Request:

Request for information regarding: Advice and Assistance for Carers

These questions relate to the period 6 April 2016 – 5 April 2017

**Question 1:** Can you describe your council’s operational approach to providing Information, Advice and Assistance for:

a) carers of adults  
b) carers of disabled people under the age of 18

**Question 2:** Can you describe your council’s operational approach to Carer’s Needs Assessments for:

a) carers of adults  
b) carers of disabled people under the age of 18?

**Question 3:** During this period how many people who made contact with the council did you record as being a carer?

**Question 4:** During this period how many people who you recorded as being a carer received information to support their caring role?

**Question 5:** Did you fund any organisations to provide information, advice or assistance to carers during this period?
**Question 6:** Did you fund any organisations to undertake carers needs assessments during this period?

**Question 7:** During this period how many carers of people over the age of 18 have been recorded as having been offered a carers needs assessment:

a) by the council directly?

b) by a third party on your behalf?

**Question 8:** During this period how many carers of people over the age of 18 have been recorded as having a carers needs assessment:

a) by the council directly?

b) by a third party on your behalf?

**Question 9:** During this period how many carers of people over the age of 18 went to on to have “eligible needs” and receive a support plan following a carers needs assessment:

a) by the council directly?

b) by a third party on your behalf?

**Question 10:** During this period how many carers of disabled people under the age of 18 have been recorded as having been offered a carers needs assessment:

a) by the council directly?

b) by a third party on your behalf?

**Question 11:** During this period how many carers of disabled people under the age of 18 have been recorded as having a carers needs assessment:

a) by the council directly?

b) by a third party on your behalf?

**Question 12:** During this period how many carers of disabled people under the age of 18 went to on to have “eligible needs” and receive a support plan following a carers needs assessment:

a) by the council directly?

b) by a third party on your behalf?

**Question 13:** During this period how many carers were charged for a service by your authority?
1a. The Local Authority’s Contact Centre is the first point of contact for information, advice and assistance. They are customer focused and offer a wealth of information on the services provided by Pembrokeshire County Council by staff who have been trained to help with a wide range of queries.

There are a number of 3rd Sector organisations, in Pembrokeshire, some of whom are commissioned by the Local Authority. These organisations offer carers a valuable service and are able to support with information, advice and assistance as relevant to the needs of the carer and around their area of knowledge and expertise.

Carers may also be given the contact information for, or directly contact the Carers Information Service. The Pembrokeshire Carers Information Service (PCISS), jointly commissioned by Pembrokeshire County Council and Hywel Dda University Health Board in July 2016 provides a level of service for Carers that meets, if not exceeds that recommended within the Section 17 of the new Social Services and Well-being Act 2014.

1b. As above

2a. Carers of adults

In the line with SSWBA the Local Authority offers an assessment to carers where it appears to the Local Authority that the carer has a need for support. Carers may also request a carer’s assessment, by contacting the Local Authority’s Contact Centre.

Carers who have an assessment, but do not have eligible needs, may also be referred to Pembrokeshire Carers Information and Support Service, who may be able to offer them with information, advice and assistance to access universal services to support them in their caring role.

2b. Carers of disabled people under the age of 18

As above

Q.3 We are unable to identify the carers who contact us specifically. All calls are handled by the Generic Contact Centre. However, 185 new Carer relationships were recorded during 2016-2017 by Social Workers.

Q.4 We are unable to identify the Carers who contact us specifically. All calls are handled by the Generic Contact Centre. However, the Carers Assessment referral pathway for Social Care staff includes information on how to refer to Pembrokeshire Carers Information & Support Service (PCISS).
Q.5 Commissioned in July 2016, PCISS is a single point of contact in Pembrokeshire for the information, advice and assistance for Adult Carers and is able to respond appropriately to enquiries from Carers.

At 31 March 2017 1669 carers were registered with PCISS and will receive a quarterly newsletter containing news, information and articles of interest to carers. In addition between 4 July 2016 and 31 March 2017 PCISS provided 355 carers with a service, which can include a carer’s information pack for newly registered carers, emergency back-up scheme, carer’s recognition card and the carers outreach service.

Q.6 No

Q7a. 215 carers were recorded as being offered an assessment during the financial year 2016-17.

Q7b. 0

Q8a. 215 Carers Assessments were completed during the financial year 2016-17

Q8b 0

Q9.a 53

Q9b. Not known.

Q.10a. 2

Q.10b.0

Q.11a. 2

Q.11.b. 0

Q.12a. 2

Q.12b. 0

Q.13. No Carers were charged for services during this period.