

**PERFORMANCE ACTION PLAN – Year-end Performance 2014/15**

INDICATOR OVERVIEW	
Indicator Title	Overall satisfaction of carers with social services
Strategic Director Lead	Clare Fish
Departmental Lead	Jacqui Evans
Target	46%
CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance	
Performance this Period	32.5% + / - Target: -13.5 (-29.3%)
Non-compliance reason	<p>The data used to inform this measure is taken from the Carers Survey which is run biennially. The overall satisfaction of carers with social services has fallen from 41.1% in 2012-13 to 32.5% in 2014-15.</p> <p>A number of changes in policy decisions recently will have had an impact upon carers / notably charging for services and the cessation of carer direct payments.</p> <p>Of those carers reporting dissatisfaction with the support they have received almost half are caring for people who are aged under 65 with a learning disability. Less than 10% of carers who reported dissatisfaction actually received a service from the department which suggests that their unhappiness may stem from the perceived lack of direct support they have received.</p> <p>Ensuring that carers are offered either a joint assessment/review or one in their own right will also be critical as this is an area that the department has previously underperformed against.</p>
ACTIONS: This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when; knows the expected outcome and how to achieve it.	
What (is required)	<p>Wirral's strategy for carers identified the need to promote and develop the following areas:</p> <ol style="list-style-type: none"> <li>1) Ensuring that there is an improvement in recognising and identifying Carers across all agencies</li> <li>2) Working towards Carers being able to access services within their communities</li> <li>3) Improving the support networks for Carers to ensure that they receive the appropriate support so that they can continue with their caring role</li> <li>4) Improving the health and wellbeing of Carers</li> <li>5) Ensuring that Carers feel supported to undertake training or education, continue to work or to develop their skills which will assist them to join the workforce</li> </ol>

	<ul style="list-style-type: none"> <li>6) Supporting Carers to maintain a life outside their caring role</li> <li>7) Working towards agencies recognising and valuing their Carers expertise in their care of the person</li> <li>8) Supporting agencies in adopting the 'whole family approach', where the needs of the Carer, cared for and the wider family are considered when providing support</li> <li>9) Ensuring that there is an improved diversity of Carers involved in the design and delivery of services.</li> </ul>
How (will it be achieved)	<p>DASS and Wirral CCG have formed a pooled budget within the Better Care Fund to realign the commissioning of Carers Services with Wirral Carers Strategy. The new jointly commissioned Carers Health and Wellbeing services addresses the priority action areas identified above. The contract length is one year with an option to extend for a further year. Not all of the services provided in this commission are for Carers who are eligible for social care support but are preventative support.</p> <p>The Carers Assessment, Policies and Procedures and information and advice available to Carers are being reviewed in light of the Care Act.</p>
Who (will be responsible)	Jacqui Evans (Head of Service – Transformation)
When (will results be realised)	<p>The new contracts will be monitored over the year, for activity, the number of Carers accessing support, training and services.</p> <p>Satisfaction of Carers using the services will be measured over the year.</p>