

Carer Engagement Plan Dec 2019 – Dec 2020

This is a carer engagement plan for the next 12 months.

The action plan

This table provides a list of actions to be taken over the next 12 months

Priority Area	Objective	Actions	Person responsible and Deadline	Review
BAME	<p>Growth in demand is likely to continue throughout the agreement period. A minimum of 16% of the carer population are required to be supported by CSWS, with 7% of those supported being carers from the Black and Minority Ethnic Community.</p> <p>Undertake a range of approaches that aim to identify and target new carers and carers from minority groups such as BAME and LGBT community.</p> <p>Train all staff to engage and respond appropriately to all carers including BAME and LGBT carers.</p> <p>Provide time focused interventions to carers who are no longer active in their caring role to reconnect with the wider community.</p> <p>Clauses 3.3, 6.3 – 6.5 and</p>	<ol style="list-style-type: none"> 1. Build a map showing a breakdown of the BAME community in West Sussex 2. Continue involvement in the Dementia Strategy Group WSCC for engagement with BAME communities in relation to Dementia. This is a 12 month project which will involve engagement and a roadshow event 3. Continue 1:1 support for BAME carers through 2 response line shifts and answering queries. Undertake a review of the 1:1 support and make recommendations for enhancement of support. The review should include; <ul style="list-style-type: none"> -the approach that CSWS takes to support BAME carers - marketing plan to engage diverse communities -use of interpretation services - time focused interventions to carers who are no longer active in their caring role 4. Develop a plan to train all staff on engagement with BAME and LGBT communities 	<ol style="list-style-type: none"> 1. Feb 2020– AK 2. Ongoing – AK 3. Ongoing – AK Review to be completed by June 2020 4. Mar 2020 – VH,KB,AK, CP 5. Dec 2020 – SM,AK 6. June 2020 – WT, AK 7. December 2020 8. SM June 2020 9. AE. SM and HR Committee August 2020 	<p>Deferred until September 2020</p> <p>New as a result of COVID-19</p>

	<p>7.2.7 and 7.2.8 WSCC contract*</p> <p>CSWS is currently supporting 5% of BAME carers and aims to increase this by 7% by Dec 2020.</p> <p>As at end of March 2020 7% of 8291 individual Carers supported during the year 2019/20 identified as being BAME carers</p> <p>Meet the ACEVO Eight Principles to address the diversity deficit in Charity Leadership https://www.acevo.org.uk/eight-principles-to-address-the-diversity-deficit-in-charity-leadership/</p>	<ol style="list-style-type: none"> 5. Develop respite breaks (funded philanthropically) for the Sikh Carers Group, Ifield 6. Recruit one or two volunteers to support AK 7. Pilot an emotional support project for BAME community with support from Sussex Community Fund Coronavirus Emergency Fund 8. Sign into Eight Principles 9. Review Diversity, Equality and Inclusion data for workforce of staff and volunteers 10. Work with leadership team on workforce plan for implementation of all eight principles which will include recruitment and retention practices and JD & PS review 11. Set permanent and minimum targets for diversity that reflects the participants, donors, beneficiaries and the population of the west Sussex 	<ol style="list-style-type: none"> 10. SM September 2020 11. SM December 2020 	
LGBT	<p>See above</p> <p>As at end of March 2020 1.8% of 8291 individual Carers supported during 2019/20 identified as being LGBT</p>	<ol style="list-style-type: none"> 1. Commission Pride in Care to undertake a review of CSWS LGBT work and develop a plan based on the recommendations 	<ol style="list-style-type: none"> 1. Dec 2020 -, VH, KB and AK 	
Carer Voice and Carer Champions	<p>Carers have emphasised the importance of having a strong active voice, both in relation to how their local service supports them and in shaping and influencing countywide and strategic work areas. CSWS are required to ensure that it facilitates</p>	<ol style="list-style-type: none"> 1. Clarify CSWS approach to the proposed carer engagement partnership with Healthwatch. This will include a plan to recruit carer champions. 2. Continue the existing Carer Voice Network and conduct a review in order 	<ol style="list-style-type: none"> 1. Jan 2020 - VH, KB, and AK 2. June 2020 – , P.J, J.R, D.H and AK 	

	and enables a 'carer voice' and demonstrate how its governance structure enables carer influence and carer co-production. Clause 7.44 WSCC contract	to provide recommendations for its further development, including improvements around Carer Co-production and engagement with Young Adult Carers.	(along with Trustee)	
Co-production	The WSCC commissioner requests an annual report each year which includes reporting on co-production	<ol style="list-style-type: none"> 1. Review our participate in WSCC steering group on co-production 2. Develop a plan for co-production at CSWS 	<ol style="list-style-type: none"> 1. Ongoing - AK 2. Feb 2020 – VH, KB, PJ, AK (along with Trustee) 	

*The Services delivered will be non-discriminatory and meet the requirements of the Equalities Act 2010. The Services will be accessible to the wide diversity of West Sussex communities such that no Carer will be excluded from accessing the Services on the grounds of ethnicity, culture, religion, class, gender, sexual orientation, disability, age, marital status or caring role.

CSWS will comply with the Accessible Information Standard (AIS) in communicating with and/or recording and/or sharing information relating to a carer as set out in clause 26 (Accessible Information Standard) of the WSCC Agreement.

CSWS will ensure that carers receive information in formats that they can understand and are given appropriate support to help them to communicate.

The solutions and costs associated with AIS, for example interpretation, both written and spoken are to be met by the provider out of the total contract price.

Clauses 6.3 – 6.6 of WSCC contract

Market research

AK has undertaken some background research:

- Background information on BAME, LGBT and carer engagement
- Faith and Culture Communities Mapping Crawley
- Carer personas (British Asian Female, Black African Female and LGBTQ White European Male)
- Carer stats for BAME

Resources

1. Part-time Carer Engagement Coordinator, Adeelah Khan (already in post)
2. Pride in Care review of CSWS LGBT work
3. Interpreter services for diverse communities 1:1 support (already in use)
4. One or two volunteers to support the Carer Engagement Coordinator
5. Marketing and communications collateral to ensure CSWS information and guidance is appropriate for diverse communications (already included in the marketing and communications plan)
6. Carers Voice Network members (volunteers)

Timeline for consultation and approval of the plan

Month	Details
December 2019/January 2020	Consult with CE, Carer Services Managers and ops team for feedback
January 2020	Finalise budget to submit with report
17 Feb 2020	Deadline for papers for the Board
27 Feb 2020	Board Meeting Plan and budget agreed

AK Adeelah Khan Carer Engagement Coordinator

VH – Vanessa Hasted, Carer Services Manager

KB – Kathy Burke, Carers Services Manager

CP – Caroline Pope, Carer Services Director

AE – Amanda Evans, HR

SM, Sonia Mangan, CEO

PJ, JR, DH – members of the ops team leaders