

Action Plan 2018/19: To develop a revised carers support offer for April 2018 and an updated joint commissioning strategy (for 2018-20)				
	Quarter 1: April-June	Quarter 2: Jul-Sept	Quarter 3: Oct-Dec	Quarter 4: Jan-Mar
1. Review Carers Assessment and Support Planning Process	<ul style="list-style-type: none"> Develop proposals for changes to carers Personal Budget - personalised approach Review Carers Assessment/Review processes – respond to carer feedback and consider how to align with 'three conversations' work Consider a more creative approach to support planning – workers enabling carers to access existing community resources and peer support Consider financial implications of new arrangements and confirm feasibility 		<ul style="list-style-type: none"> Develop delivery arrangements and implementation plan <ul style="list-style-type: none"> internal systems and processes role of NCC and district teams plus possibility of external trusted assessors undertaking assessment / review /support planning Seek approval for proposals from County Council ASC&PH Committee (October) 	<ul style="list-style-type: none"> Prepare for April 2019 start of new arrangements <ul style="list-style-type: none"> Update computer records processes (Mosaic) Staff training and guidance
2. Review arrangements for carer respite (to include NCC and NHS funded short breaks, sitting services, day services and short term care)	<ul style="list-style-type: none"> Work with health partners to identify whether NHS short breaks funding might be integrated with NCC Carers Personal Budget or NCC Short Breaks provision 	<ul style="list-style-type: none"> Work with operational NCC colleagues and NHS partners to map all respite provision and identify any potential to simplify arrangements or improve flexibility of respite provision Work with carers to develop proposals for the future delivery of respite services Consider financial implications of proposals Seek approval for proposals from County Council ASC&PH Committee and CCG Commissioning Groups governing bodies (October) 		<ul style="list-style-type: none"> Prepare for April 2019 start of new arrangements (may need to phase implementation through 2019) <ul style="list-style-type: none"> Update commissioning arrangements for short breaks including computer processes (Mosaic) Staff training and guidance
3. Review commissioned support services*	<ul style="list-style-type: none"> Needs analysis and demographic analysis Map existing services – both NCC and partners – directly commissioned and other services 	<ul style="list-style-type: none"> Define how services will be commissioned <ul style="list-style-type: none"> Range of provision Relative importance of universal or specialist services Identify likely resources available to procure services Develop specifications for new services 	<ul style="list-style-type: none"> Give notice to existing service providers that contracts will terminate March 2019 Seek approval for proposals from County Council ASC&PH Committee and CCG Commissioning Groups governing bodies (October) Tender for new services through Carers Dynamic Purchasing System (November) 	<ul style="list-style-type: none"> Mobilisation/implementation period for new contracts
4. Develop a County communication and information plan		<ul style="list-style-type: none"> Identify and deliver a range of activities to promote the new service arrangements, making sure that a variety of approaches and media are used (e.g. paper-based, websites, social media) Work with partner organisations to ensure that all workers who come into contact with carers can signpost to services for carers Identify new ways to identify and support carers in the community – take information to where people are 		

* **Scope of commissioned services review:** will replace existing contracts for information and advice, dementia support and possibly young carers groups – will need to establish relationship of new services with Carers End of Life Support and Home First Response (carer crisis element) and consider wider context of social care and health contracts for service users.