

How we will do this	What will we do?	Responsibilities and timescales	How we will measure how well we are doing	National Health and Wellbeing Outcomes delivered
<p>1. Include carer representatives on relevant steering and working groups so that they can be active partners in the planning and shaping of carer services across Perth and Kinross.</p> <p>By ensuring there is meaningful and representative inclusion of carers in planning and governance groups and supporting carers through training to contribute and including carers with protected characteristics in plans, policies, and procedures to promote equality and inclusion.</p>	<p>We will continue to embed the recommendations highlighted in the Carers - Equal, Expert &amp; Valued report to embed good practice across all areas of planning support in the HSCP.</p> <p>We will work alongside Community Engagement to improve our collaboration with carers across the area including carers with protected characteristics in developing the support they can use to promote their health and wellbeing.</p> <p>We will also work with PKAVS to ensure surveys are consistent with strategic considerations.</p>	<p><b>Lead Professional: Service Manager Strategic Lead Carers</b></p> <p><b>Target Date:</b> January 2024 and subject to annual review across HSCP</p>	<ul style="list-style-type: none"> <li>• Percentage of carers aware that there are opportunities to be involved in planning services.</li> <li>• Number of strategic and working groups with carer representation.</li> <li>• Percentage of carers who feel that local services are well co-ordinated for them and the person they look after.</li> <li>• Percentage of carers who feel they have a say in services provided for the cared-for person.</li> </ul>	<p>People can look after and improve their own health and wellbeing and life in good health for longer.</p> <p>People who use Health and Social Care services have positive experiences of those services, and have their dignity respected.</p> <p>Health and Social Care services contribute to reducing health inequalities.</p> <p>Resources are used effectively and efficiently in the provision of Health and Social Care services.</p> <p>People who work in Health and Social Care services feel engaged with the work they do and are supported to continuously improve the information, support, care, and treatment they provide.</p>
<p>2. Review our carer satisfaction survey for carers to obtain</p>	<p>Review carer experience survey for carers to ensure it is fit for purpose. We will</p>	<p><b>Lead Professional: Service Manager Strategic Lead Carers</b></p>	<ul style="list-style-type: none"> <li>• Percentage of carers who have a positive experience of services</li> </ul>	

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<p>information about the care they provide, and their experience of carers' services used, to review effectiveness and efficiency of resources used.</p>	<p>work with commissioned services to be part of the Care Opinion rollout.</p>	<p><b>Target Date:</b> June 2023 - Experience Survey April 2023 - Care Opinion</p>	<p>designed to support them.</p> <ul style="list-style-type: none"> <li>• Percentage of carers who feel supported to be able to continue in caring role.</li> <li>• Number of Carers using Care Opinion for stories about Carer Services.</li> </ul>	
<p>3. Support Parent Carers project in partnership with Promoting Variety, PKAVS, Parent Carers and their representatives to co-produce better consistent support for Parent Carers.</p>	<p>We will support this project to understand the needs of Parent Carers and how their support can be improved.</p>	<p><b>Lead Professional:</b> <b>Carers Centre Manager</b></p> <p><b>Target Date:</b> December 2023 and ongoing with 6-month review</p>	<ul style="list-style-type: none"> <li>• Percentage of carers who have a positive experience of services designed to support them.</li> <li>• Percentage of carers who feel supported to be able to continue in caring role.</li> </ul>	