

Appendix A

Aberdeen City Health and Social Care Partnership (ACHSCP)

Carers Strategy 2023-2026 - Action and Implementation Plan

Carers Strategy Implementation Group

The ACHSCP Carers Strategy was approved at IJB on Tuesday 31st January 2023. The Carers Strategy Implementation Group (CSIG) has a wide range of attendees to this group, giving a collaborative effort to implement the Carers Strategy as wide as possible. We recognise that these groups take a bit of time to embed, and expand, ongoing development and consultation to include new voices around the table are helping the group expand with every meeting. It is important part of the groups reach and information gets out to multiple groups and sectors across Aberdeen. The Action Plan was developed from the strategic plan over a number of sessions with the group. We have a number of projects and actions to focus our efforts over the 3 year plan including those connected with the Local Outcome Improvement Plan (LOIP). However this is continuously reviewed with the group. Representation on CSIG includes:

 IJB (Carer	Reps
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- Barnardo's
- Quarriers
- Sport Aberdeen
- Adult Social Care
- Physiotherapy
- Nursing
- ACVO

- Stay Well Stay Connected
- Learning Disabilities
- Podiatry
- Rehabilitation
- Strategy and Transformation
- Scottish Care
- Bon Accord Care
- Childrens Social Work
- Education



Carers Strategy Implementation – Key Highlights Timeline

July-August 23 October 23 December January New Mar - Jun 23 **2023** IJB Adult Strategy 23 Approved Senior Carers LOIP Deadline Charter for Funding Carers Action Plan Project Strategy Developme Manager Project applications 2023 - 2026 nt Sessions appointed Closed





















March 2023

First Carers Strategy Implementa tion Group Meeting

May 2023

Young Carers LOIP Project Charter initalised

August 23

Funding and Budget realigned to support development and improvement projects.

October 23

Draft Refreshed Adult Carers LOIP Project Aim submitted

February 2024

Year 1 Annual Report Summary to IJB



Plan on a Page

A CITY FOR ALL CARERS - ABERDEEN CITY CARER STRATEGY 2023 - 2026

Aim: We will demonstrate overall improvement in all four priority areas by receiving a minimum of 40% positive responses to our Carer Experience statements (what we want Carers to be able to say about their support) when surveyed in 2026

Aberdeen City Strategic Plan Priority - 'Caring Together'

Strategic Enablers - WORKFORCE - TECHNOLOGY - FINANCE - RELATIONSHIPS - INFRASTRUCTURE

These enablers are the key resources which will support the implementation of the Aberdeen City Carer Strategy 2023 - 2026

PRIORITY 1

- Identifying as a Carer and the first steps to support

PRIORITY 2

 Access to advice and support for Carers

PRIORITY 3

- Supporting future planning, decision making and wider Carer involvement

PRIORITY 4

- Community support and services for Carers

What we want Carers to be able to say about their Support

"I am supported to identify as a Carer and am able to access information about the support I may need."

"I am supported as a Carer to Manage my Caring Role."

"I am respected, listened to and involved in the planning and development of the services and support which I and the person(s) I care for receive."

"I have a sense of belonging and a life alongside caring, if I choose to."

What will each priority focus on?

- This priority focuses on the importance of carer's being recognised by themselves and others and having an easy entry to support.
- This priority focuses on support and advice which is universally accessible to anyone who identifies as a Carer in Aberdeen City.
- This priority focuses more specifically on support with future planning as a Carer and accessing more intensive support where the caring role requires this both for the Carer and the Cared for person. It also includes how carers can be involved in the wider development of support for carers.
- This priority is focussed on the practical supports available to Carers to support them to be well connected to their communities and have a life alongside their caring role including hobbies and employment. There will be a strong emphasis on Carer choice here and that no one size fits all.

What actions will we take to achieve these priorities?

- 1.1 Proactively create opportunities for more people across Aberdeen City to identify as a Carer.
- 1.2 Improve the knowledge of Carer's Rights and Carers support services with the Education, Health and Social Care Workforce.
- 1.3 Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services
- 2.1 Ensure Young Carers have access to a Young Carer Support Service who can provide individual advice and support.
- 2.2 Ensure Adult Carers have access to an Adult Carer Support Service who can provide individual advice and support.
- **3.1** Young Carers have the opportunity to be leaders in planning their own support (Future Planning).
- 3.2 Young People with Carer responsibilities experiencing transition from Child to Adult Services have access to individual advice and support to enable future planning.
- **3.3** Ensure Adult Carers have the opportunity to be leaders in planning their own Support (Future planning).
- **3.4** Carers have the opportunity to be involved in planning the support of the person they care for.
- 3.5 There are opportunities to access independent sources of support for both the Carer and the Cared for Person.
- 3.6 All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCP (Participation and Engagement).

- **4.1** Promote a culture of Creativity to encourage innovative approaches to Carer Support.
- 4.2 Support the ongoing development of a range of mainstream supports and services to enable Carers to receive a break from Caring in line with the proposed 'right to a break' within the National Care Service Bill.
- 4.3 Continue to develop a range of support options for Carers, where the cared for person has high level needs, which allow choice and control in line with the proposed 'right to a break' within the National Care Service Bill.



Action Plan

Action Plan Key

Not Started	
In Progress/ On Track	
Delayed	
Completed	
Continuous Review	

PRIORITY 1 - Identifying as a Carer and the first steps to support

Proactively create opportunities for more people across Aberdeen City to identify as a Carer										
What will we do?	When will we have done it by?	Action Status (Plan Key	How will we know it is working? Performance / Measuring impacts	Who will be responsible? Project Notes Reviewed Deadline						
1.1.1 Hold database(s) of carers in Aberdeen City.	Ongoing	Continuous Review	Stats available from database(s) on no. of Carers	 Adult Carers Support Service Young Carer Support Service Data Controller - ACHSCP Both Carers Support Services hold Carers Databases. ACHSCP will remain as data controllers, and request information updates through Quarterly Monitoring Reports. Continuous review on information sharing. 						
1.1.2 Work with commissioned and internal services and carers themselves to review the information available particularly in relation to accessibility.		 but delayed 	All Carers information held online and given out is in accessible formats	 Adult Carers Support Service Young Carer Support Service Social Work Carer Rep Senior Project Manager (Strategy) Limited amount of influence, however continued open channels to share good practice and information. Link with Action 1.1.4 						



						and Refreshed Adult Carers LOIP Project.	
1.1.3 Work with commissioned and internal services to ensure we are encouraging and supporting Carers to identify as such and making every opportunity count in this regard. Incorporates; Identify early intervention and prevention support for Carers in the community with a view to addressing gaps and support. South Locality Plan	Ongoing	Continuous Review	Increased numbers of adult and young carers identified.	•	Senior Project Manager (Strategy) Adult Carers Support Service Young Carer Support Service CSIG professional lead reps Public Health Coordinators Locality Empowerment Groups	Good Practice shared with Adult Carers LOIP and Young Carers Project Charters. Funding Applications being reviewed that will support this action.	
1.1.4 'Review information 'and channels to reach carers, identify the touch points within the current systems, process and Tests of Change programmes etc which come across carers in their daily activity' Linked to 1.1.2	Year 1 – January 2024 Ongoing review	On Track/ In Progress	Increased numbers of adult and young carers identified.	•	ACVO	CSIG has been collating touchpoints and Information channels. ACHSCP Collating on ACHSCP Website now. Link with 1.1.2 Test of Change includes the work already undertaken re LOIP Projects and refreshed LOIP Adult Carers Project Aim.	Move to Ongoing (Amalgamate with 1.1.2)
1.1.5 Understand the support needs of all Carers in Aberdeen and specifically those with protected characteristics (Equality Act (2010), including particular focus on; Develop approaches to engaging with minority ethnic Carers Develop approaches to engaging with LGBTQ+ Carers Religious and Faith groups Carers with Disabilities	Year 1 – January 2024	Progressing – delayed from original timeline	Increased number of Carers from Minority Ethnic and LGBTQ+ communities accessing support. Increased knowledge of support needed by these communities	•	Equalities and Human Rights Sub-group Senior Project Manager (Strategy) Development Officer (Consultation and Engagement)	Although we are collating information of numbers of Carers with protected characteristics, we recognise some additional work and effort to reach out to communities is required. Timeline delayed as Senior Project Manager	June 2024



1.1.6 Review the information held online for Carers to ensure it is easy to access, signposted correctly and is kept up to date.	Year 1 - December 2023 Initial Review Completed Move to Continuous Review		Monitor numbers accessing online information	•	Development Officer (Consultation & Engagement) Adult Carers Support Service Young Carer Support Service CSIG professional lead reps Project Manager support	Carers Information Services updated on their websites. CSIG Collated other useful information link for Carers and now available on ACHSCP Website. Carers Reference	system Information Actions 1.1.1 & 1.1.6
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Improve the knowledge of	Improve the knowledge of Carer's Rights and Carers support services with the Education, Health and Social Care Workforce									
What will we do?	When will we have done it by?	(Plan Key)	working?	Who will be responsible?	Progress Update	Reviewed Deadlines				
1.2.1 Improve knowledge of the workforce through targeted training and development opportunities for staff working within the ACHSCP, Aberdeen City Council and NHS Grampian.	Ongoing with benchmarking every year Year 1-develop training programme and roll out		No. and % of Adult Social Work Care Managers attending carers rights training/information sessions No. of staff aware of carers rights No. of staff reporting increased awareness of carers rights Campaign analytics	Senior Project Manager (Strategy) CSIG professional lead reps Development Officer (Consultation & Engagement)	Consider online course too. Exploration across Grampian. JANUARY WORKSHOP Carers Scotland – Carers Positive Link. Young Carers Training Programme – Barnardo's Linking with Carers Scotland – Carers Positive for April 2024 roll out new legislation.					
1.2.2 Test whether information sessions/training co-produced by carers for Adult Social Work Care Managers increases staff awareness/knowledge of carers rights and sharing of available support offered to carers at the earliest opportunity.	training programme –	Progressing, delayed for training programme roll out	Gather workforce feedback before and after sessions.	Senior Project Manager (Strategy) Adult Social Work Rep Development Officer (Consultation & Engagement)	SPM and Transformation Programme Manager (TPM) for Services and Pathways to follow up on this.	October 2024				
1.2.3 Consider any further requirements for Young Carers as a result of Education (Additional Support for Learning) (Scotland)	Year 1 - March 2024	Progressing/ On Track	Feedback to CSIG group and incorporate any additional actions	ACC Children's lead Rep	Think Young Carer Toolkit.					



Act 2004 including working with Schools to implement the 'Think Young carer Toolkit'					Inclusion of Carer Positive accreditation for schools.				
Improve the Knowledge of the wider Community of Aberdeen City of Carers Rights and Carers Support Services									
What will we do?	When will we have done it by?		How will we know it is working?	Who will be responsible?	Progress Update				
1.3.1 Test whether an awareness raising campaign providing information on rights, eligibility criteria, and opportunities increases awareness of and uptake of support (South Locality Plan) LOIP Change Idea Incorporates; Test whether sessions/capacity building with community groups/organisations on carers rights/needs etc increases the no. of informal and free support available for carers to access. (North Locality Plan)	Year 1 - March 2024	Progressing and on Track	Gather community feedback before and after sessions.	Carers Strategy Implementation Group Quarriers, Barnardo's, CSIG professional leads	Needs to be planned – SPM Launch info to Locality Empowerment Groups (LEGs)/Public Health Coordinators (PHCs).				
1.3.2 Test whether promotional activities targeted to businesses on the benefits of the Carer Positive Award Scheme in Aberdeen through different channels (social media, case studies, website page) increases the number of businesses who are members of the scheme and having 'carer friendly' policies and working practices to support carers who might need to work in a more flexible manner. LOIP Change Idea		Progressing and on Track	'Number of businesses and organisations participating in the scheme and achieving awards	Quarriers Senior Project Manager (Strategy) ACVO	Exploring opportunities with Carers Scotland and Carers Positive Framework.				



Action Plan Key

Not Started	
In Progress/ On Track	
Delayed	
Completed	
Continuous Review	

PRIORITY 2 - Access to advice and support for Carers

Ensur	e Young Carer	s have acces	s to a Young Carer Supp	ort Service who car	n provide individual advice and support	
What will we do?	When will we have done it by?	Status (Plan Key)		Who will be responsible?	Progress Update	Revised Deadline
2.1.1 Carry out review of Young Carer Support service	March 2024 – March 2025 Quarterly Reports		The performance measures within the contract evidence that Carer outcomes are being met	Lead	Quarterly contract monitoring continuing. Collaborative Commissioning with key stakeholders to take place from March 2024.	
2.1.2 Tender for revised Young Carer Support Service at end of existing contract	March 2024 – March 2025		Completion of tender for new service	Lead		Extension to be sought for current contract from March 24 – March 25
Ensure Adult Carers have acco	ess to an Adult	Carer Support	Service who can provide	individual advice and	support.	
What will we do?	When will we have done it by?		How will we know it is working?	Who will be responsible?	Progress Update	
2.2.1 Review performance of Adult Carer Support service	Quarterly Reports March 2024 – March 2025			Carers Strategy	Quarterly contract monitoring continuing. Collaborative Commissioning with key stakeholders to take place from March 2024.	Extension to be sought for current contract from December 24 – March 25



2.2.2 Ensure members of our	Annual	In Progress	Delivery against the	Transformation	Work to take place how we identify those in the	
Workforce who are also	reporting in		workforce plan and staff	Programme Manager	workforce as Carers, then direct to	
Carers are supported	line with the		data/feedback gathered	(Strategy)	support/resources.	
	Workforce		and analysed to help	Workforce plan	Built into Workforce Plan, engagement – Staff	
	plan		understand how well we		Mental Health and Wellbeing priority.	
			are supporting carers in			
			our workforce and what			
			improvements can be			
			made.			



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PRIORITY 3 - Supporting future planning, decision making and wider Carer involvement

Young C	Young Carers have the opportunity to be leaders in planning their own support (Future Planning).									
What will we do?	When will we have it done by?	Action Status (Key Plan)	How will we know it is working?	Who will be responsible?	Progress Update	Revised Deadline				
3.1.1 Review use of Young Carer's Statements.	December 2023	Completed	Young Carer Statements. Annual audit of the value of the	Integrated Children's Services (ACC) Commissioned Service	Children's Services lead to update.					
3.1.2 List all types of youth groups running youth programmes, engage them in ensuring young carers are identified and supported in being leaders in planning their own support, encourage these organisations also to be Carer Positive.	·	_			ACVO to update after meeting with Barnardo's. New LOIP charter info to be included. To be included with Carers Scotland – Carers Positive Framework.					



What will we do?	When will we have done it by?	Action Status (Key Plan)	How we know it is working?	Who will be responsible?	Progress Update	Revised Deadline
3.2.1 Develop a pathway and protocol for transition blanning from Young to Adult Carer, including esponse to and provision or 16 & 17 year old Young Carers.	Year 1 - January 2024		Service.		SPM to progress link in with all relevant colleagues.	
3.2.2 Identify all 3rd sector organisations that support amilies including those nvolved with children ransitioning into adult services.	Year 1 - September 2023	Completed	Organisation list and contacts received		Provided by ACVO, will support action 3.2.1 and other Pathway touchpoints as well as information sharing and good practice distribution.	
Ensure Ad	ult Carers	have the c	pportunity to be leade	ers in planning th	eir own Support (Future planni	ng).
What will we do?		RAG C	How will we know it is working?	Who will be responsible?	Progress Update	
3.3.1 Review Eligibility Criteria for Adult Carers.	March 2024	·			Update required from Adult Social Work, person to be allocated to conduct review of eligibility criteria.	October 2024



3.3.2 Review templates and procedures for Adult Carer Support Plans, Anticipatory Care Planning and Patient Admission/Discharge. The former to include sections for Emergency Arrangements and Future Planning. Have one ACSP template used by Quarriers and Adult Social Work		Delayed	Templates revised and in use.		As 3.3.1 - Update required from Adult Social Work, person to be allocated to conduct review of eligibility criteria and templated and procedures.	October 2024		
3.3.3 Review use of Adult Carer Support Plans	January 2024		Increase number of completed Adult Carer Support Plans Annual audit of the value of the completed plans with the individual carers.	Adult Social Care Commissioned Service	Quarriers to update working with SW. Annual audit.			
3.3.4 Ensure appropriate advice and support on employment issues and finances is available to Carers of working age	Ongoing		An agreed approach to support is in place linking with National Carer Strategy Actions.	Quarriers	To include Young Carers that are in employment. To be updated (consider transitions and the national strategy). Link with Workforce Plan actions and organisational links.			
Carers have the opportunity to be involved in planning the support of the person they care for.								
What will we do?	When will we have it done by?	Action Status (Plan Key)	How will we know it is working?	Who will be responsible?	Progress Update	Revised Deadline		



3.4.1 Review progress so far and develop guidance in relation to carer involvement in the hospital discharge process, including awareness and recognition of the role of Young Carers.			Guidance developed and in use.	to wider work on	Has been identified as pathway to be developed in LOIP Refresh Aim, starting with Rehabilitation services, who have a longer discharge process planning stage, and learnings to be shared and expanded to further hospital discharge processes.	April 2024 – March 2026
3.4.2 Review support guidance for Carers when the cared for person is moved to a Care Home.	January 2024	– Delayed from original deadline	Guidance understood and in use. urces of support for both the		This action to be updated to include Care at Home. Scottish Care representative now established with CSIG Group.	March 2024
What will we do?		RAG C	How will we know it is working?	Who will be responsible?	Progress Update	Revised Date
3.5.1 Develop an overview of Carer Support services which can provide independent advice to Carers and the Cared for person in specific circumstances where independent support is	December 2023	move to Continuous Review	All relevant Carer services are listing themselves on ALISS and / or Scottish Social Services Directory Linked with Actions in 1.1.1 and 1.1.6	ACVO Quarriers Barnardo's	Linked with Actions 1.1.1 and 1.1.6 Information and signposting links to be held independently at ACHSCP Website.	

All Carers have opportunities to be involved in decision making about Carer Support Services, the Carer Strategy and the wider work of the ACHSCF (Participation and Engagement).



What will we do?		RAG C	How will we know it is working?	Who will be responsible?	Progress Update	Revised Deadline
3.6.1 Develop a reference group made up of carers with different experiences of caring to support the IJB carer representatives and improve access to and communication with them.	March 2024	On Track	Reference group in place Communication arrangements in place		Initial Group established. Work will move to ongoing for Development of the Group and increasing membership.	Move to Ongoing
3.6.2 Implementation and awareness of Carer and Service User Engagement protocol for planning services, including awareness and recognition of the role of Young Carers.	May 2024	On Track	Protocol understood and in use.	Carers Strategy Implementation Group Specific remit of Development Officer (Consultation & Engagement)	IJB Report due in May 2024 for Engagement and Human Rights Guidance to include this information.	
3.6.3 Co-design local Carers resources and support. North Locality plan	Ongoing	On Track	Carers have ongoing co-design involvement in development of support provided by Quarriers as per the existing contract. Carers co-design the next service when the contract is due for re-tender.	Carers Reference Group Carers Strategy Implementation Group	Carers Reference Group now established, will be looking for more involvement from representatives with CSIG Group and actions including Collaborative Commissioning processes, Information review and test of change projects.	
3.6.4 Carers to be involved in the wider planning of and future commissioning of ACHSCP services and are recognised as a specific consultation group.	March 2025	On Track	Carers Reference Group (when established) engaged in services through commissioning work planning.	Group	As above, linked with 3.6.3, Carers will be a key stakeholder in future commissioning and service design of the Carers Support Services, as well as other related commissioning projects.	

3.6.5 Ensure Carers views are surveyed regularly, and the feedback informs future support planning.		On Track	Survey results indicate improved Carer experience and Action Plan revised in response	(Consultation and	Annual Carers Survey in effect – due to finish 19 th January 2024. Quarriers also have a quick survey out, info to be shared with CSIG Group when available.	
3.6.6 Provide on-going support as required to the carer representatives to the IJB in consultation with them as to their specific needs.	3 3	On Track		Senior Project Manager (Strategy), Development Officer (Consultation & Engagement), Quarriers	New Senior Project Manager (Strategy) in post August 2023, in regular contact with IJB Carer Reps. Issues or queries answered and supported where necessary.	

Action Plan Key

Not Started	
In Progress/ On Track	
Delayed	
Completed	
Continuous Review	

Priority 4 - Community support and services for Carers

What will we do?	When will we have	RAG C		Who will be responsible?		Revised
	done it by?		working?			Deadlines
4.1.1 Develop a Culture of	Year 1 – Promoting		New projects being added		Project Update on promoting	
Creativity through	Variety project		to Action Plan to address	Implementation Group	variety, Chapelton and enhanced	
embedding the Promoting			specific areas as identified	Carers Reference Group	VR/Care Home breaks. Evaluation	
variety approach into			through community	LOIP Resilient, Included &	required by October 2023.	
development of Carers			engagement	Supported Group	LOIP Close Report now available.	
Support including;				Adult SW Lead Rep	·	
mainstream, services,						



Carer support services and Self-Directed Support option for Carers with eligible needs and Cared for with high level needs. 4.1.2 Maximise opportunities for Carers to access Community groups and activities. Incorporates; Increase the number of informal opportunities for Carers across the locality. North Locality Plan	Ongoing		Feedback from Carers indicates opportunities are available. Identified opportunities are available in North Locality. Whilst identified in the North Locality plan this will be progressed for Central and South to ensure equality of opportunity across Localities.	Implementation Group ACVO Wellbeing Project Manager Quarriers Barnardos Carers Reference Group (when established) Locality Empowerment Groups	CRG updates, Carer friendly community groups Transformation Programme Manager (TPM) for Strategy to progress with TPM for communities (PHC for North) - Age Friendly event 24 June, Quarriers to attend Feedback from Event Project Manager. Wee blethers established LOIP Close Report gives overview. Wetoo Parent Support Groups. Quarriers Christmas meals.	
					Barnardos – SHMU	
Support the ongoing					ers to receive a break from C	aring in line
		proposed		in the National Care Ser		
What will we do?	When will we have done it by?		How will we know it is working?	Who will be responsible?	Progress Update	
4.2.2 Test whether a 'Respitality' scheme with businesses increases the range of co-designed respite/short break provisions available. (North Locality Plan)	Year 1 - September 2023		Performance reported via LOIP Outcome Improvement Group. 'Resilient, Included, Supported'.	Quarriers	Quarriers to update on the charter via regular updates to CSIG LOIP CLOSE REPORT	



LOIP Change Idea &						
North Locality Plan						
4.2.3 Review 'Short Breaks statement'	Year 1 – January 2024		Review completed	Senior Project Manager (Strategy)	SPM to progress and update. Do this in conjunction with 3.3.1 (Eligibility Criteria)	
Continue to develop a					vel needs, which allow choic	e and control
		the propose		vithin the National Care		
What will we do?	When will we have done it by?		working?	Who will be responsible?	Progress Update	
4.3.1 Increase number of eligible Carers being offered the 4 Self-Directed Support (SDS) Options and associated budgets.	Ongoing with Annual review	Continuous Review	SDS Statistical Report.	Lead Social Work Manager (ACHSCP)	Monthly/ Quarterly report from SDS at the moment will be compiled into Annual Report.	Amalgamate 4.3.1 & 4.3.2
4.3.2 Increase the range of supports available to eligible Carers under each SDS Option therefore providing true choice for Carers.	Ongoing	Continuous Review	SDS Statistical Report.	Lead Social Work Manager (ACHSCP)	Monthly/ Quarterly report from SDS at the moment will be compiled into Annual Report.	Amalgamate 4.3.1 & 4.3.2
4.3.3 Review of Respite and Interim Beds for Older People and those with Physical Disabilities	Year 1 September 2023	– Delay on	There is capacity to meet the demand for planned respite provision	CSIG SW Lead Senior Project Manager (Services and Pathways)	SPM Services and Pathways to update, report being prepared and will be shared with CSIG when ready.	
4.3.4 Consider learning from Technology Enabled Care projects within Social Care Pathways review and implement any additional tests of change required as a result	Year 2 – January 2025		Will be dependent on work within separate Programme of work on Social care Pathways.	SW Lead to keep CSIG informed.	Digital Project Manager is lead, updates to be obtained from TEC board. Same Digital Project Manager aligned to ACHSCP Carers Website development. To be invited to January Carers Strategy Implementation Group.	



4.3.5 Develop a respite bureau	Year 2 - June 2024	On Track	Bureau in place	Amy Richert TPM, Services and Pathways	Linked to 4.3.3 and a position on year 2 will be provided Part of LOIP Project – Development for year 2 from initial test of change.	
4.3.6 Review of Day opportunities for Older Adults – Initial test of Change	Year 1	Completed	Attendance numbers and qualitative feedback.		Evaluation will be carried out and	Move to Continuous Review – Annual Evaluation