

No	Contractual Obligation	In support of which Key Outcome? (state 1-12)	Responsible partner(s)	Action taken to meet obligation	Current status (complete, not started or ongoing)	Timescale
<b>Level 1 - Help to self-manage your caring role &gt; To help you stay as independent as possible &gt; To help achieve outcomes 1-9</b>						
1	Develop guidelines and training for health, social care and wellbeing practitioners	3	All partners, but dC at first point of contact, support from CC and NHSK	<p>During the last quarter and through out this the first year of the Cornwall Carers service we have developed and delivered guidelines and tools As Described per last quarter update this element of our service is having focus on working with health teams to improve carer identification and referral for support, including hospitals PCN networks and GP surgeries, we have streamlined referral process for professionals through the website. ongoing throughout. During this quarter we have set a schedule for delivering information and support with a focus on health and hospital teams. We are meeting with a range of key professionals delivering information around support available from the service. Toolkits and training sessions for schools are developed with a schedule planned for delivery of these sessions. We have packages of support which I have been delivering across health and social care teams that support teams with early identification of carers routeways and pathways for referral. Resources for carers both locally and national. Identification of working carers. the design model and features of the carers service. Barnardo's team have created and shared tool kits and packages of support for schools, both primary and secondary schools. On going plans include the development of tool kits for employers including offer of support to develop and implement Carer aware policy for their business. These will be launched January 2022. Training opportunities and shared learning opportunities for wellbeing practitioners. We will run some co design sessions with Carers to influence the design of these tools and resources.</p>	ongoing	Sep-21
2	Develop Carers emergency card/Carers passport	9	disability Cornwall, CRCC, support from C and NHSK	<p>This is an ongoing aspect of the service, and an integral offer for all carers in Cornwall The Carers Emergency Card and Carers passport is in place and well utilised by Carers 941 being administered through the first year of the service. . All Carers have been migrated from the 941previous service and new up to date carers emergency cards are being rolled out. We have completed work with the team at Trelisk to develop the Carers passport offer in hospitals, we are aligned to the universal peninsular Carers emergency card combined carers passport. This work is ongoing as the carers passport has many elements and must be developed with a wide range of organisations including education community and employment and mental health trusts. To be inline with the government recommendations around Carers Passport. In Cornwall there is clear need to further develop recognition and use of carers passport in Education community employers and mental health Trusts. While the Carers passport is in place there is there is on going development planned through out 2022 to better engage schools and education employers and mental health trusts with recognition use and imbedding Carers passport as a fundamental tool to support Carers.</p>	complete with elements of ongoing work	Sep-21
3	Establish a single point of access to information and guidance	2	disability Cornwall	<p>This is an essential feature of the service with our partners at DisAbility Cornwall delivering an excellent standards of support through the advice line interact website and text to chat and live chat sessions, we continue to maintain our commitment to development and growth and look forward to the next 12 months where we will see stream continued development As per previous this element is in place and running effectively, the website is continuing to be developed to better meet the needs of carers and improve up on accessibility. The Single point of access into the Service is via the advice Line this is live and in place. Key to this is the Website for information and self management options. The website is in development with Text to chat and live Chat being implemented by November 30th 2021</p>		Jul-21

4	Support and establish peer support groups	5	Age UK, CRCC, Carers	Peer support groups are continuing and the offer from the service continues, We have identified a trend where peer support opportunities are decreasing across the county, and we have seen a similar or parallel decline in applications to the peer support group grant. We are over the next few months looking at how we can better engage and support peer support groups. The offer to peer support groups remains in place and accessible to groups. During the quarter we have seen a number of groups applying to the grant for support to maintain their group. Peer support groups is in place with various methods in place to develop and maintain peer support Groups. This includes advice on setting up and running peer support groups and governance, Grants to support respite and short breaks from the caring role. within the young adult provision there is activity to support young adults to establish peer support groups with input from a worker to include 12 targeted themes to support young adults.	complete with elements of ongoing work	in place
5	Develop carers awareness training	10	Promas	During the year the service has continued to deliver carers awareness training the service has been flexible in delivery style to support more carers .During the Quarter Promas continue to deliver their schedule of training and courses, including face to face zoom telephone options. Feedback remains positive and informative helping guide and shape future resources. During quarter 1. 22 telephone training events 8 coaching and mentoring events 18 online training events and 10 face to face events have been delivered. With a planned schedule for activity in place and one social event planned.	complete	Jul-22
6	Develop shared confidentiality protocols		CC, NHSK, CRCC	In place we have a joint privacy agreement and protocol in place.	complete	Jul-22
7	Develop training for professionals so they are "carer aware"	6	CRCC	Across the year we have delivered in excess of 30 sessions across a ranges of services and settings equipping individuals and organisations with the tools they need to be carer aware support adequate carer identification and know the routeway for support A further 6 sessions planned in for this quarter. This links to item 1. and is part of the tool kit to date 6 sessions have been delivered.	ongoing	Jul-22
8	Develop carers support in hospitals	7	disAbility Cornwall (hosted role) CRCC	We have a worker in post to support RCHT we have delivered and number of awareness sessions and started engagement to deliver a focused trail to enhance and develop Carer awareness and support. UHP we are working with the team to deliver support within the hospital we are currently recruiting to this role for support and are hopeful that a worker will be in post by the Autumn Carers passport is in place a new lead at Treliske. I will have a conversation around a launch. Recruitment is in process to the hospital support roles, support in the system is in place via the 3 levels of the service. Carers emergency and carers passport links to this, with resource and support available to carers via the passport scheme. The Dedicated role is in a recruitment phase. (I can share additional information around the requirement for recruitment if required)	ongoing	in place
9	Provide clear information on the differences in provision between children's and adults services	2	DisAbility Cornwall, Barnardo's and CRCC	this continues As per previous The Website being integral to the single point of entry clearly defines the elements of the service provision with clearly defined and specific areas for young and young adult Carers adult carers and the other elements of the service available to Carers. Ongoing development around Carer engagement activities to co design and influence promotional materials and Service identity including engagement with young people around Kernow Young Carers Website as a sister Website which is dedicated to young carers.	ongoing	Sep-21

10	Develop guidance for employers so they are "carer aware"	8	CRCC	This has become a focused piece of work with dedicated support to employers with a tool kit and support the package will be available Autumn 2022 with a schedule of training and information sessions during 2022 and 2023 <a href="#">Linked to 1. we have planned a scheduled update to create animations and videos. We have commissioned our lead in this area to develop this resource.</a> Links to number 1. to be launched January 2022	ongoing	Jul-22
<b>Level 2 - Enhanced support when you need it &gt; To help you to be as resilient as possible &gt; To help you achieve outcomes 8-12</b>						
11	Establish 121 support for carers	8	Age UK, CRCC, Carers	this is embedded within the service offer with one to one support happening across the partnership and available to all carers that require that level of support 694 adult carers accessing this support 535 young carers accessing 121 intervention and support. <a href="#">In place and going well with over 1200 individuals supported to date through this level of support.</a> In place with level 1 and 2 includes one to one support delivered to 554 Adult carers 377 Carers supported at level 3. a total of 2,575 unique interventions recorded at level 1 and 2.	complete	in place
12	Offer proportionate carer's assessments when appropriate, using strength based approach	11	disAbility Cornwall, CRCC	542 Formal Carers needs assessments have been completed during year one which aligns to the service model to reduce the amount of statutory needs through the wider support of the service 158 statutory carers assessments completed. <a href="#">This would be an early indicator that the three levels of support is a successful model.</a> 377 Statutory Carers needs assessments completed during quarter one with 99 Carers receiving level 3 support not requiring statutory assessment.	complete	in place
13	Offer training opportunities for carers	10	Promas	<a href="#">as per previous Promas up date As above.</a> During quarter 1. 22 telephone training events 8 coaching and mentoring events 18 online training events and 10 face to face events have been delivered. With a planned schedule for activity in place and one social event planned.	complete	in place
14	Offer self-help and emergency funds	9	CRCC, disAbility Cornwall	All service and none service grants continue with a total in excess of 2003.00 financial support being administered via grants during the year <a href="#">All grants open plus additional added value grants.</a> Grants open.	complete	in place
<b>Level 3 - Formal Carer's Assessment and Support Plan &gt; To meet any additional needs you may have &gt; To help you achieve any outcomes that can't be met by the above offer</b>						
15	Offer carers one off Carers Personal Budget to eligible carers	4	CRCC	<a href="#">a total of 168265 has been achieved through out the year in personal budget outcomes. A total of 56,200.00 awarded in the quarter with an average personal budget of £370.00 to individuals.</a> A total of 44,000.00 have been awarded during quarter one in one off personal budget outcomes. With an average award of £383.00.	complete	in place
16	Create a safeguarding offer for carers with SAB		SAB, commissioners	<a href="#">on going pressance and attendance at a range of Safeguarding summits and confrencess raising the profile of unpaid informal carers . On going and continual.</a> On going .	ongoing	

# HOW MUCH DID WE DO?

**1** **222**  
Carers Accessing  
Level One Support

**2** **1070**  
Carers Accessing  
Level Two Support

**3** **438**  
Carers Accessing  
Level Three Support



**5212**  
Carers Accessing  
Service



**1730**  
Carers Joining  
Carers Register



**941**  
Carers Accessing  
Emergency Carers  
Card



**203.644k**  
Value of Carers  
Grants Paid



**66**  
Carers Prevented  
from Crisis



**65**  
YC Attending  
Activities



**118**  
YAC Accessing  
Service



**333**  
Sibling Carers  
Supported

All interventions claimed against Key Performance Indicators are those made with, or on behalf of, the carer, where the carer has moved forward in their caring role. As a carer led service, all mediums of communication are agreed with the carer to best suit their preference; our priority being the need of the carer and getting them the resolution by the means that best suits their individual circumstances.

