

**ADULT SOCIAL CARE AND SERVICES SCRUTINY PANEL
SOCIAL CARE SUPPORT FOR OLDER CARERS – ACTION PLAN**

19 NOVEMBER 2019

SCRUTINY RECOMMENDATION	PROPOSED ACTION	POST TITLE	BUDGET COST	TIMESCALE
i) That Council policies and procedures relating to older carers continue to be effectively communicated to all Council staff via appropriate methods (for example: payslip, intranet and bulletin messages).	Director of Adult Social Care and Health Integration (DASC&HI) will meet with Head of Marketing and Communications to establish programme of information via intranet and bulletins	DASC&HI	None identified	End December 2019
ii) That work be undertaken to: a) Ensure that literature publicising support services for carers (for example: leaflets, posters and flyers) be displayed in prominent places within Council buildings, and electronic resources (for example: the Council's website, social media platforms and e-bulletins) are fully utilised; and b) Incorporate information about older carers into existing publicity resources within community settings (such as town centre stalls), with an aim to increase both awareness of the support available to older carers, and the number of referrals to support organisations.	Director of Adult Social Care and Health Integration (DASC&HI) will meet with Head of Marketing and Communications to establish programme of information via intranet and bulletins and to ensure appropriate literature is available in key buildings	DASC&HI	None identified at this stage	End December 2019
iii) That all Elected Members receive briefings from appropriate support organisations to help raise awareness of	DASC&HI to co-ordinate provision of briefing to Elected Members	DASC&HI	None identified	End January 2020

the work being undertaken, and identify ways in which support can best be provided to older constituents with caring responsibilities.				
iv) That consideration be given, with the assistance of appropriate partners, to the issues pertaining to the death of a carer, including legal matters, advocacy and support, and suitable measures be put in place to help alleviate the concerns of carers.	DASC&HI will co-ordinate a meeting between key stakeholders to determine the best approach to providing relevant information to support carers and alleviate the concerns described.	DASC&HI	None identified	End December 2019
v) That training be provided to wider Council staff, where applicable, to ensure that older carers can be effectively identified and signposted to appropriate organisations.	DASC&HI to meet with workforce development staff to identify staff group for whom training would be appropriate and explore delivery of training.	DASC&HI	None identified at this stage	End December 2019
vi) That Adult Social Care meets with other service areas, including Children's Services and Public Health, to review how data held by the Council is collected, and how it could be utilised to identify areas/wards that may have higher numbers of older, and possibly 'hidden', carers.	DASC&HI to co-ordinate meeting of performance leads from the respective Directorates to consider if available data held can support the identification of older, and possibly "hidden" carers.	DASC&HI	None identified	End December 2019
vii) That, in relation to private hire transport issues, the Licensing department encourages private hire companies to enhance provision for transport after 18:00, and increase the number of vehicles with wheelchair disabled access.	DASC&HI to work with Head of Public Protection to develop strategy to encourage enhanced provision in line with the recommendation	DASC&HI	None identified at this stage	End December 2019