

Title of action plan being assessed	Expansion of Carers Telephone Support Team
Number of Action plan being assessed (e.g COL 3)	SE4
LAA indicator	NI135
Name and role of officer completing this assessment	Gillian Thomas
Contact Telephone Number	07973166820
Date Assessment Completed	06.10.2008
Which Partners are involved?	Partnership initiatives throughout the county who support the carers agenda

**1. What are the aims and objectives of this action plan, in addition to achieving LAA indicator target? i.e. What do you want to achieve?**

**To offer a carers assessment to those who undertake a caring role to vulnerable people who are over 18 years old.**

**To ensure that we meet the increased demand for carers assessments created by other LAA partnership projects**

**To ensure that services provided to Carers are appropriate to need and done in a timely manner ensuing the carer is supported to sustain their caring role and have a life outside of this role.**

**2. What are the processes used to deliver the action plan?**

Carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to Social Services. Long delays in delivering help can reflect badly on the arrangements which Social Services have in place for receiving referrals, undertaking assessments, completing care plans and arranging support packages therefore we shall:-

Monitor the demand from LAA and other partnership initiatives

Recruit and monitor Value for Money of the posts requested

Liaise with the Carers Strategy Team to support them in working with the 3<sup>rd</sup> sector organisations who support carers and stimulate the market thus ensuring that adequate and appropriate services are offered to carers. We wish to do this through the provision of extra assessor staff within the existing team.

**3.a. Think about each of the equality groups in turn. Could your action plan have an adverse or positive effect on people in the group? Put a tick against any group that could be positively affected, and a cross against any group that could be negatively affected. Some groups may have a tick and a cross.**

 

Race and Culture

 

Disability

 

Age

 

Gender

 

Sexual orientation

 

Religion and Belief

 

Rural Isolation

 

Economic deprivation

**3.b. Set out the issues that you think are relevant under each equality strand, and what changes you will make to the action plan as a result.**

**a. Race and Culture**

- Language line is available within the Carers Telephone Support Scheme to deal with interpreting services and would be their first point of call. The Ethnic Minority Achievement Service use interpreters a great deal and recommend Essex interpreting facility.
- There is a tendency for BME groups to use community resources and support through a family advocate. The more affluent families are inclined to access and purchase their own care.
- Some BME communities may be unable to access the services offered by the County Council because they are unable to read or write and the majority would not have a telephone. There is also a stigma attached to people seen as approaching the County Council.
- If there is a problem with language difficulties then we would arrange a face to face visit by the Carers Enablement Team
- Induction training and refresher training for staff includes equality and diversity and addresses differing cultural needs.

**b. Age**

- We positively affect the outcome for carers by providing additional resources to meet the increased demand of carers assessment required generated by other county wide projects.

**c. Sexual Orientation**

- We do not currently collect sexual orientation information on our assessments however in order to evidence needs across all of the community this needs to be monitored.
- Policies and procedures together with the GSCC code of conduct explicitly state that discrimination or oppression on grounds of sexuality are to be challenged. Teams consider this in relation to service users however, there may be a reluctance to explore issues of sexual orientation amongst colleagues. Contractors providing services are required to give due consideration to issue of sexual discrimination.
- In respect to the older gay and lesbian community there has been very little research around their access and take up of services, but more than likely they are excluded due to the discrimination they may have received in earlier times therefore ESCD must deal sensitively with their needs and wishes.

**d. Disability**

- People being cared for usually have long term conditions therefore by providing extra capacity to undertake more assessments and reviews of carers needs and their situation enables more support for carers.
- Where the situation is more complex in respect to the cared for then we would in all probability request a face to face assessment of the cared for and carer.
- A text phone is available in each location for carers with a hearing difficulty. E mail is also available.
- Ongoing joint training is undertaken periodically with Hearing Help Essex and our sensory teams.
- For people with a speech impediment, where verbal communication is difficult the caller will be enabled to participate either using an advocate or by sending the form to the person to complete themselves, or by offering a face to face visit.
- Letters and carers information are sent out in an appropriate format for people with a visual impairment.
- Mental Health teams have their own carers support workers and there are partnership

meetings to discuss the way forward in sharing information, knowledge and understanding.

- We acknowledge the role of the carer and indentify the impact of the caring role has on their health and well being. We try to provide a preventative approach to address issues and support the carer before their own health deteriorates thus causing stress to themselves, cared for and family.

**e. Gender**

- We undertake to monitor and review against National trends to inform the resources available

**f. Religion and Belief**

- We need to monitor against national trends and what Essex make up is in order to

**g. Rural Isolation**

- The Carers Telephone Assessment Support Scheme aims to provide a timely and consistent response to all carers enquiries and requests for assessments that promotes choice and independence for the people of Essex. This includes cross span of economic, rural and urban problems, issues associated with isolation, poor educational attainment and job opportunities. We work in partnership with the Carers Strategy Team and inform them of any gaps in carers support or resources in rural areas

**h. Economic Disadvantage**

- Carers assessment services are not means tested therefore should not put people at an economic disadvantage.
- Part of the assessment discusses benefits and entitlements. We are proactive in encouraging people to take up benefits to which they are permitted.
- We work in partnership with the Carers Strategy Team and inform them of any gaps in carers support or resources in areas of economic deprivation

**4. What data or other evidence could you use to help you to support or dispute your initial conclusions? How will you collect this evidence and/or how you will check your presumptions by consulting with particular equality and diversity groups?**

**Complete the tables below. Identify the evidence you need and the questions that you need answer to. If you feel that particular organisations or community/ voluntary groups will be able to help you please list these too.**

### DATA PLAN

What evidence do you want?	Where are you going to look or who are you going to ask?	How will you use the evidence?
Sexuality makeup of Essex Resources they may require	Local Gay and Lesbian groups	To inform Carers Strategy of gaps in provision
Rural resources	Carers Strategy Team	To inform Carers Strategy of gaps in provision
Areas of deprivation	Carers Strategy Team LAA data and projects	To inform Carers Strategy of gaps in provision

### PUBLIC ENGAGEMENT PLAN

What do you want to know?	Who are you going to ask?	What question will you ask?	What will you do with the answer?	Name of planned source (if known)
Demographic makeup of Essex in respect to sexuality	Senior Managers	If/How we can include sexuality in the assessment	Monitor data Amend the assessment process Train staff Inform Carers Strategy for 3 <sup>rd</sup> sector resources	Government Census data
Demographic makeup of Essex in respect to rural resources and areas of deprivation	Carers Strategy Team	Identify if meeting the needs of rural communities  Identify if meeting needs in areas of deprivation	Attempt to improve the quality of service through strategy and commissioning	LAA

**5. The Essex Partnership needs a copy of this Section of your EIA in order to co-ordinate any public engagement activities. You will be given feed back by the Essex partnership on the best way to manage the public engagement activity you have identified on the form. Please send this completed section of your EIA to the e-mail address below.**

Please submit this form to the Essex Partnership team: [info@essexpartnership.org](mailto:info@essexpartnership.org)