

BALANCED SCORECARD LOCAL AUTHORITY CARERS PERFORMANCE : Carers Strategies

| STANDARDS | CURRENT POSITION (include evidence and available data) | ACTIONS NEEDED (by whom and when) |
|--|---|--------------------------------------|
| <p>1. Health and emotional well being</p> <ul style="list-style-type: none"> - Support available to reduce carers' stress - Advice available on moving and handling - Carers needs addressed in hospital discharge procedures - Progress with GP carers registers <p>2. Improving Quality of life</p> <ul style="list-style-type: none"> - Range and flexibility of breaks provided - Time for carers to participate in leisure activities | | |

3. Having your contribution recognised

- How carers have a voice in your authority
- Support for carers to engage in education and community activities

4. Increased Choice and Control

- How do carers get an appropriate range of information? – whether or not they request a carers assessment
- Risk to carers, as well as people who use services, is addressed in your eligibility criteria
- Can carers access the eligibility policy and understand how this applies to themselves?
- Carer Direct Payments and or Carer Break Vouchers used to increase choice and control
- Carers get written feedback about the outcome of their carers assessment

5. Freedom from discrimination and harassment

- How are BME carers issues addressed?
- And other diversity issues?

6. Economic well being

- How are you helping carers to juggle work and caring?
- And to return to work or undertake vocational training?
- Are carers routinely offered benefits advice?

7. Personal dignity and respect

- Carers are treated as individuals in their own right
- Carers views consistently respected

8. About Your Carers Strategy

- Is your strategy a Multi Agency agreement ?
- Does it include a multi agency information strategy including reaching out to hidden carers?
- Are your PCT involved? List all partners involved
- How are young carers issues addressed? What data do you have about support for them?
- What data do you have about support to parent carers?
- What systems do you have in place to ensure effective joint working between adults and children's services around a) young carers b) disabled children in transition to adult services?