty and/or Temporary Illness	2	611	200	226	1039
Learning Disability		243	68	34	345
Mental Health		65	18	31	114
Other Vulnerable People		10	1	4	15
Substance Misuse		2	2	0	4
Total	12	1691	474	502	2679

5. KEY ISSUES

Scale of demographic change

By 2026, population estimates show that there will be double the number of people aged over 85 years that there are now, and the number of people aged over 100 years will have quadrupled¹ According to the recently published adult social care green paper, 'around two in every three women and one in every two men can expect to have a high care need at some point during their retirement'. This situation will therefore place a high caring burden on unpaid carers in Peterborough. It should be noted of the carers known to Adult Social Care currently, that a moderately high proportion of these carers are aged 65 years and over (36.4% of carers are age 65 and over/5% are age 85 and over). This may prove to be a significant factor in the coming years in relation to the number of carers that can be expected locally and who will need support from health and social care.

Identification of carers by social services and primary care

The 2001 Census identified that nearly 15,000 people in Peterborough viewed themselves as carers, with 3000 were caring for more than 50 hours per week. Nearly 480 children aged 0 – 18 were noted as providing care. However, in June 2009, only 2679 carers (adult and young carers) were identified on RAISE and 477 were known to GP Practices.

The carers' strategy has set achievable targets to increase these numbers year on year (by 10%), with a review of progress made by 2014. However, progress against this target may be hindered by the fact that not all carers see themselves as carers, or wish to be known as carers

¹ Government Actuary's Department, 2007. Figures included in Shaping the Future of Care together Green Paper

to social services. Some families also do not wish to admit that their children are providing primary carer roles and some communities simply do not engage with social services.

In recognising that there will always be some carers who choose not to become known to social services, the carers strategy has therefore planned new and innovative avenues of communication to be developed such as linking into public transport to promote carer services and information at bus stations.

Diverse Populations

There is a need to identify carers in black and minority ethnic (BME) communities and other hard to reach groups and offer them appropriate support. Current recording of ethnic monitoring is not universally completed on RAISE, but it is clear from the monitoring information that is held, that carers from these groups are not currently accessing services, nor do they generally participate in bi-annual events or attend the carers' partnership board meetings. The current action plan has detailed pieces of work planned to address this however.

Data quality

There are data quality issues currently with how carers are identified on RAISE for reporting and information purposes. There are specific actions planned to remedy this challenge included in the strategy.

Young carers

Young Carers are children and young people (under 18) who provide or intended to provide a substantial amount of care on a regular basis” They include young carers of parents dependent on drugs and alcohol, parents with mental health issues, parents with HIV/Aids and parent with a disability. All these children and young people deserve a childhood. One of the key aspects of the Anglia Ruskin report which looked at Young Carers in Peterborough in 2008 identified the need to raise awareness of the needs of young carers amongst the children's and adult services workforce. This includes the early identification of young carers and the development of a training programme for staff.

At present Young Carers are supported through the Young Carers project delivered through PCVS, the Cosmic Project for children with parents with drug issues delivered through Bridgegate and support service delivered through Drinksense.

6. IMPLICATIONS

The following implications are city wide.

Finance

Integrated budgets make it more difficult to unpick historical carer spends and quantify the total spend on carers' support. Some spend benefits both the carer and the cared for. Some additional funding is available for carers' breaks through adult social services however there may well be an impact of reducing public sector finance on carers' services during the strategy period.

Unmet Need

Through our analysis of the current position of services and through consultation and discussion with Carers we have identified areas where we currently do not provide services but where there is a need to do so. As carers have a right to a Direct Payment in their own right, this may provide an excellent opportunity to further develop services which directly benefit carers and are provided by a range of independent sector providers as well as Peterborough Community Services and Cambridgeshire and Peterborough Mental Health Foundation Trust.

Carers' assessments

In 2008-09 66% of the known carers (1774/2679) were assessed or reviewed. This figure is up from 1366 in 2006/07. Of those assessed, all carers received services and/or information and advice as an outcome (up from 24% on 2006/07 who received services as an outcome). As the carers' strategy successfully identifies more carers and undertakes more carers' assessments, there will be corresponding demand for more support services and resources. This may put pressure on existing services, and the budgets that support these services, and they will require active management to prevent over performance.

The project plan for children with disabilities has identified carers' assessments as a key area. A model for carers' assessments has been piloted by the Childrens Integrated Disabilities Service (CIDS) over the past 12 months and is currently under review. A proposal for departmental implementation will be developed by the Service Manager for the Integrated Children With Disabilities Service.

Market Development

The market in Peterborough for carer services is fairly limited. Provision is dominated by statutory bodies and a small number of third sector providers. In order to develop our range of services and opportunities we will need to grow the market extensively through, for example, approved provider lists. At present the limited provider range limits the growth of Direct Payments and Personalised Budgets as well as innovative services and elements of the choice agenda.

Young carers

Children's Service in partnership with the Young Carers Project are in the process of reviewing the specialist support available to young carers. At the same time, steps are being taken to ensure that young carers can access universal services through closer link with the Young People's Service. In addition, in 2010/2011, schools will have additional funding to support children and young people who are financially disadvantaged including young carers to access after-school and holiday activity.

7. CONSULTATION

Stakeholder consultation on the strategy was carried out during September and October 2008 during the initial development of the strategy. NHS Peterborough maintains excellent lines of communication with carers via the Carers Partnership Board and bi-annual carers' events. Both fora ensure that carers are kept abreast of progress made on the carers' strategy, and they are regularly given the opportunity to advise and provide input into the task and finish groups which are instigated to deliver various work streams arising from the strategy.

8. EXPECTED OUTCOMES

It is hoped that the Committee will support the delivery of this strategy by continuing to raise the profile of carers at every opportunity.

The expected outcomes which will be delivered via the strategy are wide ranging and will make a real difference to the lives of carers living in Peterborough. Improving the carers' experience in accessing information and services, by delivering more flexible short breaks and increasing the provision of emotional and practical support services will ensure a positive impact on carer lives, while the increase the provision of services will mean carers have access to culturally, age and lifestyle appropriate services to meet their needs.

9. NEXT STEPS

Member may wish to have an annual update on the progress and impact being made by the strategy.

10. BACKGROUND DOCUMENTS

The following reports have been referred to when preparing this report -

- *Peterborough Carers Strategy 2009 – 2011*
- *Shaping the Future of Care Together*

11. APPENDICES

Peterborough Carers Strategy 2009-2011- Appendix 1
Carer action plan- Appendix 2

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Peterborough Carers Strategy 2009 - 2011

Approval Process	
Lead Author	Trish McHugh Improvement and Development Manager Directorate of Care Pathways
Developed by	Hedda Lilley, Project Manager Directorate of Care Pathways Sarah Coomes, Project Support Manager Deborah Gallacher, Project Support Manager Directorate of Care Pathways
Updated by	Sue Oakman Improvement and Development Manager Directorate of Care Pathways
Approved by	Denise Radley
Ratified by	NHS Peterborough Board
Document Type	Strategy
Version	13
Latest Revision date	May 2009
Review date	May 2010
Valid on	09/11/2009

Document Control Sheet

Development and Consultation:	<p>The Peterborough Carers Strategy 2009 – 2011 has been developed following consultation with Carers, Service Users, Partner Agencies in Health and Social Care and the Voluntary Sector.</p> <p>A mapping exercise of current services alongside feedback from questionnaires sent out to Carers about current services is also informing this work.</p> <p>Stakeholder consultation on the strategy has been carried out during September and Oct 2008.</p>
Dissemination	<p>Copies to all members of the Carers Steering Group by request</p> <p>Feedback at Bi-annual Carers Event.</p> <p>NHS Peterborough Pathways Workshop for Professional Staff.</p> <p>All Partner Agencies</p> <p>Local Media</p> <p>NHS Peterborough website</p> <p>Peterborough City Council Website</p> <p>Other Voluntary Agency Websites by agreement</p> <p>Peterborough Community Services Staff Briefings</p>
Implementation	<p>Task and Finish groups will be convened to implement identified actions in the strategy.</p> <p>The Carers Steering Group currently meets 6 times a year. Part of their remit will be to monitor progress of the action plan set out within the Strategy.</p>
Training	<p>Awareness raising to all statutory and non statutory organisations will be carried out on rolling programme.</p>
Audit	
Review	<p>Carers Steering Group</p> <p>Equality Impact Assessor</p>
Standards for Better Health	<p>This strategy supports NHS Peterborough's compliance with the DH publication "Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own" (DH, 2008).</p>
Equality and Diversity	<p>An Equality Impact Assessment has been completed (Sept 2008).</p>

Revisions

Version	Page/ Para No	Description of change	Date approved
1.0		For Board Comment	03/12/08
13.0		Strategy reviewed and updated	

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Executive Summary

This Carers Strategy is a statement of how services and support for unpaid carers in Peterborough will be developed by 2011.

In June 2008 the Government published a new National Strategy for Carers - Carers at the heart of 21st- century families and communities "A caring system on your side. A life of your own." The National Strategy gives a framework for a ten-year programme and a vision for what the government wants to see in place for carers by 2018. Importantly, it is linked to wider health and social care reforms which recognise the increasingly vital role that carers play in society. Health and social care services are aiming to promote individual choice and independence, with a shift towards preventative approaches and early intervention.

Unpaid carers are not a static population and nationally about 2 million people take on new caring responsibilities every year. More needs to be done in Peterborough to identify and assess carers at the right time. Further work is also needed to identify 'hidden' carers, and those who may need specialist approaches such as carers from BME communities, and carers of people with substance misuse problems.

Further carer involvement is being developed in the City with two new carer forums being set up during Q1 2009 - A Carers Partnership Board, with a volunteer Carer as Vice Chair and a Young Carers Steering Group which will be set up in partnership with Children's Services.

Research shows that carers often experience more ill-health than other members of the population. More needs to be done to ensure carers who visit GP's surgeries and primary care services are identified and signposted to appropriate sources of support. There is a need for greater and more consistent awareness about the needs of carers amongst all professionals, and more integrated working. There needs to be more work inter-agency working to meet the needs of Young Carers in Peterborough, and work to improve joint working between adults and children's services.

The Carers Steering Group has been in place in Peterborough for some years. It is a multi-agency group including carer members alongside professionals from the Primary Care Trust and voluntary sector organisations. This group initially approved the Strategy and the priority areas that require initial action. The updated strategy and revised action plan which details the work required and specifies the monitoring to take place will be taken to the Carers Partnership Board in June 2009 for approval before being sent to the PCT board for final ratification.

1. Introduction

- 1.1.0 The Peterborough Carers Strategy 2009 - 2011 sets out the strategic direction for the further development and delivery of services to unpaid Carers in Peterborough over the next 3 years. It seeks to contribute to the overall health and well-being of Carers, observing local and national enablement, preventative and health improvement agendas.
- 1.1.1 The Peterborough Carers Strategy has been reviewed to ensure consistency with the main themes of the national carers strategy 'Carers at the heart of 21st-century families and communities'. The strategy has been written to ensure that the aims and objectives align closely with NHS Peterborough's Strategic plan and operational plan, with final consideration given to other relevant strategic documents such as the Strategic Health Authority's vision 'Towards the best, together', the 2009-10 Operating Framework and the Local Area Agreement.
- 1.1.2 The strategy is specific to Carers of adults and young Carers of all backgrounds and ethnicity in Peterborough. It aims to support both the carers who choose to make contact with social services as well as those who choose not to.
- 1.1.3 Around 10% of the population of Peterborough provide unpaid care to family members, friends and neighbours and their role and contribution to society needs to be recognised.
- 1.1.4 Research carried out by the charity Carers UK estimates that without the 6 million carers in the nation, the costs to the NHS would more than double with the value of unpaid carers being put at £87 billion each year. This figure is more than 50% higher than it was in 2002.
- 1.1.5 The overarching aim of this strategy is to get all agencies involved in supporting Carers to work better together to improve the lives of Carers across the city. It does not seek to prescribe how Carers needs should be addressed rather it sets out a framework for action from which to influence and build upon current support and service delivery to Carers.
- 1.1.6 We have identified 8 priority areas for 2009 - 2011: Information and Advice, Breaks from Caring; Work, Leisure & Lifelong Learning; Health & Well Being; Person Centred Planning; Equality of Access; Carers Assessments; Delivering Quality Carers Services.
- 1.1.7 During development of this strategy a range of stakeholders were consulted to ensure that the strategic direction meets the needs of Carers and reflects the priorities for service planning and delivery. It is our intention that Carers will be involved in the implementation and continuous review of the strategy.
- 1.1.8 It is our intention to produce an "easy read" version of this document.

1.2 Background

- 1.2.1 NHS Peterborough works in partnership with Peterborough Community Services and other statutory and voluntary organisations. We commission and deliver both adult social care services (on behalf of Peterborough City Council) and health services for local people. This includes the lead responsibility for assessing carers needs and providing services to support them.
- 1.2.2 The PCT recognises the immense contribution unpaid Carers make to society and the value, financial and otherwise, of the work they do in caring for those who could not manage without their help and support. Society is changing, people are living longer and many older people develop long term clinical conditions. Residential care is expensive and it has been the government's policy for some time to help elderly people remain in the community. Indeed, many of these people themselves have rising aspirations and want to maintain independence and control and remain living at home. But there is not always the necessary back up from social services to help these people continue to live on their own. Instead, it is family and close friends who take on the responsibility. Without unpaid Carers, formal services would be unable to cope with demand.
- 1.2.3 This strategy should not be seen as replacing the previous Strategy 2005-06 but should be viewed as moving the Carers agenda forward. It builds on earlier achievements, recognising the changing policy and legislative landscape, the views of Peterborough Carers and takes into account social and demographic changes.
- 1.2.4 Locally much work has already been done on recognising, involving and supporting Carers and the challenge for 2009 - 2011 will be to build effectively on this work and integrate principles of support for Carers into mainstream services.
- 1.2.5 In 2008, Central Government announced that by 2011 it expects all local authorities to be providing social care services to adults, including Carers, via Personalised Budgets. Personalised Budgets offer greater choice and control to individuals. This strategy includes delivery of this agenda.

1.3 Who is a Carer?

- 1.3.1 NHS Peterborough defines a carer as 'someone who looks after or feels responsible for a relative, neighbour or friend, due to their ill health, disability or frailty'.
- 1.3.2 This can include daily support, but also support from any distance, which involves frequent contact where this commitment disrupts the Carer's normal weekly/daily routine.
- 1.3.3 The help the carer gives is unpaid.

1.3.4 Carers come from all backgrounds, ages and ethnic minority groups and can be men, women or children. Carers tend to be categorised into three groups:

- **Young Carers** – a child or young person (under the age of 18 years) who takes responsibility for the care of a family member, usually a parent or sibling, who suffers from an illness, disability, mental ill health or substance abuse.
- **Adult Carers** – those over 18 years of age caring for another adult with any of the above needs.
- **Parent Carers** – those over 18 years of age caring for a child (who is under 18 years of age) with a disability (this can include other relatives or guardians)

Services for Carers who provide substantial support for a child or young person with a disability are provided by Peterborough City Council Children's Services and will therefore be identified within their relevant strategic plan.

1.3.5 A Carer can give a whole range of support to the person they care for such as providing practical, physical and emotional support to help that person to continue living independently at home; supervising someone to keep them safe; managing finances; and ensuring medication is taken to keep someone healthy. Some carers could also be service users in their own right.

1.4 Facts and Figures

1.4.1 National Picture

The 2001 Census estimated that:

- There are 5.2 million Carers in the UK
- 175,000 of these are young Carers
- More than 1 million are caring for more than 50 hours a week
- More than one quarter have been caring for more than 10 years

Carers UK states that:

- Every day 6000 more people become Carers
- Estimated demographic changes coupled with the direction of community care policy will lead to a 60% increase in the number of Carers by 2037.
- Every year 1:5 Carers give up work to care. By 2034, an extra 3.4 million people could be caring.
- A recent study¹ estimates Carers contribution in monetary terms at £87 billion per annum.

1.4.2 At any one time, 1:10 people in Britain are Carers, and every day 6,000 people take on new caring responsibilities. The number of people over the

¹ Valuing Carers – calculating the value of unpaid care, Carers UK, 2007

age of 85 – the age group most likely to need care – is set to double over the next 20 years (DH, 2008).

- 1.4.3 Carers at the heart of 21st century families and communities (DH, 2008) ‘sets out a vision that by 2018, Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals’ needs, enabling Carers to maintain a balance between their caring responsibilities and life outside caring, whilst enabling the person they support to be a full and equal citizen’.
- 1.4.4 National estimates suggest that up to 20% of employees are likely to have caring responsibilities, which can cause financial hardship and difficulties in employment.

1.5 Local picture

- 1.5.1 The 2001 Census identified that:
- nearly 15,000 people in Peterborough viewed themselves as Carers, around 10% of the local population and consistent with national estimates.
 - 3000 were caring for more than 50 hours per week.
 - nearly 480 children aged 0 – 18 are providing care.
- 1.5.2 Of the carers known to Adult Social Care currently, It is noted that a moderately high proportion of these carers are aged 65 years and over. This may prove to be a significant factor in the coming years as these carers are no longer able to continue providing this support.
- 36.4% of Carers are age 65 and over (5% are age 85 and over).
 - 36.8% of those cared for have a physical disability
 - 32.7% of their Carers are age 65 and over.
 - 14% of those cared for have a learning disability.
 - 32% of their Carers are age 65 and over.
- 1.5.3 In terms of activity, 1,774 carers were assessed or reviewed during 2008/09. This figure is up from 1,366 in 2006/07. Of these:
- 39.6% were age 65 or over (this figure was 28% in 2006/07)
 - 100% received services and/or information and advices as an outcome (up from 24% on 2006/07 who received services as an outcome)
- 1.5.4 Prevalence based estimates suggest that over the next 3 - 5 years the number of Carers in Peterborough will increase to 17,500. (JSNA population estimates).
- 1.5.5 The East of England Strategic Health Authority have published ‘Towards the best together’ which documents the goal that all PCT’s will provide improved services to Carers. One objective is to ensure that Carers get enhanced support at high risk times. Recruitment of new Carer Support Workers with broadened responsibilities is one way that this will be achieved.

1.5.6 A large number of service users with social care needs are not contacting social services this could indicate that they are probably being supported by family or friends acting as informal Carers (JSNA, 2007). In recognising that there will always be some carers who choose not to become known to social services it will be essential that access to information and advice is as broad and far reaching as possible. To achieve this, new and innovative avenues of communication will be developed such as linking into public transport to promote information at bus stations.

1.5.7 In previous years, Peterborough has seen low numbers of Carers receiving support. However, concerted pieces of work involving the identification of carers, and the merging of two different databases has seen the number of carers with clients identified increase from 1774 in June 2008 to 2679 in June 2009.

The profiles of carers and service users in Peterborough are set out below:

Carers known to NHS Peterborough - 6 June 2009

Clients with carer identified on RAISE - by client age and category

Primary Client Category	<18	18-64	65-74	75+	Total
Physical And Sensory Disability/frailty		424	265	1273	1962
<i>Physical Disability</i>		296	165	425	886
<i>Hearing Impairment</i>		16	3	36	55
<i>Visual Impairment</i>		30	9	69	108
<i>Dual Sensory Loss</i>		3		12	15
<i>Frailty and/or Temporary Illness</i>		79	88	731	898
Learning Disability		315	8	1	324
Mental Health		13	18	72	103
Other Vulnerable People		5		6	11
Substance Misuse		1	2	1	4
Total		758	293	1353	2404

Carers with clients identified on RAISE - by client category and carer age band

Primary Client Category	<18	18-64	65-74	75+	Total
Physical And Sensory Disability/frailty	12	1371	385	433	2201
<i>Physical Disability</i>	8	639	154	161	962
<i>Hearing Impairment</i>	1	39	11	8	59
<i>Visual Impairment</i>	1	72	18	32	123
<i>Dual Sensory Loss</i>		10	2	6	18
<i>Frailty and/or Temporary Illness</i>	2	611	200	226	1039
Learning Disability		243	68	34	345
Mental Health		65	18	31	114
Other Vulnerable People		10	1	4	15
Substance Misuse		2	2	0	4
Total	12	1691	474	502	2679

1.6 Current performance

- 1.6.1 Peterborough achieved an overall 2 star rating (adults) by The Commission for Social Care Inspection (CSCI) for 2008.
- 1.6.2 Performance against the PAF Social Care Benchmarking data states that Peterborough reaches an acceptable banding, however, there is considerable room for improvement, with Peterborough one of the lowest performing authorities in the Country against this indicator.
- 1.6.3 The Self Assessment Survey (SAS) for the Council indicates steady growth in the number of breaks provided to carers of people with disabilities year on year. From 19 in 2003/4 to 89 in 2006/7, however, this is still below the nearest neighbour (IPF) Average. The calculation changed after 2006-07 to include not only carers receiving breaks themselves, but also the cared-for person who received respite during the year. 283 carers were shown therefore to have benefitted from a break in 2008-09.
- 1.6.4 The RAPC return for 2006/7 shows that there is a comparatively small number of carers of people aged 18-64 with disabilities receiving support service in the year 2006/7. Only 21 carers of the 875 clients receiving services during the year, received a service assessed to support them in their caring role. However, in 2008-09, 1774 carers received either an actual service and/or information and advice compared to the 4936 clients who had received a service.

1.7 Current Service Provision

- 1.7.1 The support provided to Carers covers a wide range of services and resources. Some services are provided directly to Carers; other services are provided to the person with support needs and should benefit the Carers by reducing the impact of caring and/or the number of hours they provide caring.
- 1.7.2 Services for Carers are provided on two levels:

Open access (Carers can refer themselves). These include:

- Carers project at PCVS – advice, support and sitting service
- Advocacy service – also at PCVS. Supports adults with learning disabilities get their voice heard through one to one support and group advocacy. Has a particular focus on supporting the BME community.
- Young Carers Project – also at PCVS. Supports Young Carers and their families in Peterborough. The project provides social activities for the Young Carers to enable them to take a break from their caring role. The project offers support and advice.
- Alzheimer's society
- Rethink (supporting Carers of adults with severe and enduring Mental Health problems)
- Crossroads (although open access, eligibility criteria applies)

- Training support i.e. Moving and Handling, Medicines Management, IT

Direct services for Carers – resulting from a Carers Assessment²

- Carers Opportunities Fund (part of the Carers Grant)
- Direct Payments (see paragraph 1.8)

1.7.3 Services for the person with support needs: These require referral and assessment via Adult Social Care.

- Respite care
- Day services
- Home care
- Direct Payments

1.8 Direct Payments

1.8.1 It is a statutory and legal obligation of all local authorities to offer a Direct Payment to anyone eligible for a social care service. Carers have a right to a Direct Payment in their own right as a Carer. The payment is given to the carer to buy services they have been assessed as needing instead of social services arranging them. The number of carers receiving a direct payment in Peterborough has increased from 7 in 2007-08 to 20 in 2008-09.

1.8.2 Services across social care which may benefit carers are provided by a range of independent sector providers as well as Peterborough Community Services and Cambridgeshire and Peterborough Mental Health Foundation Trust.

Service developments identified within this strategy provide an excellent opportunity to further develop the local voluntary sector.

² ** Carers Assessment:

- The cared for must meet our eligibility criteria ,which currently stands at high moderate. Account is taken of the impact of the caring role on the carers life and sustainability of that role,and what the key nature of the support provided.
- Where staff come into contact with a Carer who appears to be providing a substantial amount of care on a regular basis, they have a statutory duty to tell of their right to a carers (needs) assessment.
- This means that all carers in these circumstances should be offered a carers assessment to establish whether support can be given.
- Carers can decline an assessment if offered.
- Carers assessments should also include consideration of carers aspirations around work, education and leisure.

1.9 Emergency Support Service

1.9.1 NHS Peterborough, Peterborough City Council and Peterborough Community Services have worked in partnership to develop and deliver the **Emergency Support for Carers** service. This supports carers of adults in an emergency.

The service can typically help carers in the following circumstances:

- Carers admission to hospital or other health needs.
- Family emergency, i.e. close relative taken ill
- Real risk to the carers employment on a particular occasion
- Funeral of close friend or relative

1.9.2 All carers can register with the service by filling in a contingency plan. This establishes what needs to happen should the carer not be available for the reasons stated in 1.9.1.

1.9.3 Key contacts are notified via the Contingency Plan and Adult Social Care can contact them if the carer was not able to do so. If no-one is available to do this, or if they cannot get hold of the contacts, the emergency support service would be able to step in for up to 48 hours. This service is only available for up to 48 hours and is free.

1.10 Safeguarding and The Mental Capacity Act

1.10.1 Safeguarding adults is a key area of work. The Department of Health launched a consultation on how to improve safeguarding policy, the protection of vulnerable adults, and address abuse in all its forms in the care system in October 2008. The 'No Secrets' guidance for local authorities, the police and the NHS to work together to protect adults is already in place. The Government now wants to make sure it keeps up with changes in the social care system, with the new emphasis on choice and control and changing forms of abuse.

The Safeguarding of Adults Policy has been developed jointly by the agencies and organisations that have responsibility for protecting adults from abuse. The co-ordinating role rests with NHS Peterborough which has the responsibility for delivering adult social care services on behalf of Peterborough City Council. The protection of vulnerable adults is one of the most important tasks facing health and social care services. Both adult carers and the people they care for may be vulnerable adults and are covered under the Peterborough Safeguarding Policy (2008). The policy includes;

* A framework and structures to ensure that there is clarity on how to report adult abuse, who will act and what responsibilities individuals and agencies have to respond to incidents.

* The policy covers both statutory and non-statutory organisations and requires them to ensure that they are familiar with the policy and the responsibly to alert Adult Social Care if abuse is suspected.

* Key definitions including vulnerable adults and what constitutes abuse

A core principle of the policy states that Safeguarding is Everybody's business. Organisations who are signatories to the policy have agreed a range of statements on the protection of vulnerable adults which they will all work to.

The policy also contains a detailed multi agency safeguarding process that all agencies working with vulnerable adults must follow. For further information in this please see www.peterborough.nhs.uk/freedom of information/Policies and procedures/Social Care Policies and Procedures N-Z/Safeguarding Adults Policy November 2008.

1.10.2 There is a need to ensure carers are aware of changing practice and legislation that affects them, including the Mental Capacity Act. This concerns people who lack mental capacity and those who take decisions on their behalf, and it is therefore important that carers are aware and able to take appropriate action concerning the person they care for.

1.11 Current expenditure

1.11.1 For the strategic plan to be realised it is necessary to have a robust understanding of the current level of resources that are invested in carer services. Local Authorities and PCT's often have difficulty in providing the financial detail of budgets for carer services as often much of the support to Carers is embedded within core budgets.

1.11.2 The Government has given a number of commitments to Carers in its 'Carers at the heart of 21st-century families and communities' publication. It will be imperative to ensure that any future monies for Carers in Peterborough is being directed through this strategy.

1.11.3 An analysis of the current Carers Grant Funding allocation is set out below:

Adult Services	
Carers Grant 07/08	£483,200
How this was spent	
Carers Support Packages	£100,000
Adult Link Carers	£ 38,000
Voluntary bodies and admin	£345,200
Other Funding	
Emergency Respite Fund	£65,600

*Carers Grant funding allocation to Children's Services was £120,800 and Emergency Respite Funding was £16,400.

2. Our Vision

- 2.1. The purpose of the strategy is to provide a framework for delivering support and services that will help achieve the best possible outcomes for Carers.
- 2.2 It is important to recognise that many people do not see themselves as Carers because first and foremost they may be husbands, wives, partners, siblings or friends. Older Carers and Carers from ethnic minority groups are particularly likely to remain hidden. Any effective strategy must address these hidden Carers as well as those in current contact with services, so this strategy aims to identify hidden carers and ensure that they are linked with the appropriate support services at the time they need them.
- 2.3 In this strategy the needs of Carers are looked at separately from the needs of the vulnerable adult so that Carers are supported as fully as possible in their caring role and receive services that enable them to continue to care without undue impact on their own health and welfare. Young carers particularly need to be protected from inappropriate levels of caring, and have the support they need to learn, develop and thrive. With this in mind, the strategy will incorporate new support programmes rolling out in schools such as the National Healthy Schools Programme. Targeted support for young carers will come from a variety of sources – online, links to new national carers helpline as well as stronger links with existing young carers projects and children’s services. It is also recognised that safeguarding issues may arise with respect to carers as well as those they care for.
- 2.4 Whilst recognising the need to help sustain Carers in their caring role we are also committed to supporting them as a person in their own right, ensuring access to leisure, education and employment opportunities. We will work closely with Job Centre Plus to support those carers who wish to re-enter the job market, as well as employer organisations such as Employers for Carers to ensure that employers have the support to retain employees with caring responsibilities. In addition to this, we will deliver the caring with confidence expert carer programme for carers residing within Peterborough .
- 2.5 It is essential that there is an integrated approach to addressing Carers issues across the public and voluntary sectors so that effective use of resources can maximise the positive impact on the lives of Carers across Peterborough. This will ensure that Carers are supported and recognised in their caring role. Initiatives such as the development of the Common Assessment Framework (CAF) for adults will encourage close partnership working between the council, the NHS and other statutory agencies, including the third sector, while self-directed services will enable greater emphasis on choice and control for carers.

- 2.6 There is strong anecdotal evidence from carers at Bi-annual events that there is great anxiety when the children they are caring for reach the age when they leave children's service and move across to adult services. Carers need to be assured that the young people they care for can move seamlessly into a new stage of life. We will therefore look to explore and develop clearer transitional Support services and communicate these services clearly to carers living in Peterborough.
- 2.7 The national carers strategy discusses the need for carers to have opportunities and space they need outside their caring role. There needs to be greater emphasis on the provision of planned breaks, which will provide carers with time to take up education, leisure and training opportunities like anyone else. We therefore pledge to consult with carers/all relevant parties, and work in partnership with the council to procure a range of planned breaks using funding from both the existing carers grants and new monies from the government. When undertaking this commissioning of these new services, we will take into account any learning shared from the government pilots set to commence in October 2009.
- 2.8 Prevention and early intervention measures can make a significant contribution to supporting individuals to manage their own health. While national pilots are underway piloting annual health checks for carers, we will look to work more closely with GPs in Peterborough to enable them to recognise a carer and signpost them effectively to appropriate services. This will involve supporting GPs to ensure they are meeting the carers criteria of the Quality and Outcome Framework accurately. This support will take various forms from assisting them to develop accurate carers registers in their practice, to providing educational support and useful resources for them to draw upon when needed.
- 2.9 The 2008 Drugs Strategy sets out the Government's aims for the next 10 years in drug treatment and prevention to improve the care and support service users receive, placing greater emphasis on families and Carers needs. This represents a positive step towards better support and outcomes for Carers. Responsibility for caring for a parent with substance misuse problems has been shown to lead to higher incidence of educational difficulties. Therefore, we are committed to working closely with Substance Misuse commissioning colleagues and the National Treatment Agency (NTA) to set up specific family and carer services.
- 2.10 High Quality Care for All discusses incorporating three specific domains: Safety, effectiveness and patient experience to enable high quality care across the NHS. When reviewing or developing new carer services, we will ensure these domains are included within all service specifications. Patient reported outcome measures (PROMS) and patient experience markers will ensure robust contract and performance measure are in place to guarantee these services are effective and cost efficient.

The broad strategic areas detailed above in the 2009 - 2011 strategy can be broken down into 8 key priority areas. These will form the basis of the action as follows:

1. **Information and advice**– Improve carers experience by ensuring that all Carers have easy access to clear and accurate information when they need to, and that primary care clinicians can accurately signpost carers to this information when required. Information available will advise what services are available, both locally and nationally, and how to access them. Carers views will be sought annually to measure how effective this information provision is.
2. **Having a break from caring** - Ensure that new funding in 09/10 and 10/11 from Central Government for short breaks is made available to deliver more flexible short breaks and respite packages at the appropriate level when needed. Allow carers to access planned services, or to use individual budgets to procure their own breaks and monitor the relevant vital sign (proportion of carers receiving a 'carer's break' or a specific service for carers as a percentage of clients receiving community based services)
3. **Work, Leisure & Lifelong Learning** - Increase the provision of help and advice to carers who wish to combine paid employment with their caring roles, or re-enter the job market when their caring role has ended, by accessing flexible working opportunities and increased learning/training, while also working closely with employers to help retain employees. Support carers to access leisure services so that Carers can have a life of their own.
4. **Health and Well Being** - Development of emotional and practical support services for carers in order to maintain and improve their own health. The Caring with Confidence initiative is being run by a consortium led by the Expert Patients Programme, which includes the 3 main carers organisations (Carers UK, Crossroads and the Princess Royal Trust for Carers) and Partners in Policymaking.
5. **Person Centred Planning** - Improve management processes and strengthen joined-up support around families to ensure that individuals (especially young Carers), are placed at the centre of the assessment and care planning process. More engagement with both carers and the people around them when developing and agreeing their care plan.
6. **Equality of Access** – Increase the provision of services to ensure Carers (those already known to services, and hidden carers yet to be identified) have access to culturally, age and lifestyle appropriate services to meet their needs.
7. **Effective Carers Assessments** – Make it a priority to increase carers awareness of their right to an assessment and reviews.
8. **Quality Carers Services** - Establish effective partnership working, with Peterborough Community Services (PCS), local schools and the third sector to deliver seamless and high quality services to all carers through the implementation of the strategy, with more effective monitoring to ensure that services are delivering desired outcomes. Develop closer working with GP's and Pharmacists to ensure they are familiar with all carer support services and can signpost carers appropriately according to need.

3. Overarching Objectives 2009-2011

3.1 Proposed Deliverable Objectives over the next 3 years

The overarching objectives for 2009 - 2011 are:

- 1.** To ensure that Carers and the role they undertake is valued by all agencies involved in supporting them. To enhance awareness and understanding of the role of Carers in society across the whole of the Local Authority area. Links to priority 7.
- 2.** To ensure that statutory responsibilities towards Carers are met and include Carers in the planning, commissioning and managing of services for both Carers and cared for. Links to priority 7 & 8.
- 3.** To identify Carers and encourage individuals to identify themselves as Carers to ensure that a wider group of people access services available to enhance their lives. Links to priority 1 & 6.
- 4.** To develop a greater range, diversity and volume of services. Links to priority 6 & 8.
- 5.** Ensure people with caring responsibilities have the chance to work flexibly to combine work and their caring roles. Links to priority 3.
- 6.** To ensure children and young people are not providing unreasonable levels of care. Links to priority 1, 2, 3, 4, 5 & 6.
- 7.** To provide appropriate support services for Carers when and where they are needed, in a flexible and co-ordinated manner, for all sections of the community. Links to all priorities.
- 8.** To promote the physical and mental health and well being of Carers and prevent ill health of Carers, by improving health and social care support. Ensuring Carers are able to access advice, support, training, and education and leisure opportunities. This includes the provision of emergency care and support systems. Links to priority 1, 3, 4 & 8.
- 9.** To provide Carers with information, support and advice required that is up to date, relevant and readily available, for both the care they give and for them, in a flexible manner. Links to priority 1 & 5.
- 10.** To offer all Carers a carer's assessment in their own right, giving more personalised support and greater scope to control and customise services by offering greater choice and control over how their needs are met. Links to priority 5 & 7.
- 11.** To ensure that all practitioners receive training in assessing Carers needs and have an awareness of the services and expertise available, both within the Partnership and from outside agencies. Links to priority 7.
- 12.** To provide flexible working practices to staff who have caring responsibilities. Also to disseminate good practice to other local employers. Links to priority 3.

3.2 Challenges to be met

- **Personalised Budgets** - The Government now expects Personalised Budgets to be the standard for allocating resources and see this methodology as the biggest significant change in social care delivery since the Community Care Act.
- **Prevention** - Preventative services can generate significant long term cost savings but are known to be difficult to commission in the first instance as funding and resources tend to be tied up with intervention services. Invest to save schemes and effective commissioning will be the key to making this significant change.
- **Market Development** - The market in Peterborough for carer services is fairly limited. Provision is dominated by statutory bodies and a small number of third sector providers. In order to develop our range of services and opportunities we will need to grow the market extensively through, for example, approved provider lists. At present the limited provider range limits the growth of Direct Payments and Personalised Budgets as well as innovative services and elements of the choice agenda.
- **Unmet Need** - Through our analysis of the current position of services and through consultation and discussion with Carers we have identified areas where we currently do not provide services but where there is a need to do so.
- **Finance** - The Carers Grant will need to be defined to commission new services. The Local Area Agreement - a plan that sets out the priorities agreed between central government and local strategic partnerships involving the local authority, public, private, voluntary and community sector representatives - will support this area.
- **Data** - Integrated processes for keeping, sharing and utilising data need to be developed further. Contract Management within third sector provision and statutory services are not well developed. This means that data is difficult to extrapolate. Poor data quality is also an issue in relation to carers registers, with inconsistencies noted in how data is captured. This will need to be improved.
- **Diverse Populations** – there is a need to identify carers in BME communities and other hard to reach groups and offer them appropriate support. Peterborough has a higher percentage of BME population than its ONS cluster.

3.3 Risks and assumptions

- Resources will need to be made available to enable delivery of this strategy e.g. more carers year on year will require additional resources to support them.
- Delivery of assessments will potentially be through two external foundation trusts in the future – there will be a need to ensure that contractual arrangements deliver statutory requirements, cost effectiveness and the required performance.
- Low comparative performance against the national indicator (also a local indicator in Peterborough's Local Area Agreement) may constrain further

performance improvement in star ratings – the new definition provides opportunity to improve significantly and this strategy must ensure deliverables which lead to an improved comparative position.

4.0 Consultation Process

- 4.1 We have consulted with a wide range of individuals, Carers and agencies in order to help shape the strategy. We have had comprehensive engagement and involvement with the Carers Steering Group and with Carers at 3 Bi-Annual Events, which have taken place over the past 18 months.
- 4.2 Steering Group members were asked to use the draft strategy and action plan to engage and consult with their own staff, service users and Carers around the key priorities and proposed action plan.
- 4.3 Carers issues have been discussed at the NHS Peterborough Annual General Meeting (AGM) and a Pathway Workshop, with key stakeholders e.g. staff, GP's, and the general public.
- 4.4 At the end of the consultation period all feedback and comments were analysed and the draft action plan was updated to reflect views and opinions generated through the process.
- 4.5 The NHS Peterborough 5 Year Strategic Plan contains a chapter relating to Carers. It is planned that a 3 month formal consultation process will be carried out in the near future. The consultation is wide spread across the whole of Peterborough and as many stakeholders as possible will be able to comment on the Carers chapter.
- 4.6 The Draft Carers Strategy was taken to the NHS Peterborough Board in December 2008 for comments which have been taken into account in finalising the strategy.
- 4.7 The revised Carers Strategy will be taken to the Carers Partnership Board for sign-off before being taken as a final document to the NHS Peterborough Board.

5. Action Plan and Implementation

The action plan will be monitored quarterly by the Carers Partnership Board. The group will inform, provide feedback and be involved with helping to carry out the objectives in the action plan.

For the plan to achieve any real results it has to be the result of partnership working and not the responsibility of one service or organisation.

Social Marketing will be one of the tools that will be used to support implementation of the strategy. Social Marketing is about understanding the population (identifying types of people and behaviours) and then going out to service users and stakeholders to find out what we need to do to engage with them. Tactics and approaches appropriate to that group can then be developed.

The action plan is attached as Appendix 2.

6. References

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APPENDIX 1

Statutory and other Relevant Guidance

For more than a decade, Carers have been increasingly recognised in public policy. This strategy subscribes to the principles of the current legislative and policy agenda which seek to support Carers as partners in the provision of care. The most significant are listed below:

- **Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own (DH, 2008)** – sets out a vision that by 2018, ‘Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individualised need, enabling Carers to maintain a balance between their caring responsibilities and life outside caring, whilst enabling the person they support to be a full and equal citizen’.
- **Our Health, Our Care, Our Say’ (DH, 2006)** – this paper acknowledges the importance of Carers in its vision for the future. It set out a programme of work with Carers called ‘New Deal for Carers’, whose aim was to improve support to Carers through a range of measures.
- **Work and families act (2006)** – The right to request flexible working, which has been extended to Carers of adults.
- **National Service Framework for long term conditions (2005)** - This document has a quality requirement to support family and Carers of people with long term neurological conditions.
- **Independence, well being and choice (Green paper - March 2005)** – aimed to ensure that people receiving social care are able to maintain their independence, experience better quality of life and be involved in their own care. Carers play a vital role.
- **The Carers Equal Opportunities Act (2004)** – Section 1 – duty to inform – this created a duty for local authorities to inform Carers of their rights to an assessment and for the carer’s work, leisure, and lifelong learning needs to be taken into account when an assessment is undertaken. It also gives Local Authorities new powers to enlist the help of housing, health, education and other LAs in providing support to Carers.
- **NSF for Children, Young People and Maternity Services (2004)** – sets national standards for children’s health and social care which promote high quality, child-centred services and personalised care that meets the needs of parents, children and their families.
- **The Children Act (2004)** – The educational needs of young Carers is addressed. Young Carers are supported to enable them to lead as normal a life as possible.

Support for Carers of Older People (2004) – Carers should be able to expect:

- GP’s and local authorities to identify Carers when a referral is made about the cared for person.
- Information that is clear, concise information should be available regarding rights and benefits and local support they can access
- Sign posting to support and services

- Assessment of own needs, and to be consulted on the assessment of the person they care for
- Consultation with Carers when services are planned which could affect the carer and cared for.
- **Delayed discharges Act (2003)** – Confirms the rights of a carer to have their needs assessed as part of the assessment of needs of a person who may need a community care service to achieve safe discharge from hospital.
- **Every Child Matters (2003)** – sets out to ensure that every child is given the opportunity to achieve their potential and promotes earlier intervention before children/families reach crisis point. It focuses on 5 key outcomes for children and young people and those key outcomes will be just as relevant for young Carers
- **Direct Payment Guidance (2003)** – Local Authorities are now required to offer the alternative of Direct Payments instead of the service itself to Carers.
- **Valuing People – A new strategy for Learning Disability for the 21st century (DH, 2001)** – this emphasised the government objective to increase help and support to Carers from all agencies in order that they may fulfil their family caring roles effectively. It identified that there was ‘insufficient support for Carers, particularly those caring for people with complex needs.’ Valuing people identifies 3 groups of Carers who face additional pressures:
 - Older Carers (aged 70 and over)
 - Carers from minority ethnic communities
 - Carers whose sons or daughters are going through transition from school to adult life.
- **The Carers and Disabled Children Act (2000)** – this gave further rights to Carers to ensure that they are able to receive an assessment of need.
 - All Carers, including parent carers, are entitled to an assessment of their needs
 - Councils can offer assessments of need to all Carers, even if the person they care for chooses not to have their own needs assessed
 - Direct payments can be offered to those eligible for community care services
- **The NSF for Older People Standard 8 (2000)** – Carers should be identified and seen as partners in care, being involved in the planning and implementation of services for older people. Standard 8 emphasises the need to improve the quality of life of older people, including older Carers. The NSF reinforces the rights of Carers to appropriate forms of support including the provision of short breaks.
- **The NSF for Mental Health, Standard 6 (1999)** - Standard 6 aims to ‘ensure health and Social Services assess the needs of Carers who provide care and support to people with mental illness. Local Authorities take the lead in ensuring that Carers needs are assessed, that Carers receive easy to understand information about what is available to help them and receive a written Carers plan, which is reviewed at least annually.
- **The NHS and Community Care Act (1990)** – Local Authorities are required to involve families and Carers when making plans to support vulnerable people.
- **The Commission for Social Care Inspection (CSCI) Report** – New Outcomes Framework for Performance Assessment of Adult Social Care.

Peterborough PCT Carers Strategy 2009-2011 – Action Plan

1. Information and advice

Aim: Improve carers experience by ensuring that all carers have access to clear and accurate information about what is available and how to get it

Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
Increased awareness and understanding by carers of the support and services currently available to them	<ul style="list-style-type: none"> ▪ Undertake survey of carers to understand current information needs and identify areas of shortfall. ▪ Set and agree trajectories for improvement in 2010. ▪ Repeat survey of carers during carers week 2010 to measure impact of changes implemented from 2009 survey (test carer awareness of existing and new information sources, and whether adequate promotion of all information sources has taken place) 	Carers Project Manager	Completed	<ul style="list-style-type: none"> ▪ Public website reviewed and amended in response to information survey ▪ Tailored information in place for carers at sources they advise they use ▪ Action plan revised to include identified shortfalls from audit ▪ Availability of easy to access local information for all carers 	<ul style="list-style-type: none"> ▪ Carers information survey completed, analysed and reported to CPB Oct 2009 ▪ Website updated to address created and added to carers section of website Nov 09 ▪ Carers leaflet produced April 09 ▪ Emergency respite service published in mail out to all carers on register April 09 ▪ All carers written to regarding right to carers assessment April 09/Oct 09 ▪ PPCT public site carers pages updated with national sites April 09 ▪ Newsletters produced April, July and Oct 2009
	<ul style="list-style-type: none"> ▪ Ensure PPCT website promotes and advertises national information help lines and has links to national website (NHS choices, DOH and Direct.gov, carers UK etc) 	Carers Project Manager Carers Project Manager	Completed June 2010		
	<ul style="list-style-type: none"> ▪ Use quarterly newsletters to promote new and existing services to carers and disseminate via PCT website, carers forum, PVCS and Primary care providers 	Carers Project Support Officer Carers Team	Completed Ongoing – Newsletters issued for April, July and Oct 2009		

	<ul style="list-style-type: none"> ▪ Establish links with public transport and pilot displaying information at bus and train stations ▪ Secure additional funding (relating to enhanced information provision for carers) to address shortfall from information survey 	Carers IDM	Nov 2009		
		Carers IDM	Oct-Dec 2009		
More carers identifying themselves year on year to relevant agencies	<ul style="list-style-type: none"> ▪ Complete a baseline audit of the number of carers known to agencies (GPs, Access team (RAISE) and PCVS) ▪ Agree with all agencies (GPs, Access team and PCVS) how carers register will be maintained so central register remains accurate. ▪ Formalise this process to ensure consistent approach by all agencies which supports high data quality ▪ Ensure processes in place to note how carer added to register – i.e. self notification or notification from agency to support future audits ▪ Work with GP's to develop standard search criteria for identifying carers on their clinical systems ▪ Set trajectories for 2009-2011 aiming to achieve year on year improvements to baseline and undertake annual audit to measure improvements 	Carers IDM	Completed	<ul style="list-style-type: none"> ▪ Number of carers identifying themselves to agencies increasing in line with expected trajectories ▪ Formal protocol in place detailing how registers created and maintained. ▪ Newly identified carers to be given information packs ▪ Data quality improved and better able to assist with quality audit and performance reviews. 	<ul style="list-style-type: none"> ▪ Baseline audits completed (saved on K Drive in Action plan folder) ▪ Trajectories completed (saved on K Drive in Action plan folder)
		Carers Project Manager	Dec 2009		
		Carers Project Manager	Dec 2009		
		Carers Project Manager	Dec 2009		
		Carers IDM	Nov 2009		
		Carers IDM	Completed		

<p>All relevant agencies are aware of the procedures for signposting Carers to appropriate support and services</p>	<ul style="list-style-type: none"> ▪ Raise awareness with all relevant agencies at every opportunity regarding the signposting of carers to information and advice by linking to national initiatives (i.e. Carers Week, Carers Rights Day). ▪ Engage with GP and Pharmacy fora to ensure that practices and pharmacies are aware of all support services available for carers and know how to refer newly identified carers to these services <ul style="list-style-type: none"> ○ Work with Pharmacy colleagues to update signposting guide for Pharmacists with all pertinent carer resources ○ Write article for Pharmacy monthly newsletter detailing all support services available and how they can be accessed ○ Work with Local Pharmaceutical Committee (LPC) to develop carer specific links on LPC Peterborough web pages ▪ Agree date to meet with practice managers forum to ensure they are aware of all support services available for carers and know how to refer newly identified carers to these 	<p>Carers IDM/Carers Project Manager /Deborah Gallagher</p> <p>Carers IDM/PCT Pharmacy Team</p> <p>Carers Project Manager</p>	<p>Ongoing</p> <p>June 09, Nov 09</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Jan 2010</p>	<ul style="list-style-type: none"> ▪ More carers identified and offered support ▪ GPs and their practice managers, more familiar with carers resources and are signposting carers accordingly ▪ Community pharmacists more familiar with carers resources and are signposting carers accordingly 	<ul style="list-style-type: none"> ▪ Stand at Serpentine Green Shopping Centre 12th June 2009. 29 new carers identified, all carer agencies (statutory and voluntary) present. ▪ Signposting guide for Pharmacists now includes information regarding carer support agencies ▪ LPC website updated for pharmacists to access ▪ Article about carers and carers team in pharmacy newsletter July 2009. ▪ 5th November 2009 – GP clinical governance event planned for carers
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	<ul style="list-style-type: none"> ▪ services ▪ Utilise existing clinical governance events for GPs and Pharmacists in conjunction with national initiatives in order to raise awareness of available support services for carers. 	Carers IDM/Primary Care team	Completed		
Young Carers know how to access information and are aware of the services that are available	<ul style="list-style-type: none"> ▪ Set up young carers steering group ▪ Undertake a consultation with young carers asking them for their input into a young carers strategy ▪ Develop and agree a joint young carers strategy between adult and children's services to ensure recommendations from the Anglia Ruskin University report are implemented ▪ Work with Children's Services to re-specify and re-tender Young Carers project ▪ Work with all primary and secondary schools to support and identify young carers by - <ul style="list-style-type: none"> ○ Developing network with named lead contacts for all primary and secondary schools ○ Ensure named contact for each school aware of all appropriate support services and provided with 	<p>PCC lead for young carers/IDM Carers/Carers Centre PCC lead for young carers/IDM Carers</p> <p>PCC lead for young carers/IDM Carers</p> <p>PCC lead for young carers/IDM Carers</p> <p>PCC lead for young carers/IDM Carers</p>	<p>Completed</p> <p>Oct 2009</p> <p>Dec 2009</p> <p>Jan 2010</p> <p>Jan-March 2010</p>	<ul style="list-style-type: none"> ▪ Named leads in all schools ▪ Links established between school carers lead and all appropriate agencies ▪ Increased number of young carers identified year on year ▪ Joint young carers strategy agreed between adult and children's services. 	<ul style="list-style-type: none"> ▪ Steering group meeting regularly, with next meeting due Nov 2009. ▪ Consultation on young carers project taking place w/c 26.10.09 ▪ Draft transitions strategy and protocol is waiting ratification from LD partnership board

	<p>information to share with young carers when first identified</p> <ul style="list-style-type: none"> ○ Ensure all newly identified young carers are placed on carers register ○ Utilising National Healthy Schools Programme as an opportunity to address carers' issues ▪ Work with Children's and Adult services to ensure that transition services are seamless and involve the carer fully in the process ▪ Use Young Carers forums to promote 'YCNNet' as information and support resource for young carers ▪ Add link for YCNNet on PCT website ▪ Ensure Council website directs young carers to appropriate pages within PCT public site. 	<p>PCC lead for young carers/IDM Carers</p> <p>Carers IDM/Carers Centre</p> <p>Carers IDM</p> <p>PCC lead for young carers/IDM Carers</p>	<p>Oct 2009</p> <p>Completed</p> <p>Completed</p> <p>Oct 2009</p>		
<p>Ensure carers are made aware of changing practice and legislation that affects them</p>	<ul style="list-style-type: none"> ▪ Ensure adequate information regarding changing practice and legislation available on PPCT public site 	<p>Carers IDM</p>	<p>Ongoing</p>		<ul style="list-style-type: none"> ▪ Carers team ensure all relevant information about national and local services, legislation etc. available on website.

2. Having a break from caring					
Aim: Deliver more flexible short breaks and respite packages that are available at the appropriate level, when needed, supporting both the prevention agenda and supporting individuals to remain at home					
Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
To ensure that carers are able to take regular breaks when requested	<ul style="list-style-type: none"> ▪ Work with contracting team to review current monitoring/performance data and look to re-specify services (where necessary) to assure high quality and cost effective commissioned services for carers. 	Carers IDM/Contracting	Oct 2009	<ul style="list-style-type: none"> ▪ Respite report produced and action plan updated where necessary 	<ul style="list-style-type: none"> ▪ PCT public pages updated with information regarding carers breaks
	<ul style="list-style-type: none"> ▪ Review use of carers grants/personal budgets/opportunity funds in 2008-09 to identify whether this route is an effective use of money in procuring breaks/respite services for carers. 	Carers Project Manager	Oct-Dec 2009		
	<ul style="list-style-type: none"> ▪ Any subsequent commissioning / decommissioning of existing service provision is managed effectively to ensure no risks to service provision during any transition 	Carers IDM	Oct-Dec 2009		
	Actively promote via the PCT public website information about the current range of carers breaks which are available, as well as the use of personal budgets to purchase breaks	Carers Project Support Officer	Completed		

<p>To increase the range of planned breaks for carers</p>	<ul style="list-style-type: none"> ▪ Consult with service users about the types and ranges of planned breaks they would like to see commissioned by PCT ▪ Procure new 'carers breaks' from additional funding allocation to PCT's in 2009/10 and in 2010/11 review the current model to ensure that learning from pilots has been fully integrated into final service specification. ▪ Work with PCT contracting colleagues to ensure new contract will have robust monitoring systems in place, with annual contact review to ensure the service is delivering on all commissioned objectives. 	<p>Carers IDM/Carers Project Support Officer Carers IDM/Carers Project Manager</p> <p>Carers IDM/Contracting</p>	<p>Oct-Dec 2009</p> <p>Jan 2010</p> <p>Jan 2010</p>	<ul style="list-style-type: none"> ▪ Commissioned services in place to increase the number of planned breaks available in line with the National Strategy ▪ Robust contracts in place ▪ Annual contract reviews conducted and documented ▪ Increase in the number of carers/service users accessing breaks year on year 	<ul style="list-style-type: none"> ▪ Carers consultation formally launched at Bi-annual event in Oct 2009.
<p>Achieve a year on year % increase in the total numbers of breaks provided</p>	<ul style="list-style-type: none"> ▪ Use 2009 Social care return to complete a baseline audit establishing the uptake of planned breaks/respite services by carers during 2008-09 ▪ Set trajectories for increases in the number of planned breaks/respite services that will be provided during 2009-11 and monitor the uptake of these services by carers. ▪ Monitor the proportion of carers receiving a 'carer's breaks or a specific service for carers as a percentage of clients receiving community based services 	<p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p>	<p>Completed</p> <p>Completed</p> <p>June 2010</p>	<ul style="list-style-type: none"> ▪ Uptake of planned breaks by carers increasing in line with expected trajectories ▪ Uptake of respite services by carers increasing in line with expected trajectories 	<ul style="list-style-type: none"> ▪ Baseline audits completed (saved on K Drive in Action plan folder) ▪ Trajectories completed (saved on K Drive in Action plan folder)

<p>Carers offered greater choice and control regarding breaks from caring</p>	<ul style="list-style-type: none"> ▪ Publish clear information in line with development(s) of short breaks and respite services ▪ Produce letter promoting emergency respite services and send to all carers on register ▪ Distribute letter to all carers organisations, GPs, Citizen Advice Bureau etc. ▪ Publish clear information regarding carers breaks on PCT webpage 	<p>Carers Project Manager</p> <p>Carers Project Manager</p> <p>Carers Project Manager</p> <p>Carers Project Support Officer</p>	<p>Jan 2010</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>	<ul style="list-style-type: none"> ▪ Greater choice and control evidenced through annual qualitative carer surveys from 2009 onwards 	<ul style="list-style-type: none"> ▪ Letter distributed to all carers promoting ERS (April 2009) ▪ PCS continue to promote service by sending with any requested carers assessment ▪ Public website updated to include information about emergency respite service.
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3. Work, Leisure & Lifelong Learning					
Aim: Increase the provision of help and advice to carers who wish to access employment, learning, leisure and transport services that support them to have a life of their own					
Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
Carers holistic needs are being identified in the care management processes	<ul style="list-style-type: none"> ▪ Initiate a steering group to ensure carers employability, learning and leisure status and aspirations are included in the assessment, care planning and review processes and that these are recorded and outcomes monitored. ▪ Undertake annual survey of carers experience of assessments, and use feedback where necessary to amend carers assessment. 	Carers IDM/PCS Carers lead	Nov 2009	<ul style="list-style-type: none"> ▪ Annual quality audits of carers assessments carried out from April 2010 onwards. Findings reported to relevant management ▪ Awareness raising and promotional work with staff and managers is in place both internally and externally ▪ Redrafted carers assessment ▪ Redrafted documents for care planning and carer reviews 	<ul style="list-style-type: none"> ▪ Steering group structure agreed, 2 carers to be involved.
		Carers IDM/PCS Carers lead	Oct 2009		
Processes are in place with local employers to ensure that, where possible, carers are supported to work flexibly and are able to combine work and learning with caring if they wish to do so	<ul style="list-style-type: none"> ▪ Include a question in future annual staff surveys to identify employees of Peterborough City Council and NHS Peterborough with caring responsibilities. Widen to other local employers ▪ Work with Human Resources department to implement support services for employee carers ▪ Work with ASP to include carers topics in induction programmes so that awareness of PPCT and 	PCT HR team/Carers IDM	May 2009	<ul style="list-style-type: none"> ▪ Annual staff surveys in place to identify carer employees. All employees identified are offered access to information and support ▪ Number of carers supported into employment, or assisted to sustain employment or referred for training support captured in and reported via 	<ul style="list-style-type: none"> ▪ Meeting with Job Centre plus October 2009, where initiatives discussed. Carers team to promote in quarterly newsletter, Job-Centre plus to work closely with carers team to support carers wishing to return to work. ▪ Induction process now includes direction to protocols which apply
		PCT HR team/Carers IDM	June 2009		
		Carers IDM/ASP	Completed		

	<ul style="list-style-type: none"> ▪ PCC carers policies is achieved ▪ Explore what initiatives exist and engage with providers e.g. Learning and Skills Council, Job Centre Plus to promote these more fully to employers and carers (dedicated online carer's portal at Job Centre Plus, developing personalised plans based on individual needs of carers, national skills accounts etc) ▪ Undertake an awareness-raising campaign for employers and carers around the right to request flexible working ▪ Share and disseminate good practice guide for all employers on the benefits of employing carers/supporting carers and integrating them into the workforce. ▪ Work with Jobcentre Plus and others to implement systems that measure carers supported into employment, or to sustain employment and those referred for training support. 	<p>Carers IDM/Carers Centre</p> <p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM/Carers Centre</p>	<p>Completed</p> <p>Oct-Dec 2009</p> <p>Resource from national strategy – when ready</p> <p>Ongoing</p>	RAISE	to working carer
Greater awareness of the rights to flexible working practices by employees who are carers and by carers wishing to access	<ul style="list-style-type: none"> ▪ Actively engage in the Government's awareness raising campaign for employers by working with up to 5 large local employers around the right to request flexible working. 	<p>Carers IDM/Carers Project Manager</p> <p>Carers IDM</p>	<p>Oct –Dec 2009</p>	<ul style="list-style-type: none"> ▪ All employees combining caring with work have been identified and offered access to information and support 	<ul style="list-style-type: none"> ▪ Resources available to use when rolling out local awareness campaign from 'Employers for Carers'

employment by linking into the new Job Centre Plus Carers Programme	<ul style="list-style-type: none"> ▪ Investigate working with 'Employers for Carers' as supportive resource for employers and carers ▪ Roll out to up to 5 further employers during the following 12 months 	Carers IDM/Carers Project Manager	Completed Oct 2010		
Improved access to leisure and transport services for all carers	<ul style="list-style-type: none"> ▪ Work with / negotiate with partners to enable carers to access a range of leisure and learning opportunities at a lower financial cost and for public transport concessions for carers 	Carers IDM/Carers Project Manager	Dec 2009	<ul style="list-style-type: none"> ▪ Carers satisfaction rates with improved range of leisure and transport services measured annually through carers experience survey ▪ Survey demonstrates a year on year improvement in satisfaction rates. 	
Young Carers are well supported and have the opportunity to fulfil their ambitions	<ul style="list-style-type: none"> ▪ Ensure young carers learning and career aspirations are included in the assessment, care planning and review processes and that these are recorded and monitored ▪ Undertake annual survey of carers experience of assessments, and use feedback where necessary to amend. 	PCC Young carers lead/Carers IDM PCC Young carers lead/Carers IDM	Aug 2009 Aug 2009		

4. Health and Well Being					
Aim: Development of emotional and practical support services for carers in order to maintain and improve their own health					
Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
An increase in the range of services that support the physical and mental wellbeing of carers	<ul style="list-style-type: none"> ▪ Review and evaluate existing emotional / psychological support services provided across the city ▪ Develop plans that will ensure emotional / psychological support services are routinely offered to carers ▪ Promote existing support services to carers when new IAPT service launched in 2010 ▪ Delivery of Caring with Confidence training programme for Peterborough Carers via external providers 	Carers Project Manager/IAPT Project Manager	April 2010	<ul style="list-style-type: none"> ▪ New emotional and psychological services in place by April 2010 ▪ Number of carers participating in the Caring with Confidence programme increases year on year and quantifiable benefits reported through regular satisfaction surveys 	<ul style="list-style-type: none"> ▪ IAPT joint communication plan in partnership with Cambs/Peterborough NHS Trust in development ▪ Caring with Confidence programmes underway with carers reporting via carers partnership board good levels of satisfaction with programme.
		Carers Project Manager/IAPT Project Manager	Completed		
		Carers Project Manager/IAPT Project Manager Crossroads/Carers Project Manager	April 2010 Nov 2009-March 2010		
Effective working practices in place across all health and social care professionals and the voluntary sector that help prevent ill health in carers	<ul style="list-style-type: none"> ▪ Pilot work with up to 5 community pharmacies to – <ul style="list-style-type: none"> ○ Identify hard to reach/hidden carers ○ Support self help/self care for carers ▪ Put plan in place to roll out to all remaining pharmacies by 2011 ▪ Work with up to 5 GP practices to pilot offering the annual flu jab to carers who cant access flu vaccinations clinics 	Carers Project Manager /Pharmacy team	June 2010	<ul style="list-style-type: none"> ▪ Year on year increase in the number of carers having the flu jab ▪ Year on year increases in the number of carers accessing health checks via primary care 	
	Carers Project Manager Carers IDM/Pharmacy team	2010-11 June 2010			

	<ul style="list-style-type: none"> ▪ Roll out with all remaining GP practices by 2011 ▪ Disseminate good practice and learning regarding annual health checks for carers based on learning outcomes from NHS Pilots ▪ Establish a baseline and set trajectories in accordance with outcomes from the pilot to achieve year on year increases in uptake of flu jab by carers ▪ Establish a baseline and set trajectories in accordance with outcomes from the pilot to achieve year on year increases in the number of carers accessing health checks via primary care. 	<p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p>	<p>June 2011</p> <p>Oct 2011</p> <p>May 2010</p> <p>Awaiting outcomes from national pilot</p>		
<p>Young carers are aware of and are able to access emotional and practical support services when appropriate</p>	<ul style="list-style-type: none"> ▪ Work with Education to ensure schools are providing support and guidance relating to the emotional health and wellbeing needs of young carers as set out in the Healthy Schools Programme 	<p>PCC Young carers lead/Carers IDM</p>	<p>Jan 2010</p>	<ul style="list-style-type: none"> ▪ 100% of all schools in Peterborough are involved in Healthy Schools by Dec 2009 and 80% are achieving National Healthy School status 	

5. Person Centred Planning					
Aim: Improve care management processes to ensure that individuals are placed at the centre of the assessment and care planning process through engagement with both them and the people around them (including young carers) to input into their care plan					
Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
Delivery of seamless integrated services that support carers at high risk times	<ul style="list-style-type: none"> ▪ Develop Carers Information packs to support carers and the cared for detailing the range of services/support that are available to them at the point of admission / discharge. <ul style="list-style-type: none"> ○ Set up pilot with up to 5 hospital wards. ○ Evaluate pilots. ○ Roll out to further hospital wards 	Carers Project Support Officer/ Carers IDM	Oct – Dec 2009	<ul style="list-style-type: none"> ▪ Information pack developed and issued to all carers of people admitted / discharged from hospital ▪ Carers Resource Allocation System (RAS) in place ▪ New Carer Support Worker(s) recruited ▪ The annual carers experience survey will demonstrate carer satisfaction with access to better co-ordinated services for carers at high risk times 	
	<ul style="list-style-type: none"> ○ Set up pilot with up to 5 hospital wards. ○ Evaluate pilots. ○ Roll out to further hospital wards 	Carers IDM	Jan 2010		
	<ul style="list-style-type: none"> ▪ Ensure plans are in place to implement integrated support for carers via the Carer Support Worker role 	Carers Project Manager	Dec 2009		
	<ul style="list-style-type: none"> ▪ Work with ILSS team to contribute to the development of the Carers Resource Allocation System (RAS) as the vehicle for delivery of carers individual budgets 	Carers IDM	Dec 2009		
	<ul style="list-style-type: none"> ▪ Work closely with Self directed support team to offer real choice to carers so they are supported at high risk times. 	Carers IDM	Dec 2009		
Increased control – more Direct Payments and Individual Budgets for carers	<ul style="list-style-type: none"> ▪ Set up working group to review number of carers receiving grants or direct payments for 2008/09 and identify funding streams these grants/payments 	Carers IDM	Dec 2009	<ul style="list-style-type: none"> ▪ Baseline audit completed and trajectories ▪ Uptake of direct payments and 	

	<p>were paid from.</p> <ul style="list-style-type: none">▪ Establish the baseline for the number of Direct Payments issued to carers and set trajectories for 2009/10 onwards	Carers IDM	Dec 2009	individual budges for carers increasing in line with expected trajectories	
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6. Equality of Access					
Aim: Increase the provision of services to ensure carers have access to culturally, age and lifestyle appropriate services to meet their needs.					
Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
Achieve a year on year increase in the take up of services by carers from previously under-represented groups	<ul style="list-style-type: none"> ▪ Undertake a review of the current uptake of services by under represented groups to establish a baseline for carers accessing services 	Carers IDM	Completed	<ul style="list-style-type: none"> ▪ Baseline audit of take up of services by carers from previously under-represented groups completed ▪ Number of carers from under represented groups increasing in line with expected trajectories ▪ Views of BME carers are captured via the annual carers experience survey and inform the development of future services ▪ Robust contracts are in place for any new service commissioned ▪ Family and Carer services in place for substance misuse service users and families 	<ul style="list-style-type: none"> ▪ Review completed and reported to partnership board in Aug 2009. ▪ Trajectories completed (saved on K Drive in Action plan folder) ▪ Letter written to all community leaders requesting a meeting to discuss ways in which hard to reach carers can be contacted (Sept 09) ▪ Meeting with NTA lead to discuss new service (PACE). Service promoted in carers newsletter (Oct 09)
	<ul style="list-style-type: none"> ▪ Use review to set trajectories for 2009 – 2011 to achieve year on year increases where necessary 	Carers IDM	Completed		
	<ul style="list-style-type: none"> ▪ Work with key community leaders to develop a plan of initiatives that will have an impact on hard to reach community (BME and carers of people with substance misuse) and deliver these through appropriate engagement programmes 	Carers IDM/Public Health	Sept – Dec 2009		
	<ul style="list-style-type: none"> ▪ Work closely with the Substance Misuse Commissioning colleagues and the National Treatment Agency (NTA) to set up specific family and carer services. 	Carers IDM/Mental Health IDM	Completed		

<p>Carers from previously under represented groups are able to access culturally specific or specialist services</p>	<ul style="list-style-type: none"> ▪ Work with contracting team to ensure that annual reviews of service providers include a focus on user involvement and the responsiveness of services to ensure delivery of fair and equitable access to information and services for Carers ▪ All refreshed / new SLAs and contracts to include specific equality targets regarding the promotion of services to hard to reach carers, monitoring of uptake of services by these groups 	<p>Carers IDM/Contracting</p> <p>Carers IDM/Contracting</p>	<p>Annual review</p> <p>Completed</p>	<ul style="list-style-type: none"> ▪ Equality Impact assessments on service developments are positive 	<ul style="list-style-type: none"> ▪ New service specifications developed which include specific equality targets and set targets for improvement of uptake of services by these groups.
<p>Specific equality targets are set within SLAs and contracts to assist organisations in working towards more equal access to services</p>	<ul style="list-style-type: none"> ▪ Ensure all current and future contracts/SLA include the routine collection, monitoring and analysis of information regarding race, gender, faith, age, sexuality and disability ▪ Data to be used to inform future commissioning reviews to ensure equitable access to all services by carers. 	<p>Carers IDM/Contracting</p> <p>Carers IDM/Contracting</p>	<p>June – Aug 2009</p> <p>Ongoing</p>	<ul style="list-style-type: none"> ▪ Equality data collected and analysed for all activities and shared with PCT ▪ Data recording/sharing is in place for the Mental Health Trust 	<ul style="list-style-type: none"> ▪ All SLAs currently being reviewed to ensure that carer services will meet specific equality targets

7. Effective Carers Assessments					
Aim: To increase carers awareness of their rights to an assessment and reviews and that we make these a priority					
Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
Achieve year on year increases in the number of new carers assessments completed	<ul style="list-style-type: none"> ▪ Establish the baseline for the number of new carers assessments completed and set trajectories for 2009-2011 to achieve year on year increases where necessary 	PCS Carers lead/Carers IDM	Completed	<ul style="list-style-type: none"> ▪ The numbers of Carers receiving services following assessment will have Increased. ▪ Increased numbers of stand-alone carers assessments and total carers assessments to eligible carers. 	<ul style="list-style-type: none"> ▪ Baselines for carers assessments and trajectories completed (saved on K Drive in Action plan folder)
	<ul style="list-style-type: none"> ▪ Set trajectory to achieve continuous improvements against National Indicator 135 (carers receiving services following an assessment) from 2009 -2011 ▪ Agree timescale after new carer has been identified that new carer assessments are offered 	PCS Carers lead/Carers IDM	Completed		
Achieve year on year increases in the number of completed carer reviews	<ul style="list-style-type: none"> ▪ Develop a plan to roll out carers assessments to a wider range of professionals via the Single Assessment Process (SAP) ▪ Review local policy and guidance on carers assessments/ referral pathways and ensure clear guidance is communicated to all staff and made publicly available via the public websites. 	PCS Carers lead/Carers IDM	In line with roll out of SAP	<ul style="list-style-type: none"> ▪ Agreed integrated local policy between PCT and provider arm on carers assessments and referral pathways. ▪ Policy put on intranet for access by all staff ▪ Policy included in training/induction plans for newly appointed staff involved with carers 	<ul style="list-style-type: none"> ▪ All ASP induction programmes now include specific reference to carers and direction to the appropriate protocols which pertain to carers on e-way
		PCS Carers lead/Carers IDM	Nov 2009		

<p>Increased training and awareness for all Key Professionals from Health to Housing to support carers</p>	<ul style="list-style-type: none"> ▪ Use annual Carers Week / Carers Rights Day to develop a coordinated approach to raise carer awareness ▪ Carer awareness to be included in the PCT and Adult Social Care induction programmes 	<p>Carers Project Manager</p> <p>Carers IDM</p>	<p>Ongoing</p> <p>Completed</p>	<ul style="list-style-type: none"> ▪ Staff induction programmes include carer awareness 	
<p>Deliver against the 2008/11 LAA Outcomes (N135 – Carers receiving needs assessment or review and a specific carer’s service or advice and information)</p>	<ul style="list-style-type: none"> ▪ Work with PCS to review the current content of the carers assessment aiming to improve (where required) the quality and quantity of completed carers assessments, particularly around recording unmet need ▪ Review guidance and process documents to ensure these clearly reflect any changes made to the carers assessment ▪ Launch the guidance and process documents to Adult Social Care staff, partner agencies and carers through a variety of mediums – i.e. newsletter, PPCT and PCC websites ▪ Identify good practice from other areas and share locally ▪ Use 2009 Social care return to complete a baseline audit for the number of carers assessments/reviews completed between 2008-09. ▪ Use 2009 Social care return to complete a baseline audit for the number of carers assessments completed 	<p>PCS Carers lead/Carers IDM</p> <p>PCS Carers lead/Carers IDM</p> <p>PCS Carers lead/Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p> <p>Carers IDM</p>	<p>Nov 2009</p> <p>Nov 2009</p> <p>Jan 2010</p> <p>Ongoing</p> <p>Completed</p> <p>Completed</p>		<ul style="list-style-type: none"> ▪ Baselines for carers assessments and trajectories completed (saved on K Drive in Action plan folder)

	<p>between 2008-09 with recorded outcomes (Direct Services, use of Opportunity Fund, referral to PCVS etc)</p> <ul style="list-style-type: none"> ▪ Set trajectories for 2009-2011 to achieve year on year improvements in the numbers of a) carers completing an assessment and b) carers receiving services ▪ Use 2009 Social care return to complete a baseline audit establishing the uptake of direct services by carers between 2008-09 ▪ Set trajectories for 2009-11 to achieve year on year increases in the numbers of Carers receiving direct services as a result of a carers assessment. ▪ Ensure robust data collected by agencies to support annual audit of uptake of services by carers 	<p>Carers IDM</p> <p>Carers IDM</p> <p>PCS Carers lead/Carers IDM</p> <p>PCS Carers lead/Carers IDM</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Ongoing</p>		
<p>Achieve a year on year improvement against the National Performance Assurance Framework (PAF) indicator for services for carers</p>	<ul style="list-style-type: none"> ▪ Establish PALS as point of contact for carers to raise concerns/complaints about services ▪ Ensure PCT PALS systems record all contacts with carers and establish quarterly PALS reports detailing the types and quantity of contacts for performance monitoring of 	<p>PALS/Carers IDM</p> <p>Carers IDM</p>	<p>Completed</p> <p>Quarterly</p>	<ul style="list-style-type: none"> ▪ Baseline audit for uptake of services completed ▪ Uptake of services by carers increasing in line with expected trajectories ▪ Baseline audit for carers assessments collected 	<ul style="list-style-type: none"> ▪ PALS now established as point of contact and promoted in Carers newsletter (Oct 2009) ▪ Commissioned providers have undertaken annual satisfaction reviews for 2009-10, copies saved on K Drive.

	<p>commissioned service providers</p> <ul style="list-style-type: none"> ▪ Work with commissioned services to develop and carry out carers surveys measuring carers experience of that service. ▪ Use the results of the 2009 carers experience survey to inform discussions with services to achieve year on year improvement in carers satisfaction (where necessary). ▪ Work with contracting colleagues to include annual patient experience survey in all contracts, issuing a contract variation if required. ▪ Set trajectory for the national indicator for services to carers to shift from a baseline of 6.5% (2007-08) and achieve year on year improvements to 2011 	<p>Carers Project Manager /PCS Carers lead</p> <p>Carers Project Manager</p> <p>Carers Project Manager</p> <p>Carers Project Manager</p>	<p>Completed</p> <p>Nov 2009</p> <p>Nov 2009</p> <p>Completed</p>	<ul style="list-style-type: none"> ▪ Number of carer assessments increasing in line with expected trajectories ▪ Annual carers survey results demonstrate and year on year improvement on carers experiences ▪ Carer satisfaction with services and support increasing in line with expected trajectories. ▪ Improved performance against the national indicator year on year. 	<ul style="list-style-type: none"> ▪ Trajectories set and saved on K Drive.
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8. Delivering Quality Carers Services					
Aim: Deliver quality services to all Carers through the implementation of the strategy, effective partnership working, meaningful management information and feedback from Carers					
Key Objectives	Actions required	Lead	Timescale	Outcomes to be measured/evidenced	Progress to date
Increased choice - range, diversity and volume of services	<ul style="list-style-type: none"> ▪ Set up a steering group to work with partners to map all current carers pathways in order to develop more integrated services so that Carers have simpler routes into services and less gaps or overlaps in the way services are provided 	Carers IDM/Carers Project Manager	Jan-March 2010	<ul style="list-style-type: none"> ▪ External funding secured ▪ Year on year increase in the numbers of carers who are registered with the emergency support service and who have an agreed contingency plan in place ▪ Continuous improvement in performance against both the national and comparator group for the indicator (more carers receiving services following an assessment) 	<ul style="list-style-type: none"> ▪ Emergency Respite service launched in Aug 2009. ▪ Evaluation completed in June 2009 ▪ Baseline and trajectories set for improvement in numbers of carers registered for ERS
	<ul style="list-style-type: none"> ▪ Complete mapping exercise to establish/identify and evidence gaps in current services and unmet need. 	Carers IDM/Carers Project Manager	March 2010		
	<ul style="list-style-type: none"> ▪ Launch a 2-year Emergency Respite Service (ERS) pilot. 	Carers Project Manager	Completed		
	<ul style="list-style-type: none"> ▪ Undertake a baseline assessment of the number of carers who are registered with the emergency support service and who have an agreed contingency plan in place. 	Carers Project Manager	Completed		
<ul style="list-style-type: none"> ▪ Using baseline, set trajectories to achieve year on year increases in the number of carers who are registered with the emergency support service and who have an agreed contingency plan in place where necessary. 	Carers Project Manager	Completed			

	<ul style="list-style-type: none"> Complete evaluation of ERS pilot and use results to support future commissioning decisions regarding service. 	Carers Project Manager	Completed		
Review undertaken of all commissioned carers services to ensure appropriate world class commissioning frameworks are in place ensuring high quality services are in place.	<ul style="list-style-type: none"> Work with PCT contracting colleagues to review how services are currently delivering against agreed contracts/SLAs Work with PCT contracting colleagues to renegotiate contracts where review has shown areas for development and improvement 	Carers IDM/Contracting Carers IDM/Contracting	March 2010 March 2010	<ul style="list-style-type: none"> Services for carers are of suitable high quality and deliver best value for the PCT. 	
Increased involvement of carers in service development	<ul style="list-style-type: none"> Include a service user when conducting annual contract reviews of commissioned services for carers 	Carers IDM/Contracting	Annually	<ul style="list-style-type: none"> Involvement of carers in service development can be fully evidenced Carers insight gained from this process will ensure more responsive services commissioned by CT 	
Identify / maximise opportunities for external funding opportunities	<ul style="list-style-type: none"> Ensure any new sources of funding from Government for Carers is allocated towards the agreed strategic priorities for Carers 	Carers IDM/ Partnership Board	During period of 2009 - 2011		

Improved data to inform commissioning priorities – financial, performance and unmet needs	<ul style="list-style-type: none"> ▪ Research and implement guidance around good practice in recording work with Carers including minimum data and information standards 	Carers IDM	Ongoing		
Carers and partners are actively involved in ensuring implementation of the strategy	<ul style="list-style-type: none"> ▪ Develop and agree a plan for the Carers Partnership Board to oversee delivery of the carers strategy 	Carers IDM	Ongoing		

CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 6
17 NOVEMBER 2009	Public Report

Report of the Solicitor to the Council

Contact Officer – Paulina Ford, Performance Scrutiny and Research Officer
Contact Details - (01733) 452508 or email paulina.ford@peterborough.gov.uk

PROGRESS ON THE RELEVANT PORTFOLIO'S FOR THE CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE

1. PURPOSE

- 1.1 The purpose of this report is to advise the Committee of a presentation which will be given at the meeting on the progress of the portfolio's for the Cabinet Member for Education, Skills and University and Cabinet Member for Children's Services.

2. RECOMMENDATIONS

- 2.1 That the Committee considers the contents of the presentation and makes any appropriate recommendations.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

- 3.1 One the priorities contained within the Sustainable Community Strategy is Creating Opportunities, Tackling Inequalities, which is within the remit of this Committee.

4. BACKGROUND

- 4.1 Councillor Holdich, the Cabinet Member for Education, Skills and University and Councillor Scott the Cabinet Member for Children's Services will be attending the meeting to give an update on the progress of their portfolios.

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 5.1 None


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**Corporate Parenting Presentation
17th November 2009**

**Sheila Scott
Lead Member for Children's Services**




Our Core Values



Safeguarding children is everyone's responsibility

We are performance driven

We work in an integrated way



We are solutions focused

We work with partnerships which add value to service delivery

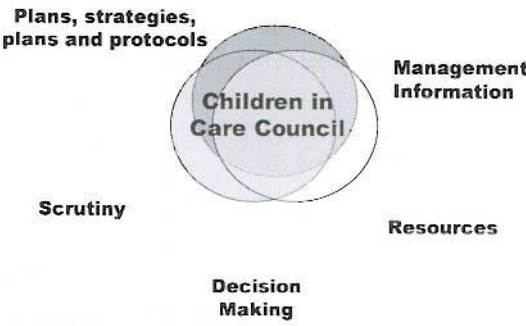
We work through high performing teams

We put the child and young person at the centre of everything we do

As the corporate parent of children in care, the state has a special responsibility for their well being. Like any good parent it should put its own children first. That means being a powerful advocate for them to receive the best of everything and helping children to make a success of their lives

Components of effective corporate parenting



Plans, strategies, plans and protocols

Management Information

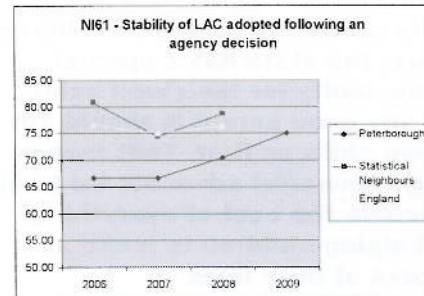
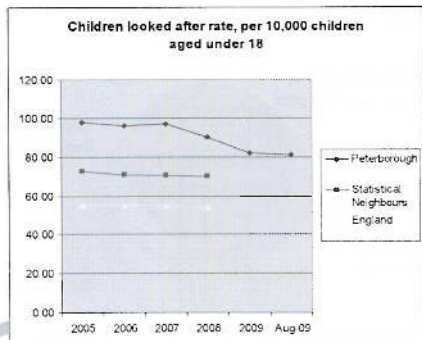
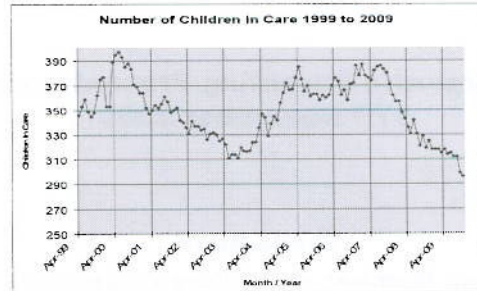
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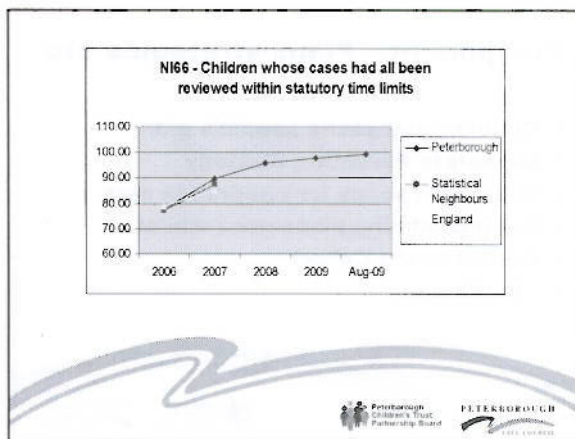
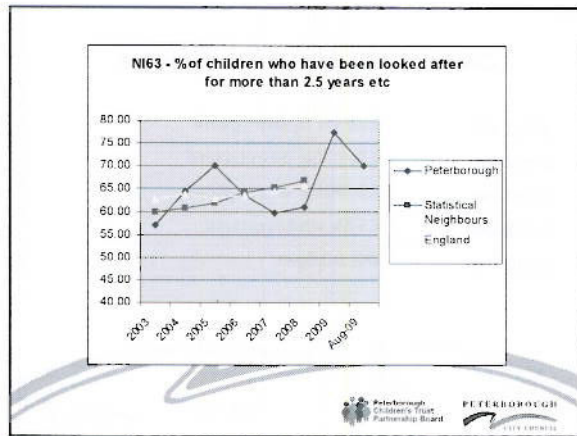
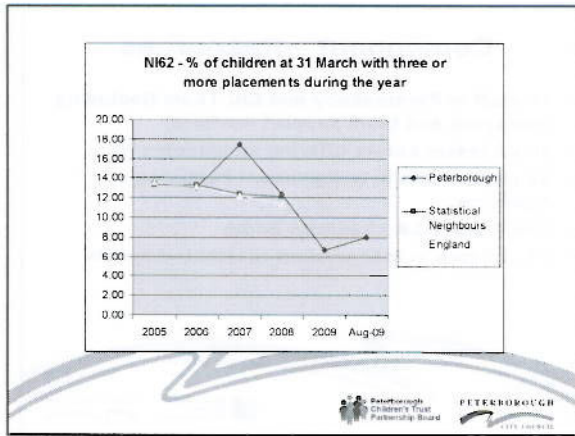
Decision Making

Children in Care Council

Scrutiny

Component – Management Information





Some other Statistics

Participation of children in their reviews	94.2%
Number of children adopted	12
Number of children placed for adoption	23
Fostering and adoption services	adequate
Allocation to QSW	100%
Numbers of care leavers at university	7

Peterborough Children's Trust Partnership Board
PETERBOROUGH
CITY COUNCIL

Overall Budget Positions

2005-06	£381k underspend
2006-07	£3,106k overspend
2007-08	£2,968k overspend
2008-09	£13k underspend
2009-10	On budget



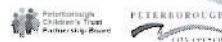
Component – Resources

- 15 staff in Permanency and CiC Team (including managers and team support workers)
- 90 LA foster carers offering xx placements
- 62 placements in Independent Fostering Agencies
- One 6 place LA children's home
- 11 children in independent residential homes



Component – Scrutiny

1. Corporate Parenting Group
2. Creating Opportunities and Reducing Inequalities Scrutiny Committee
3. Children in Care Council



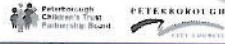
Component – Plans/strategies etc

- Children and young people's plan
- Corporate Parenting Strategy
- Education policy for children in care
- Commissioning placement model
- Reducing the Cohort
- The Pledge



Component – Decision Making Arrangements

- **Threshold to care meetings**
- **Placement support meetings**
- **Family group conferences**
- **Joint funding panel**
- **Legal planning meetings**



Component – Children in Care Council

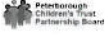

- **Formed for approximately 18 months**
- **Increasing membership at present**
- **Attending Corporate Parenting Group twice per year**
- **Actively engaged in developing the Pledge**
- **Involved drawing up governance arrangements**



Developing Corporate Parenting Council-wide


- **Provide information about the expectations on corporate parents to all councillors**
- **Every Councillor to sign up to the Pledge**
- **Removing barriers from other council and partner services to provide easy access to children in care**
- **Regular celebration of the achievements of children in care**





Progress in delivering the 14 - 19 Agenda in Peterborough

Clr Holdich

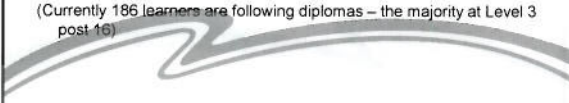







Diplomas

- 4 Diplomas were successfully launched in September 2009:
 - Creative and Media
 - Society Health and Development
 - IT
 - Hair and Beauty
- 3 further diplomas approved for implementation in September 2010
 - Business, Administration and Finance
 - Construction and the Built Environment
 - Sport and Active Leisure


(Currently 186 learners are following diplomas – the majority at Level 3 post 16)





Vocational Learning


- Strategy for growing the number of apprenticeships – through the public sector
- Apprenticeships – involvement of council and Children's Services
- 18 learners studying for L2 Young Apprenticeships in Construction
- From September 2010 there will be a L1 Young Apprenticeship programme – targeted at potential NEETs

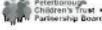



Collaboration


- Team Peterborough continues to drive development of structures to support city-wide curriculum collaboration through:
 - Common timetabling arrangements
 - Common application processes 14 -19
 - Common protocols and agreements
- Currently, 470 learners move to other centres across the city to experience part of their learning






Team Peterborough


Members of Team Peterborough include:

- All schools and Academies
- Peterborough Regional College
- The College of Adult Education
- Work based learning providers
- University Centre Peterborough







Employer Engagement


- 200 businesses have become involved in Diploma delivery in the City

For example:

- Norwich and Peterborough Building Society is working with students on the IT Diploma
- The developer behind Peterborough's Garden Park project is fully supporting the Diploma in construction and the built environment





NEETs


October 09:

- NEET 9.5% (569 young people)
- Not known 5% (315 young people)

October 08 for comparison:

- NEET 9.7% (761 young people)
- Not known 12.2% (1086 young people)




CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 7
17 NOVEMBER 2009	Public Report

Report of the Executive Director of Children's Services

Report Author – John Richards, Executive Director Children's Services
Contact Details - 01733 863600 john.richards@peterborough.gov.uk

OFSTED UNANNOUNCED INSPECTION OF CONTACT, REFERRAL AND ASSESSMENT SERVICES – UPDATED ACTION PLAN

1. PURPOSE

The purpose of this report is to share with Members for scrutiny, the updated action plan following Ofsted's unannounced inspection of contact, referral and assessment services.

2. RECOMMENDATIONS

Scrutiny Committee is recommended to consider the updated action plan to assess the extent to which it is being delivered effectively.

3. LINKS TO CORPORATE PLAN, SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

Keeping children safe is fundamental to the corporate plan, the Sustainable Community Strategy and the Local Area Agreement. The action plan falls to the Staying Safe outcome.

4. BACKGROUND

Following the death of Baby Peter in Haringey and Lord Laming's subsequent review, the Government introduced a new inspection regime. This included the introduction of unannounced inspections of contact, referral and assessment arrangements. These unannounced inspections started in June 2009. Peterborough Children's Services were inspected on 28 & 29 July. Peterborough was in the first 20 authorities to be inspected and second in the Eastern Region. The Ofsted letter outlining the findings of their inspection was published on 3 September 2009.

5. KEY ISSUES

Children's Services compiled an action plan to respond to Ofsted's letter which set out their findings. The plan responds to all the areas for development and priority action. Staff are currently working to the timescales indicated.

6. IMPLICATIONS

The Ofsted letter demonstrated that Children's Services continue on their journey to excellence, but there were still areas which needed attention and development. I remain committed to making the necessary changes to ensure that we reach our goal to be a good service by September 2010.

7. CONSULTATION

The Ofsted letter and the action plan have been shared with the Children's Trust Partnership Board and the Safeguarding Children's Board.

8. EXPECTED OUTCOMES

Members of Scrutiny are asked to assure themselves that the action proposed within the action plan is progressing smoothly.

9. NEXT STEPS

None proposed.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 1) Children's Services Action Plan

11. APPENDICES

- 1) Children's Services Action Plan

UNANNOUNCED INSPECTION – ACTION PLAN

Inspection outcome	Action	Lead/timescales	Management ownership	Deliverables	Progress 26 th October 2009
1. Priority action: Recruitment and retention in R&A to address high caseloads	<ul style="list-style-type: none"> Recruitment strategy <ul style="list-style-type: none"> financial incentive secondments targeted adverts in com care. Service restructure <ul style="list-style-type: none"> change of duty system amended transfer protocol Capacity analysis system to be established 	<p>CSMT – 30th Sept 2009.</p> <p>CSMT – 30th Sept 2009</p> <p>MMM– 30th Sept 2009</p>	Organisation	<p>Full establishment of permanent experienced team managers and workers</p> <p>A RAISE focussed system of referral management.</p> <p>Management knowledge of capacity at all times.</p>	<p>Two secondments in place. All other posts covered by agency staff [4] New processes have been implemented from 5th October</p> <p>Establishment monitoring system established</p>
2. Priority action: Child protection paperwork and systems must fully support effective risk management including stand alone plans and historical context.	<ul style="list-style-type: none"> Review paperwork and procedures for CP inquiry/ICPC/CP plan and coregroup. <ul style="list-style-type: none"> Introduce an interim stand alone CP plan proforma. To include a model of risk assessment to be used across agencies. Ensure new proformas are ICS compliant. 	<p>PSCB Policy, Procedures and Practice task and finish group. 30th September 2009 for interim changes.</p> <p>30th November 2009 for complete changes.</p>	Organisation	Fully revised suite of documents that are ICS compliant and effective in supporting robust risk management of cases.	<p>Revised documentation complete. DCS and Chair of PSCB approved on 5/11/09 for implementation. Research and information engaged in this action.</p>

Inspection outcome	Action	Lead/timescales	Management ownership	Deliverables	Progress 26 th October 2009
<p>1. Areas for development: The quality of assessments is variable.</p>	<ul style="list-style-type: none"> Establish practice supervisor post within R&A Establish practice standards for assessments. Establish “good” practice exemplar file Deliver targeted training to workforce. - assessment training to be commissioned 	<p>CSMT30th Sept 2009</p> <p>MMM - November 2009.</p> <p>Practice surgeries ongoing WDT Dec 09</p>	<p>Organisation</p> <p>Team managers</p> <p>Practitioners</p>	<p>Consistent completion of assessments to a minimum standard.</p>	<p>Improved mentor role for senior pracs agreed. Practice standards to be completed. PN taking lead on practice exemplars to be identified. Training objectives agreed with reconstruct to be delivered</p>
<p>2. Areas for development: Planning and interventions at the end of assessment documents are not often completed.</p>	<ul style="list-style-type: none"> Introduce stand alone intervention and planning documents [CIN/CP] Introduce management checklist for sign off of assessments. Revise documentation to include follow on actions 	<p>MMM – 30th November 2009</p> <p>MMM- 30th Sept 2009.</p>	<p>Team managers</p>	<p>Actions and interventions are clearly recorded at end of assessment process</p>	<p>QA will monitor this deliverable process. Managers alert to this in supervision</p>
<p>3. Areas for development: Chronologies are not being completed and particularly not for CP conferences.</p>	<ul style="list-style-type: none"> Guidance on chronologies to be developed Inclusion of chronology in revised ICPC documentation [see <i>priority action</i>] Ensure new proformas are ICS compliant 	<p>Task group lead by LC</p> <p>PSCB task and finish group Sept – 30th Nov 2009.</p>	<p>Team managers</p> <p>Organisation</p>	<p>Chronologies become an integral component of assessment and analysis of risk.</p>	<p>Chronology guidance agreed and signed off input on RAISE deadline 2/11 given</p>

Inspection outcome	Action	Lead/timescales	Management ownership	Deliverables	Progress 26 th October 2009
4. Areas for development: Management direction is not consistent.	<ul style="list-style-type: none"> Establish practice standards for assessments.[see <i>quality of Assessments</i>] Establish “good” practice exemplar file [see <i>quality of assessments</i>] Introduce management checklist for sign off of assessments.[see <i>end of assessment interventions</i>] Undertake training on directing on assessment and case management. 	<p>MMM – 30th November 2009.</p> <p>Practice surgeries ongoing</p> <p>MMM- 30th Sept 2009.</p> <p>Before March 2010</p>	<p>Team managers</p> <p>Organisation</p>	Management direction is instructive, evidence based and evident on file recording.	<p>Managers undertaking to give case direction at point of allocation Practice standards still to be completed.</p> <p>28/29th October external training provided.</p>
5. Areas for development: File audit process was good but requires a systematic approach	<ul style="list-style-type: none"> Completion of a strategy for delivery and embedding the QA process. <ul style="list-style-type: none"> - identify regularity - identify frequency - establish peer review 	BSL 1 st September 2009	Organisation	Fully operational QA programme embedded in service delivery	Draft strategy complete. System currently being tested at all staff levels.
Additional Action To interrogate the support of RAISE to the social care processes and ICS compliance.	<ul style="list-style-type: none"> Check Raise capability to distinguish contact and referrals. Check RAISE capability to produce continuous chronology Check RAISE capability in other LA Bury/Reading Check ICS compliance of system 	Jon Lewis and MR management and information service 30 th December 2009	Organisation DMT	ICS compliant electronic records system that supports good performance management.	Working group has been established.

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CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 8
17 NOVEMBER 2009	Public Report

Report of the Solicitor to the Council

Report Author – Paulina Ford, Performance Scrutiny and Research Officer

Contact Details – 01733 452508 or email paulina.ford@peterborough.gov.uk

FORWARD PLAN – 1 NOVEMBER TO 28 FEBRUARY 2010

1. PURPOSE

- 1.1 This is a regular report to the Creating Opportunities and Tackling Inequalities Scrutiny Committee outlining the content of the Council's Forward Plan.

2. RECOMMENDATIONS

- 2.1 That the Committee identifies any relevant items for inclusion within their work programme.

3. BACKGROUND

- 3.1 The latest version of the Forward Plan is attached at Appendix 1. The Plan contains those key decisions, which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) will be making over the next four months.
- 3.2 The information in the Forward Plan provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information.
- 3.3 If the Committee wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated within the work programme.
- 3.4 A new version of the Forward Plan will be issued on 17 November and copies will be tabled at the meeting.

4. CONSULTATION

- 4.1 Details of any consultation on individual decisions are contained within the Forward Plan.

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

6. APPENDICES

Appendix 1 – Forward Plan of Executive Decisions

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**PETERBOROUGH CITY
COUNCIL'S FORWARD PLAN
1 NOVEMBER 2009 TO 28 FEBRUARY 2010**

FORWARD PLAN OF KEY DECISIONS - 1 NOVEMBER 2009 TO 28 FEBRUARY 2010

During the period from 1 November 2009 To 28 February 2010 Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

This Forward Plan should be seen as an outline of the proposed decisions and it will be updated on a monthly basis. The dates detailed within the Plan are subject to change and those items amended or identified for decision more than one month in advance will be carried over to forthcoming plans. Each new plan supersedes the previous plan. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to Lindsay Tomlinson, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 01733 452483). Alternatively, you can submit your views via e-mail to lindsay.tomlinson@peterborough.gov.uk or by telephone on 01733 452238.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed and the papers listed on the Plan can be viewed free of charge although there will be a postage and photocopying charge for any copies made. All decisions will be posted on the Council's website: www.peterborough.gov.uk. If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Governance Support Officer using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this plan.

NEW ITEMS THIS MONTH:

- New Growth Delivery Arrangements
- Green Shoots: Building New Approaches to Service Delivery

NOVEMBER

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p>New Growth Delivery Arrangements The economic downturn has meant that “traditional” approaches to encouraging growth no longer work; for Peterborough to realise its growth ambitions new approaches and techniques are necessary. This item will discuss the capacity and capability necessary to realise our growth ambitions.</p>	<p>November 2009</p>	<p>Cabinet</p>	<p>Sustainable Growth</p>	<p>Internal departments as appropriate</p>	<p>Shahin Ismail Head of Delivery Tel: 01733 452484 shahin.ismail@peterborough.gov.uk</p>	<p>Public report will be available from the Governance Team one week before the decision is made</p>

<p>Green Shoots: Building New Approaches to Service Delivery This builds on an earlier paper that set out the pressures that local authorities will face over the coming years and new approaches that need to be adopted to effectively manage these. This item will provide additional detail about how these new approaches can be implemented.</p>	November 2009	Cabinet	Environment Capital	Internal departments as appropriate	Ben Ticehurst Deputy Chief Executive Tel: 01733 452303 ben.ticehurst@petebrorough.gov.uk	Public report will be available from the Governance Team one week before the decision is made
<p>Midland Highway Alliance - Junction 8 Roundabout Improvements and Welland Road Traffic Mitigation Projects To appoint a contractor for the works.</p>	November 2009	Cabinet Member for Neighbourhoods, Housing and Community Development	Environment Capital	Internal stakeholders as appropriate.	Stuart Mounfield Senior Engineer Tel: 01733 453598 stuart.mounfield@peterborough.gov.uk	Public report will be available from the Governance Team one week before the decision is made
<p>Extension to Woodston Primary School Authority to award the contract for the construction of an extension to Woodston Primary School</p>	November 2009	Cabinet Member for Education, Skills and University	Creating Opportunities & Tackling Inequalities	Consultation will take place with relevant stakeholders, internal departments and ward councillors as appropriate.	Isabel Clark Planning & Development Manager Tel: 01733 863914 isabel.clark@peterborough.gov.uk	Public report will be available from the Senior Governance Officer one week before the decision is made

<p>Extension to Hampton Hargate School Authority to award contract for the construction of an extension to Hampton Hargate Primary School</p>	<p>November 2009</p>	<p>Cabinet Member for Education, Skills and University</p>	<p>Creating Opportunities & Tackling Inequalities</p>	<p>Consultation will take place with relevant stakeholders, internal departments and ward councillors as appropriate.</p>	<p>Isabel Clark Planning & Development Manager Tel: 01733 863914 isabel.clark@peterborough.gov.uk</p>	<p>Public report will be available from the Governance Team one week before the decision is made</p>
<p>Lot 1 : Energy from Waste Facility, Lot 2: Materials Recycling Facility and Lot 3 Operational Services To approve the shortlist of bidders in respect of the individual and combined lots to take forward to competitive dialogue; to approve the methodology for further reducing the number of bidders during the competitive dialogue and tender stages, to approve any other matters as these stages develop to ensure smooth running of the procurement process.</p>	<p>November 2009</p>	<p>Deputy Leader and Cabinet Member for Environment Capital and Culture</p>	<p>Environment Capital</p>	<p>Consultation will take place with relevant stakeholders, internal departments and other Cabinet Members as appropriate</p>	<p>Margaret Welton Principal Lawyer - Waste 2020 Tel: 01733 452226 margaret.welton@peterborough.gov.uk</p>	<p>Public report will be available from the Governance team one week before the decision is made</p>

<p>Joint Service Centre at Hampton To commence the procurement process for a design and build contract for the provision of new leisure and library facilities at Hampton as part of the joint service centre in partnership with NHS Peterborough</p>	<p>November 2009</p>	<p>Deputy Leader and Cabinet Member for Environment Capital and Culture</p>	<p>Strong & Supportive Communities</p>	<p>Consultation will take place with the Cabinet Member of Community Services, ward councillors, affected divisions within PCC and potential user groups in Hampton.</p>	<p>Fiona O'Mahony Hampton Joint Service Centre Project Director Tel: 01733 863856 fiona.o'mahony@peterborough.gov.uk</p>	<p>Public report will be available from the Governance Team one week before the decision is made</p>
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<p>Section 75 Pooled funding arrangements for substance misuse services Variation to the existing partnership agreement under the National Health Act 2006 to pool funding from NHS Peterborough and PCC to commission drugs services. The variation takes into account the slight changes to governance and structure of the former Drug and Alcohol Action Team, now part of the Safer Peterborough Partnership, and additional funding made available to NHS Peterborough for integrated drug treatment within HMP Peterborough.</p>	November 2009	Cabinet Member for Resources	Commission for Health Issues	Internal stakeholders as appropriate	Denise Radley Director of Adult Social Services & Performance Tel: 01733 758444 denise.radley@peterborough.gov.uk	Public report will be available from the Governance team one week before the decision is made
<p>Arthur Mellows Village College Gym and Innovation Centre Authority to award the contract for the construction of the gym and innovation centre at Arthur Mellows Village College</p>	November 2009	Cabinet Member for Resources	Creating Opportunities & Tackling Inequalities	Ward councillors and relevant stakeholders.	Isabel Clark Planning & Development Manager Tel: 01733 863914 isabel.clark@peterborough.gov.uk	Public report will be available from the Governance Team one week before the decision is made

<p>Stationery Contract Authorisation to award the contract for stationery to the successful supplier following the procurement exercise</p>	<p>November 2009</p>	<p>Cabinet Member for Resources</p>	<p>Sustainable Growth</p>	<p>Consultation will be undertaken with Heads of Service and other users of the contract</p>	<p>Lisa Osborne Project Manager Tel: 01733 452276 lisa.osborne@peterborough.gov.uk</p>	<p>Public report will be available from the Governance team one week before the decision is made</p>
<p>Debt Collection To give authority to award the contract for the authority's debt collection</p>	<p>November 2009</p>	<p>Cabinet Member for Resources</p>	<p>Sustainable Growth</p>	<p>Consultation will be undertaken with relevant departments.</p>	<p>Lisa Osborne Project Manager Tel: 01733 452276 lisa.osborne@peterborough.gov.uk</p>	<p>Public report will be available from the Governance Team one week before the decision is made</p>

DECEMBER

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p>Budget 2010/11 and Medium Term Financial Plan to 2012/13 Draft budget for 2010/11 and Medium Term Financial Strategy to 2012/13 to be agreed as a basis for consultation. This will include the Council's Capital Strategy, Asset Management Plan and Draft Annual Accountability Agreement between Peterborough City Council and Peterborough Primary Care Trust.</p>	December 2009	Cabinet	Environment Capital	Report forms the basis of consultation with stakeholders, prior to further consideration by Cabinet in February 2010 and subsequent endorsement at full Council.	Steven Pilsworth Head of Strategic Finance Tel: 01733 384564 steven.pilsworth@peterborough.gov.uk	Public report will be available from the Governance Team one week before the decision is made

<p>Council Tax Base To agree the calculation of the council tax base for 2010/11</p>	December 2009	Cabinet	Environment Capital	Internal advice has been received from Finance and Legal Services. No formal consultation will take place regarding proposals	Shirley Pleszkan Interim Revenues and Benefits Manager Tel: 01733 452654 shirley.pleszkan@peterborough.gov.uk	Public report will be available from the Governance Team one week before the decision is made
<p>Contract for the Supply of Library Stock Authority to award the library book stock contract</p>	December 2009	Deputy Leader and Cabinet Member for Environment Capital and Culture	Strong & Supportive Communities	Internal stakeholders as appropriate	Helen Sherley Service Development Manager Tel: 01733 864273 helen.sherley@peterborough.gov.uk	Public report will be available from the Senior Governance Officer one week before the decision is made
<p>Integrated Development Programme To set out priorities for infrastructure provision to facilitate growth and regeneration of the city</p>	December 2009	Cabinet Member for Strategic Planning, Growth and Human Resources	Sustainable Growth	Relevant stakeholders as appropriate	Shahin Ismail Head of Delivery Tel: 01733 452484 shahin.ismail@peterborough.gov.uk	Public report will be available from the Governance Team one week before the decision is made.

JANUARY

THERE ARE CURRENTLY NO DECISIONS SCHEDULED FOR JANUARY

FEBRUARY

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p>Older People's Accommodation Strategy To agree next phase of implementation of the Older People's Accommodation Strategy</p>	February 2010	Cabinet	Commission for Health Issues	Consultation will be undertaken with relevant stakeholders as appropriate.	Denise Radley Director of Adult Social Services & Performance Tel: 01733 758444 denise.radley@peterborough.gov.uk	Public report will be available from the Governance Team one week before the decision is made.
<p>Partnership Agreement between the City Council and the Primary Care Trust for the Provision of Adult Social Care To approve the new partnership agreement between the city council and the primary care trust</p>	February 2010	Cabinet	Commission for Health Issues	All relevant stakeholders as appropriate	Denise Radley Director of Adult Social Services & Performance Tel: 01733 758444 denise.radley@peterborough.gov.uk	Public report will be available from the Governance Team one week before the decision is made

CHIEF EXECUTIVE'S DEPARTMENT Town Hall, Bridge Street, Peterborough, PE1 1HG

Communications
Strategic Growth and Development Services
Legal and Democratic Services
Policy and Research
Economic and Community Regeneration
Housing Strategy
Drug Intervention Programme and Drug and Alcohol Team

CITY SERVICES DEPARTMENT Nursery Lane, Fengate, Peterborough PE1 5BG

Property Services
Building & Maintenance
Streetscene and Facilities
Finance and Support Services

STRATEGIC RESOURCES DEPARTMENT Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG

Finance
Internal Audit
Information Communications Technology (ICT)
Business Transformation
Performance and Programme Management
Strategic Property
Human Resources
Customer Services

CHILDRENS' SERVICES DEPARTMENT Bayard Place, Broadway, PE1 1FB

Families and Communities
Commissioning and Performance
Learning

ENVIRONMENTAL AND COMMUNITY SERVICES DEPARTMENT Bridge House, Town Bridge, PE1 1HB

Planning Services

Building Control Services

Cultural Services

Transport and Engineering Services

EMERGENCY PLANNING

OCCUPATIONAL HEALTH

CITY CENTRE SERVICES

**CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE
WORK PROGRAMME 2009/10**

Meeting Date	Item	Progress
21 July 2009	16 to 18 year olds not in Education, Training or Employment (NEET) Contact Officer: Maureen Phillips	Recommendations made to the Cabinet Member for Education, Skills and University and the Lead Officer. Response received.
	Services for Adults and Children with disabilities Contact Officer: Maureen Phillips	Recommendations made to the Cabinet Member for Education, Skills and University and the Lead Officer. Response received.
15 September 2009 <i>Draft reports 27 August</i> <i>Final reports 4 Sept</i>	Progress Report on Delivery of Local Area Agreement Priority To consider and comment on the performance report for Quarter 1. Contact Officer: Director of Adult Social Services & Performance	Monitoring the progress of the LAA Priority to be continued throughout the year through the Scrutiny Bulletin and scheduled meetings.
	Ofsted Unannounced Inspection of Contact, Referral and Assessment Services To consider and comment on the recent unannounced Ofsted Inspection of contact referral and assessment services and to make any necessary recommendations. Contact Officer: Executive Director of Children's Services	Ofsted Unannounced Inspection Action Plan update scheduled for November 2009
	The results on delivering through localities consultation To consider and comment on the results of the delivery through localities consultation and make any necessary recommendations. Contact Officer: Maureen Phillips	Delivering through Localities – Impact Assessment report scheduled for January 2010.
	Presentation of 2009 Examination Results EYFS – Key Stage 4 To consider and comment on the 2009 examination results and to make any necessary recommendations. Contact Officer: Mel Collins	Validated 2009 Examination Results Report scheduled for January 2010.

Meeting Date	Item	Progress
<p>17 November 2009</p> <p><i>Draft reports 30 October</i></p> <p><i>Final reports 6 November</i></p>	<p>Portfolio Progress report from Cabinet Members relevant to the committee:</p> <ul style="list-style-type: none"> ➤ Cabinet Member for Education, Skills and University ➤ Cabinet Member for Children's Services <p>Carers Including Young Carers</p> <p>To scrutinise and comment on the current services available for Carers and make recommendations on areas where improvement or alternative approaches may prove more effective.</p> <p>Contact Officer: Executive Director of Children's Services and Director of Adult Social Services & Performance</p> <p>Update on Action Plan to Address Ofsted Unannounced Inspection Outcomes</p> <p>To scrutinise and comment on progress made on the action plan put in place following the Ofsted Unannounced Inspection and make any necessary recommendations for improvement.</p> <p>Contact Officer: Executive Director of Children's Services and Director of Adult Social Services & Performance</p>	
<p>19 January 2010</p> <p><i>Draft reports 31 December</i></p> <p><i>Final reports 8 January</i></p>	<p>Safeguarding Children Board</p> <p>To scrutinise and comment on the work and progress made by the Peterborough Safeguarding Children Board in improving safeguarding arrangements for children and make any necessary recommendations.</p> <p>Contact Officer: Debbie Brayshaw</p>	

Meeting Date	Item	Progress
	<p>Children's Trust</p> <p>To scrutinise and comment on the progress and impact that the Children's Trust has made on the provision of Children's Services and make any necessary recommendations.</p> <p>Contact Officer: Stephen Sutherland</p>	
	<p>Delivering through Localities – Impact Assessment</p> <p>To scrutinise and comment on the impact assessment of the new ways of delivering services through localities.</p> <p>Contact Officer: Stephen Sutherland</p>	
	<p>Validated 2009 Examination Results EYFS – Key Stage 4, including LDD Group results</p> <p>To scrutinise and comment on the Validated 2009 examination results and to make any necessary recommendations.</p> <p>Contact Officer: Mel Collins</p>	
<p>4 February 2010</p>	<p>The Big Debate – The Effects on Peterborough of the Economic Downturn</p> <p>Question: Has the Economic downturn had an effect on supporting vulnerable adults and children.</p>	
<p>16 March 2010</p> <p><i>Draft reports 26 February</i></p> <p><i>Final reports 5 March</i></p>	<p>Portfolio Progress report from Cabinet Members relevant to the committee:</p> <ul style="list-style-type: none"> ➤ Cabinet Member for Education, Skills and University ➤ Cabinet Member for Children's Services 	

Meeting Date	Item	Progress
	<p>Development of the Integrated Transitional Services</p> <p>To consider and comment on the progress of the development of the Integrated Transitional Services and make recommendations on areas where improvement or alternative approaches may prove more effective.</p> <p>Contact Officer: Executive Director of Children's Services and Director of Adult Social Services & Performance</p>	
	<p>Services for Young People with Disabilities and English not as their first language</p> <p>To consider and comment on services provided for Young People with Disabilities and English not as their first language and make any necessary recommendations.</p> <p>Contact Officer: Yansy Kelly</p>	
	<p>Support Groups for Children and adults with disabilities</p> <p>To consider and comment on the effectiveness of the range and types of support groups available for Children and adults with disabilities and to make any necessary recommendations.</p> <p>Contact Officer: Yansy Kelly</p>	
	<p>Progress Report on Delivery of the Local Area Agreement Priority</p> <p>To scrutinise the performance of the LAA priority Creating Opportunities, Tackling Inequalities and make any necessary recommendations.</p> <p>Contact Officer: Director of Adult Social Services & Performance</p>	