

**PERTH AND KINROSS COUNCIL****Housing and Health Committee****9 March 2016****Perth and Kinross Joint Strategy for Adult Carers 2015 - 2018****Report by Director (Housing and Community Care)****PURPOSE OF REPORT**

To report on the progress of actions contained within the Joint Strategy for Adult Carers (2015-2018) approved at the Housing and Health Committee in March 2015.

This strategy and action plan seeks to transform those supports services which the Council, NHS and the Voluntary Sector offer to carers. The Council and its partners are building on existing partnership working with carers and other partner agencies, to provide preventative support for carers and the cared for person, both to support their living at home for longer and to reduce the need for crisis intervention.

The report also updates the Housing and Health Committee on the recent amendments to carer legislation including the Carer (Scotland) Bill and its potential impact on future support provided to carers.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The new Joint Strategy for Adult Carers (2015-2018) was approved by the Housing and Health Committee on 11 March 2015 (Report 15/108 refers).
- 1.2 Through a variety of innovative actions, this strategy aims to improve the lives of unpaid carers (aged 18 years or over) and to support their enjoyment of an independent life alongside their caring role, enabling unpaid carers to continue caring in better health and wellbeing.
- 1.3 Perth and Kinross is projected to have the highest population growth rate in Scotland, with significant growth predicted in the number of older people, aged 65-85+. As this older population increases it is likely that the number of carers will also increase as more spouses and partners fall into carer roles in the community. A key aim of this strategy is to identify earlier those carers who require support, in order to ensure older people can continue to live in their homes and communities for as long as possible.
- 1.4 In Perth and Kinross in 2011, census data indicated that approximately 13,000 (9%) of the 147,000 people living in Perth and Kinross at that time provided some level of care, with over 8,000 people providing care for up to 19 hours per week. Yet, as of January 2016, there were only 5,794 carers (of all ages) logged on the Council's Social Work system which suggests that a large number of unpaid carers are unknown to our services and may, therefore, be missing out on much needed support, information and advice.

1.5 The priority areas set out within the strategy are:

- **Information and Awareness** - The Council, NHS and The Independent Sector (hence forth noted in the report as 'The Council and its partners') will significantly improve our awareness of and information to carers, so that more carers will self-identify and our services will be able to identify and support them speedily
- **Early support** – The Council and its partners will improve support in our localities, offering respite services, providing people with a life alongside their caring role and at a point before people reach a crisis situation
- **Prevention** – This, in turn, will prevent unnecessary hospital or care home admission for the cared for person, thus supporting more people to remain in their own homes and communities for longer

1.6 The action plan in the Carers strategy (see appendix 1) contains six pledges to support carers and has been developed with carers, the Council and its partner organisations to ensure we continue to provide carers with the necessary support, advice and information to help them in their caring role. All the pledges make reference to the 9 National Health and Wellbeing Outcomes which all Health and Social Care partnerships are now expected to evidence:

- **PLEDGE 1:** Engage with people on their terms including identifying people who may not recognise themselves as a carer
- **PLEDGE 2:** Promote empowerment while also offering support as needed to all people in a caring role
- **PLEDGE 3:** Support carers in providing opportunities for shaping and improving services as needed
- **PLEDGE 4:** Support people in a caring role to maintain their health, wellbeing and a life beyond their caring role
- **PLEDGE 5:** Ensure fairness and equity in everything we do in Perth and Kinross
- **PLEDGE 6:** Further the development of our workforce to ensure competent, caring and supportive workers

## **Legislation**

### **1.7 Waiving of Charges Regulations**

The Social Care (Self-directed Support) (Scotland) Act 2013 contained an amendment that local authorities must waive charges where services are provided to adult carers. Supporting guidance was also issued to accompany this change. We are one of the first local authorities in Scotland to introduce a waive in carer charges when we ceased charging for our carer respite voucher scheme.

### **1.8 Carers (Scotland) Bill**

For the first time, the Scottish Government has introduced legislation specifically for unpaid carers. The Carers (Scotland) Bill was introduced into the Scottish Parliament on 9 March 2015. The proposals set in the Bill set out a range of measures to improve the identification and provision of support to carers, including the introduction of a new duty on local authorities to support

carers who are assessed as needing support and who meet eligibility criteria. This is a change from the current system where local authorities have a power to support unpaid carers, but not a duty.

The proposals outlined in the Carers Bill include:

- A duty to support carers who meet eligibility criteria and the power to provide preventative support where they do not meet the eligibility criteria
- A duty on local authorities to develop and publish local carer strategies
- A duty on local authorities and health boards to involve adult carers, young carers, carer organisations and other relevant organisations in the planning, shaping, delivery and review of services
- A duty to prepare and publish a short breaks statement
- A requirement that assessing workers take account of any carer support plans when conducting an assessment of the cared for person

## 2. PROGRESS TO DATE

The following are examples of progress so far and illustrate the positive impact the Carers Strategy is having (See also the Action plan, updated on 15 December 2015 in appendix 1).

### 2.1 Pledge 1 – Engage with people on their terms, including identifying people who may not recognise themselves as a carer

#### 2.1.1 *Additional carer support workers (action 1.1)*

We have significantly increased the resources to identify carers. Two additional Carer Support workers from PKAVS are now working in partnership with the council and NHS Tayside staff. One worker covers Perth City and works two days a week based at Pullar House with the Perth City social work team and the additional worker covers North Perthshire and is now based at Jessie Street in Blairgowrie. Workers also have access to Swift, the council social work information system.

There has been a significant increase in the number of referrals and carer support plans completed since the carer support workers have been in post. Table 1 beneath shows the sharp rise in both referrals received and care support plans completed for the same 6 month period in 2014 and 2015:

**Table 1**

Action	July 2014 - December 2014	July 2015 – December 2015	% Increase / Decrease
Referrals received	87	187	+ 115%
Support Plans completed	77	150	+ 95%
Carers Signposted	118	205	+74%

### 2.1.2 Carers Hub Website (action 1.3)

One thing that carers reiterated time and again in our engagement, was the need for a single point of contact for information. The Carers Hub website was launched on 4 November 2015 at the Carers Conference, to meet this need. There has been a positive response from people using the website and also a joint approach taken by partners collectively providing the information. Promotional material including leaflets, business cards and press releases in local papers have been used to promote the Carers Hub website.

All available training for carers is now accessible on the Carers Hub website, providing a one stop shop for both training and information for carers.

The numbers of people using the website since it opened, has been encouraging (see Table 2 beneath):

**Table 2**

New Users	760
Sessions	1,236 (people using more than once)
New visitors	60.6%
Returning visitors	39.4%
Page views	5,548
Average time spent on website	4 mins 20 seconds

### 2.1.3 Drop in Sessions for Carers

The following two new drop in sessions have been arranged for unpaid carers at the Gateway Centre:

**Perth and Kinross Council Welfare Rights Team:** the first Wednesday of the month, from 3.30pm-4.30pm, providing advice and information to carers regarding benefits and other welfare rights-related assistance;

**Lead Scotland:** every Tuesday from 10-12pm, starting on Tuesday 23rd February, to provide one-to-one support for carers to learn how to use and/or increase their skills and confidence using technology devices such as laptops, mobile phones and tablets.

## 2.2 **Pledge 2 – Promote empowerment while also offering support as needed to all people in a caring role**

### 2.2.1 Self-directed Support (SDS) (action 2.1)

A short life working group has been set up to explore the option of SDS for carers and to develop the eligibility criteria for carers, in line with recent changes in carer legislation as outlined above.

New carer support plans will be developed in readiness for the introduction of the Carers (Scotland) Act. Our next step is to consult with carers and stakeholders regarding the eligibility criteria currently being developed.

### 2.2.2 Participatory Budgeting (PB) (action 2.4)

We have introduced Participatory Budgeting (PB) for carers in Perth and Kinross, bringing their expertise into the development of services for carers. Called 'Carers Voice, Carers Choice', it gave carers the decision making in how £20K would be allocated to support carers across Perth and Kinross. A PB event for carers was convened on 4 February 2016, where carers voted on 23 applications for joint NHS Tayside and Council funding, totalling £20K.

We had 58 carers voting with approximately 100 people attending throughout the course of the day. Of the 23 eligible projects, 15 were awarded funding on the day from a variety of projects including respite for families with children with additional needs, day trips and weekend respite for older carers, carers from the minority ethnic community including Gypsy/Travellers and young adult carers.

Feedback from 61 people who attended had this to say:

- 95% stated the day was well organised
- 93% felt it was good for carers
- 90% thought the event was held in a good location
- 97% stated they liked the presentations
- 90% felt the voting instructions were clear
- 90% thought everything was done fairly
- 95% stated they would do this again

Some of the comments suggesting improvements on the day included having locality focused PB events, inviting whole communities rather than just carers, more carers presenting the bids rather than workers/professionals and more time for people to present their project.

Some comments from participants and carers included:

*"Decision being taken by the community, not 'handed down'"*

*"Perth and Kinross Council are really pro-active in promoting carers's issues"*

*"Good to get the decision today – there are no layers between us and the decision"*

*"A great event for carers"*

*"Great new concept – appreciated being involved"*

*"A great democratic event"*

*"Excellent event giving unpaid carers the opportunity to speak about things that impact on their day to day life. Difficult to choose"*

A number of the strategic aims and outcomes of the carers strategy were met including promoting carer empowerment, supporting the needs of the minority ethnic including Gypsy/Traveller communities and young adult carers and also providing carers with this opportunity for shaping services and being a vital part of the decision making process.

We were supported by PB Partners UK, funded by the Scottish Government to support participatory budgeting across Scotland. Alan Budge, of PB Partners UK who supported us throughout the process, highlighted the success of the day by saying:

*“A really superb event, effectively targeting and involving a very particular ‘expert community’, ie. the carers themselves”*

The Scottish Community Development Centre, who also attended, will undertake a write up of the day on their website - PB Scotland - showcasing participatory budgeting in Perth and Kinross as a shared learning opportunity.

## **2.3 Pledge 3 - Support carers in providing opportunities for shaping and improving services as needed**

### **2.3.1 Carers Conference (action 3.2)**

The Carers Conference took place at the Salutation Hotel on 4 November 2015 with positive feedback from around 130 participants. The day consisted of a variety of stall holders providing advice and information to carers, carer stories and a forum theatre. Nearly 94% of attendees were either very satisfied (61.9%) or satisfied (31.8%) with the conference. Some of the feedback given includes:

*“10/10 - excellent morning. Informative and thought provoking. Thank you”*  
*“I felt the content of the day was very informative and well presented by most of the speakers”*  
*“Great to hear about services to access as a carer”*  
*“It was an informative session and I have taken a lot away from it. Particularly found it insightful to hear real stories of carers in Perth and Kinross”*

## **2.4 Pledge 4 – Support people in a caring role to maintain their health, wellbeing and a life beyond their caring role**

### **2.4.1 Carers Kitemark (action 4.1)**

Carers Kitemark is one of the Scottish Government’s key policies to help Scotland’s carers. Perth and Kinross Council were awarded Level 1 (Engaged) status of a ‘Carer Positive Employer’ and will continue to work towards Level 3 throughout the lifetime of this strategy. By doing so, we aim to help make Perth and Kinross a better place to be a working carer by

acknowledging the contributions of our working carers and supporting them in their caring role with practical policies and working practices.

PKAVS have also been awarded Engaged status and discussions are progressing with NHS Tayside, Aviva and SSE to support them to sign up as a Carer Positive Employer.

## **2.5 Pledge 5 – Ensure fairness and equity in everything we do in Perth and Kinross**

### **2.5.1 Gypsy/Traveller Respite Away Day (actions 5.2 & 5.3)**

Minority Ethnic Carers of People Project's (MECOPP) Gypsy/Traveller Carers' Project successfully bid for, and received, additional funding from Shared Care Scotland to run a series of bespoke short breaks (day and residential) for carers, and people cared for from the Gypsy/Traveller communities living in Perth and Kinross, Argyll and Lothian.

During 2015, MECOPP organised three residential events - in Pitlochry in April, near Callander in June and near Appleby in September - and three Family Days in Oban, Edinburgh and Perth. The short breaks all had a focus on improving health and wellbeing. Participants, carers and those being cared for engaged in a variety of activities including laughter therapy, wood craft, African drumming, basket-weaving, complementary therapies, relaxation, storytelling, herbalism, mindfulness and much more.

For the majority of those taking part it was the first time they had experienced a 'short break' of this kind and all participants have spoken about the positive benefits of taking part. So far 43 carers and 27 people being cared for have participated, including many from Perth and Kinross who already work with the MECOPP Gypsy/Traveller team.

### **2.5.2 MECOPP and the PKC Social Worker – Complementary Therapies Pilot**

From August to December 2015 MECOPP and the PKC Carer Social Worker ran a pilot project with Gypsy/Traveller carers. Recognising the mistrust of 'social work' amongst many Gypsy/Travellers, the project sought to work in partnership to build trust by offering a complementary therapy session and an informal 'cuppa and catch up' within a safe space at a local carers support day centre in Perth.

The therapy was delivered by the carer social worker which was an invaluable way for carers to get to know a social worker and greatly helped to diminish negative feelings or thoughts community members had about 'social work'.

A summary of the pilot outcomes include:

- 100% of carers who attended the pilot project went on to have a carer support plan
- 7 individuals engaged with the carer social worker for the first time
- 7 individuals have received or will shortly be receiving complementary therapy services
- 100% of carers stated their trust in social services has increased since engaging in the project

Comments from participants include:

*"The moment I began my time with Rosemary; it was like all my troubles went away"*  
*" It [the session] was amazing; I feel so relaxed"*  
*" I don't think of Rosemary as a Social Worker; as a person first if you know what I mean?"*  
*" It [the session] was exactly what I needed"*  
*"When can I have another [session]?"*

### 2.5.3 "Time to Live" Respite Monies (action 5.3)

The PKAVS 'Time to Live' fund opened in October 2015 and has been hugely popular with all carers across Perth and Kinross including the Minority Ethnic and Gypsy/Traveller communities, with funding open to any carers providing care for someone 21+. Carers can apply for up to £300.

To date, 63 applications for funding have been received, with money granted to 37 carers totalling £9,700. There has been a wide spectrum of respite requests including driving lessons, short breaks with or without the cared for person, taxi fares and re-establishing a previous hobby.

## 3. **MONITORING AND REPORTING**

The Carers Strategy Group meets on a monthly basis to discuss the progress on all actions in the Action Plan and to share additional carer related matters and information. Through these regular meetings, new relationships have been formed within the Health and Social Care Partnership which have further served to progress the Action Plan.

Overall progress will continue to be reported to the Perth and Kinross Council Housing and Health Committee.

## 4. **CONCLUSION AND RECOMMENDATIONS**

- 4.1 Effective partnership working across a range of agencies and with individuals and communities has resulted in the progress detailed above and set out at Appendix 1 over the past twelve months. The Carers Strategy has resulted in the waiving of charges for carers respite vouchers, a surge in Carers Support Plans, radical empowerment for carers via participatory budgeting and a new information centre for carers via the specialist website.
- 4.2 The strategy group will continue to oversee the actions of the Carers Strategy ensuring that we deliver on commitments and outcomes for carers.
- 4.3 The Health and Social Care partnership will also continue to encourage the involvement of carers in service delivery, monitoring and evaluation of services, while offering increased choice and control of services through the promotion of self-directed support and new ideas such as Participatory Budgeting.



4.3 It is recommended that the Housing and Health Committee:

- (i) Notes the delivery of actions from the Joint Strategy for Adult Carers.
- (ii) Notes the development of the action plan and the progress made towards improving the lives of carers in Perth and Kinross.
- (iii) Instructs the Director (Housing and Community Care) to bring a further progress report on the Action Plan to Housing and Health Committee in 12 months' time. This will include an update on any changes and implementation of carer legislation.

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#### Approved

Name	Designation	Date
John Gilruth	Director (Housing and Community Care)	15 February 2016

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
<b>Resource Implications</b>	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	None
<b>Assessments</b>	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
<b>Consultation</b>	
Internal	Yes
External	Yes
<b>Communication</b>	
Communications Plan	None

### 1. Strategic Implications

#### 1.1 Community Plan / Single Outcome Agreement

This report supports the following outcomes of the Community Plan / Single Outcomes Agreement in relation to the following priorities:

- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

#### 1.2 Corporate Plan

This report supports the following outcomes of the Corporate Plan in relation to the following priorities:

- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

## **2. Resource Implications**

### **2.1 Financial**

There are no direct financial implications arising from this report. The Carer (Scotland) Bill is still being considered in the Scottish Parliament and it is likely that once agreed there will be a financial impact on local authorities in Scotland. At present, COSLA is negotiating with the Scottish Government over the financial support the Scottish Government will give local authorities to support the implementation of the act. It is envisaged that any future carer legislation which reduces or waives charges will have a significant impact on the Council's ability to fund support to carers within the current budget arrangements without additional financial support from the Scottish Government.

### **2.2 Workforce**

There are no workforce implications for council staff arising from this report.

### **2.3 Asset Management (land, property, IT)**

There are no asset management (land, property or IT) implications arising from this report.

## **3. Assessments**

### **3.1 Equality Impact Assessment**

Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The Equality Impact Assessment undertaken in relation to this report can be viewed by clicking <http://www.pkc.gov.uk/EqIA>

This report has been considered under the corporate Equalities Impact assessment process (EqIA) with the following positive outcomes expected following implementation of this strategy:

- Improved outcomes and support for carers across Perth and Kinross
- Increased health and wellbeing for carers to enable them to have a life alongside their caring role
- Increase in preventative support and empowerment of carers
- Identification and support for working carers through the implementation of the Carers Kitemark

### 3.2 Strategic Environmental Assessment

The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

The content of this report have been considered under the act, however, no action is required as the Act does not apply to the matters presented in this report.

### 3.3 Sustainability

Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:

- in the way best calculated to deliver the Act's emissions reduction targets;
- in the way best calculated to deliver any statutory adaptation programmes; and
- in a way that it considers most sustainable.

There are no steps required to be taken in this area.

### 3.4 Legal and Governance

There are no direct legal implications resulting from this report.

### 3.5 Risk

There are no direct risks arising from this report

## 4. **Consultation**

### Internal

- 4.1 The views, reports and general contributions of lead officers / members of the Carers Strategy Group have been gathered. This includes service managers and senior staff in Housing and Community Care.

### External

- 4.2 Members of the Carers Strategy Group and their associated networks have been consulted and have contributed to the preparation and content of this report.

## 5. **Communication**

- 5.1 There is no communication plan associated with this report.

## **6 Background Papers**

There are no relevant background papers relevant to this report.

## **7 Appendices**

Appendix 1 in this report is the Action Plan for the Joint Strategy for Adult Carers (2015-2018).



## SIX PLEDGES AND THE JOINT STRATEGIC CARERS ACTION PLAN (2015 – 2018)

**PLEDGE 1. We will engage with people on their terms, including identifying people who may not recognise themselves as a carer**

*NATIONAL HEALTH AND WELLBEING OUTCOMES 2, 3, 4 & 6*

No.	Actions	Timescales	How we will know it's working	Resources and Costs	Leads
1.1	Explore the option of three additional carer support workers to support localities in the hospital discharge team and North Perthshire and Perth City localities to promote early identification and anticipatory support as needed.	April 2016	<ul style="list-style-type: none"> <li>Number of carer Support Plans;</li> <li>Number of completed carer questionnaires;</li> <li>Workers will be based in identified areas and team</li> </ul>	£64,000 – x2 locality carer support workers (Integrated Care Fund)  £36,000 – hospital discharge worker (Integrated Care Fund)  Total = £100,000	PH
<p><b>Discussion and Progress:</b> RJ to follow up action below, as per previous meeting.</p> <p><b>ACTIONS:</b> RJ to look at the PKAVS workers in the South Perthshire locality getting the same access to swift to be able to accurately record support given and discussions had with carers.</p>					
<p><b>STATUS</b>  <b>✓ Action completed</b>            ☺ Action on course for completion            ☹ Progress made but slippage on planned timetable            x Little or no progress achieved         </p>					

## APPENDIX 1

1.2	Support for young adult carers (YAC) aged 16-25 years during their transition from young carers to young adult carers, to increase awareness of options and information, personalised and appropriate for their particular needs and situation: <ul style="list-style-type: none"><li>▪ Implement a collaborative working partnership with PKAVS, NHS Tayside and PKC</li><li>▪ Provide a dedicated support service for YAC's</li><li>▪ Increase the level of awareness of YAC needs in secondary schools</li></ul>	July 2015 - July 2016	<ul style="list-style-type: none"><li>▪ 30 YAC complete "Enhancing Employability Programme" through the Business Support Group</li><li>▪ Minimum of 50 individual support plans to be completed in total, with 90% YACs reporting this as useful in helping them in this transition to adulthood</li><li>▪ 12 awareness presentations completed for secondary school pupils, 240 pupils to attend in total</li><li>8 awareness/training sessions for professionals in education, with a minimum of 40 attending in total</li></ul>	Within existing resources	PKAVS	
<div><div><b>Discussion and Progress:</b> RJ and LM have discussed future funding opportunities for the YAC worker and LM agreed to confirm CIS funding which may be available. There is a meeting in January 2016 to discuss further with NHS Tayside. LM has asked NHS Tayside if there is any indication regarding the funding which may be available, to then at least start having discussions.</div><div><b>ACTIONS:</b> LM and RJ to continue to have discussions regarding funding for YAC worker to progress this post.</div></div>						<div><b>STATUS</b> <b>✓ Action completed</b> ☺ Action on course for completion ⌚ Progress made but slippage on planned timetable x Little or no progress achieved</div>



1.3	<p>Commission a carers HUB to ensure people have access to appropriate and consistent information and to raise awareness across P&amp;K as to the support available to carers and to those who do not self-identify;</p> <ul style="list-style-type: none"> <li>Engage with carers using social media to support all six carer strategy pledges</li> <li>The Carers Hub will offer welfare advice surgeries to ensure income maximisation for all carers</li> </ul>	<p>April 2015</p> <p>December 2015</p> <p>December 2016</p>	<ul style="list-style-type: none"> <li>Carers HUB will be commissioned and operational;</li> <li>Number of people who access the HUB;</li> <li>Feedback regarding the usefulness of the service;</li> <li>Review relevance of the information and it is up to date;</li> <li>Number of followers, number of hits, number of likes of social media</li> <li>Number of clients attending welfare rights surgeries</li> </ul>	£47,000 (Integrated Care Fund)	PH RJ
<p><b>Discussion and Progress:</b></p> <p>RJ provided an update on the hits on the Carers Hub website:</p> <p>760 new users 1,236 sessions (so people using more than once) New visitors 60.6% and returning visitors 39.4% 5,548 page views 4 mins 20 seconds average time spent on the website.</p> <p>RJ advised there were spikes of hits on the website after the advertisements were in the Perthshire Advertiser and on the days after. RJ advised that PKAVS may have advertisements in the paper again in Feb/March 2016.</p> <p>SL is also looking at particular areas of use on the website e.g. which organisations, localities etc. have frequent or less than frequent hits and she will communicate this information to the organisations to ensure they keep their information page up to date.</p> <p>Additionally, there have been four requests for further information using the 'Information Request' button on the website.</p> <p>RJ advised that SL's post will end in March 2016 so the challenge will be going forward and keeping the website up and running. PKAVS are seeking other sources of income.</p> <p><b>ACTIONS:</b></p> <p>RJ to continue to advise of the website and Carers Hub developments at future meetings.</p>					
<p><b>STATUS</b></p> <p>✓ <b>Action completed</b></p> <p>😊 Action on course for completion 🕒 Progress made but slippage on planned timetable x Little or no progress achieved</p>					

PLEDGE 2. We will promote empowerment while also offering support as needed to all people in a caring role					
NATIONAL HEALTH AND WELLBEING OUTCOMES 3, 6, 7 & 8					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
2.1	Fully personalise SDS for carers by implementing self-directed support: <ul style="list-style-type: none"> <li>Increase the number of people receiving direct payments for their carer role to support a carer having a life beyond caring (Linked to Pledge 4)</li> </ul>	January 2016	<ul style="list-style-type: none"> <li>Number of carers accessing SDS options 1&amp;2</li> </ul>	Within existing resources	KS Short Life Working Group PH
<p><b>Discussion and Progress:</b> A new Carer Support Plan template has been designed on our SWIFT electronic records system that can be used to give carers SDS support. This new format has also taken on board the changes that will be required by the Carer (Scotland) Act in 2017. A DRAFT Eligibility Criteria for carers has also been developed.</p> <p><b>ACTIONS:</b> Awareness and training for staff in use of new Carer Support Plan is required and this is expected to be complete by March 2016. Consultation needs to be undertaken with all key stakeholders on the DRAFT Carer Eligibility Criteria, as per Carer (Scotland) bill, before we can implement the criteria. Consultation on the DRAFT Eligibility Criteria to begin in March</p>					
				<b>STATUS</b> ✓ Action completed ☺ Action on course for completion ⚡ Progress made but slippage on planned timetable x Little or no progress achieved.	
2.2	Raise awareness and implement legislation relating to non-charging policy for carers: <ul style="list-style-type: none"> <li>Review current chargeable services commenced or provided by local authority</li> <li>Training &amp; awareness of NHS, PKC and voluntary/third sector agency staff regarding the non-charging policy</li> </ul>	Sept 2015	<ul style="list-style-type: none"> <li>We will be in accord with the legislation</li> </ul>	Within existing resources	PH
				<b>STATUS</b>	

## APPENDIX 1

<p><b>Discussion and Progress:</b> LM provided feedback on the current Carers (Scotland) Bill which is at stage 2 amendments. Still going through parliament and also referenced the Coalition of Carers in Scotland presentation which RJ originally sent and was forwarded to the strategy group for their information.</p> <p><b>ACTIONS:</b> LM/PH will provide updates to the strategy group as information becomes available.</p>					<p>✓ <b>Action completed</b> ☺ Action on course for completion ⌚ Progress made but slippage on planned timetable x Little or no progress achieved</p>
2.3	Continue to provide existing support options while also evaluating and reviewing these options including Dementia Café, carer respite vouchers, carer therapies and carer support groups to ensure they continue to meet the needs of carers accessing these services. (Linked to Action 6.3)	Sept 2016	<ul style="list-style-type: none"> <li>Number of carers accessing services</li> <li>Carer feedback questionnaires</li> <li>Completed evaluations and reviews</li> </ul>	Within existing resources	PH
<p><b>Discussion and Progress:</b> Lisa provided an update on the satisfaction survey:</p> <ul style="list-style-type: none"> <li>Generally, carers are satisfied with services although there has been some very useful feedback regarding how services might be improved;</li> <li>LM advised that generally those services provided in the community e.g. Community and dementia cafes, support groups etc. were very well received and those services provided by PKC had room for improvement;</li> <li>LM advised she will do a short summary report of the survey and will distribute the full report for strategy group members. LM asked that the full report not be shared with others at this stage. No time frame for this due to other workload commitments at this stage;</li> <li>LM also advised that in a discussion with LJ who helped with the survey, some departments are having surveys run for the full year and therefore giving people longer time to fill in the survey and to gather the views of a larger group of people over a longer period of time. The strategy group felt this might be something to consider for the future.</li> </ul> <p><b>ACTIONS:</b></p>					<p><b>STATUS</b> ✓ Action completed ☺ <b>Action on course for completion</b> ⌚ Progress made but slippage on planned timetable x Little or no progress achieved</p>

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Lisa to provide a short summary report of the full carer satisfaction survey.

2.4	Explore Participatory Budgeting for carers	Sept 2016	Participatory budget monies will be available for use for carers	Within existing resources	PH DS
<p><b>Discussion and Progress:</b> Successful Participatory Budgeting event held on 4 February 2016.</p>					
2.5	Explore options for carer training, including specific training carers will find helpful and supportive to them in their caring role	June 2016	<ul style="list-style-type: none"> <li>Carer questionnaire</li> <li>Number of carers attending training</li> <li>Feedback from carers regarding usefulness and implementation of training</li> </ul>	Within existing resources	LS LM
<p><b>Discussion and Progress:</b> RJ advised that KD has sent out dates for carer training in March 2016, with dementia training also scheduled for January 2016. RJ also advised that he, VP and RM are meeting in January 2016 for a short life working group to discuss training further.</p> <p><b>ACTIONS:</b> LM and RJ to continue to feedback to the group regarding any updates on this action.</p>					
<p><b>STATUS</b> ✓ Action completed ☺ Action on course for completion ⌚ Progress made but slippage on planned timetable x Little or no progress achieved</p>					

### PLEDGE 3. We will support carers in providing opportunities for shaping and improving services as needed

NATIONAL HEALTH AND WELLBEING OUTCOMES 3, 5 & 8					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
3.1	Review the role, remit and membership of Perth and Kinross Carer Strategy Group to ensure it is	April 2015	<ul style="list-style-type: none"> <li>Membership of the group will be agreed;</li> <li>Terms of Reference/Memorandum of</li> </ul>	Within existing resources	LM

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	inclusive of the population of Perth and Kinross to empower the group to monitor, review and implement the carers' action plan.		Understanding will be written up and implemented					<b>STATUS</b> ✓ Action completed ☺ Action on course for completion ⚡ Progress made but slippage on planned timetable x Little or no progress achieved
<p><b>Discussion and Progress:</b> Completed - No further updates needed. The Terms of Reference for the group will be reviewed yearly.</p>								
3.2	Continue to hold an annual Carers Conference to provide opportunities for shaping, re-designing and improving services as needed:  ▪ Include as a planning support role within the carers HUB SLA, to engage with carers in the community	Sept/Oct 2015	<ul style="list-style-type: none"> <li>Working group will be established to plan and implement the carers conference;</li> <li>Carers questionnaires regarding service provision and carer needs</li> </ul>	£2,000 from carers strategy	PKAVS Carers Strategy Group			<b>STATUS</b> ✓ Action completed ☺ Action on course for completion ⚡ Progress made but slippage on planned timetable x Little or no progress achieved
<p><b>Discussion and Progress:</b> Discussed as part of the wider group discussions – see meeting minutes.</p> <p><b>ACTIONS:</b> Action completed – no further updates required.</p>								
3.3	Support recovery of people with a mental health and drug and alcohol difficulty by involving carers in	August 2016	<ul style="list-style-type: none"> <li>Carer questionnaires and feedback</li> <li>Service User feedback</li> </ul>	Within existing resources	PH			

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	service redesign				
<p><b>Discussion and Progress:</b> Discussions on RJ advised that he met with SC and there is a possible meeting room available for a drop in at The Gateway. He further advised that a monthly Support in Mind group may also return to The Gateway to have their meetings. RJ further advised that PKAVS are looking into a possible carers night in the evenings with therapies for working carers to attend and to use The Gateway building more at various times, as the Carers Hub.</p> <p><b>ACTIONS:</b> MM and others to continue to provide updates as needed to the group.</p>					<p><b>STATUS</b>            ✓ Action completed            ☺ <b>Action on course for completion</b>            ⌚ Progress made but slippage on planned timetable            x Little or no progress achieved</p>
3.4	<p>Ensure mental health carers are regularly provided with opportunities for involvement:</p> <ul style="list-style-type: none"> <li>Includes consulting on specific carer driven pieces of work e.g. Tayside leaflet for mental health carers - Can I Help You to Cope?</li> <li>Training               <ul style="list-style-type: none"> <li>Representation on local planning groups, regular community engagement and promotion of carer involvement to recruit mental health involvement carers</li> </ul> </li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Utilising quarterly meetings of the Perth and Kinross Involvement Group as a forum to shape services</li> <li>Engagement and or/training with current mental health professionals and undergraduate students</li> <li>Diverse range of carers experiences and number of carers participating in involvement</li> </ul>	Full time Involvement and Support Manager NHS funding in place until 2016	CK/MM, Support In Mind Scotland
<p><b>Discussion and Progress:</b> No representative from Support In Mind was in attendance to provide an update.</p> <p><b>ACTIONS:</b> MM to continue to provide updates as needed to the group</p>					<p><b>STATUS</b>            ✓ Action completed            ☺ <b>Action on course for completion</b>            ⌚ Progress made but slippage on planned timetable            x Little or no progress achieved</p>

PLEDGE 4. We will support people in a caring role to maintain their health, wellbeing and a life beyond their caring role					
NATIONAL HEALTH AND WELLBEING OUTCOMES 1, 3, 4, 5 & 6					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
4.1	Implementation of the Carers' Kitemark within Perth and Kinross Council to support working carers.	April 2015	<ul style="list-style-type: none"> <li>Level 1 of the Carers Kitemark will be achieved</li> </ul>	Within existing resources	KD PH
<p><b>Discussion and Progress:</b> Perth and Kinross Council has been awarded 'Engaged' status in relation to the Carers Kitemark.</p> <p>Level 1 Engaged Level 2 Established Level 3 Exemplary</p> <p><b>ACTIONS:</b> To explore actions to achieve Level 3 by 2018.</p>					
					<b>STATUS</b> ✓ Action completed ☺ Action on course for completion ⚠ Progress made but slippage on planned timetable x Little or no progress achieved
4.2	Support, and explore with partners across Perth and Kinross e.g. NHS Tayside, PKAVS, Aviva and Scottish and Southern Energy (SSE) and others, to sign up to the Carers' Kitemark	April 2016	<ul style="list-style-type: none"> <li>Local Perth and Kinross agencies are signed up to the Kitemark;</li> <li>Policies are developed and implemented across organisations.</li> </ul>	Within existing resources	KD PH
<p><b>Discussion and Progress:</b> As above. PKAVS already have achieved Level 1 Carers Kitemark.</p> <p><b>ACTIONS:</b> PH to follow up with the designated HR officer (KM) and feedback at future strategy group meetings.</p>					
					<b>STATUS</b> ✓ Action completed ☺ Action on course for completion ⚠ Progress made but slippage on planned timetable x Little or no progress achieved



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4.3	<p>Explore opportunities to allow carers to fulfil their own health, wellbeing and a life beyond the caring role, taking into consideration SDS principles and implementation:</p> <ul style="list-style-type: none"> <li>Review complementary therapies process and guidance and the Respite Voucher Scheme to ensure they continue to meet carers' needs (Linked to Action 2.1 &amp; 2.3)</li> <li>Develop information resources on bereavement and explore options regarding financial limiting bereavement counselling</li> </ul>	<p>April 2016</p>	<ul style="list-style-type: none"> <li>Carer questionnaires</li> <li>Changes made to processes and guidance will be made as needed</li> <li>Reviews completed</li> </ul>	<p>Within existing resources</p>	<p>GP</p> <p>PH LM</p>
<p><b>Discussion and Progress:</b> LM advised that a meeting was held on 19 November 2015 to discuss the complementary therapy services offered by PKC and PKAVS and we explored if there was any merit in joining the services together. RM reiterated to the group that she runs a monthly Loss and Bereavement group and the group agreed that workers might need to be reminded of this service as RM advised of a reduction in referral numbers recently.</p> <p><b>ACTIONS:</b> LM rescheduled the Complementary Therapy meeting for 12 Jan 2016.</p>					
<p><b>STATUS</b>            ✓ Action completed            ☹ Action on course for completion            ⌚ Progress made but slippage on planned timetable            x Little or no progress achieved</p>					

### PLEDGE 5. We will ensure fairness and equity in everything we do in Perth and Kinross

#### NATIONAL HEALTH AND WELLBEING OUTCOMES 3 & 5

No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
5.1	Engage with different services in all localities, who are involved with specific populations including hidden carers, people from minority	August 2016	<ul style="list-style-type: none"> <li>Increased number of Carer Support Plans within these targeted groups</li> </ul>	Within existing resources	MECOPP MEAD CP AF





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	health difficulty.						<b>STATUS</b> ✓ Action completed ☺ <b>Action on course for completion</b> ⌚ Progress made but slippage on planned timetable x Little or no progress achieved
<p><b>Discussion and Progress:</b> Meetings with PKAVS at potential for supporting more flexible respite options for people with mental health problems.</p> <p><b>ACTIONS:</b> Proposal to be completed.</p>							
5.4	Develop increased options for more flexible and personalised approaches to respite for all carers.	September 2017	▪ Flexible respite in place	Within existing resources	PH		<b>STATUS</b> ✓ Action completed ☺ <b>Action on course for completion</b> ⌚ Progress made but slippage on planned timetable x Little or no progress achieved
<p><b>Discussion and Progress:</b> <b>Previous update still relevant</b> – PH advised that this action and progress will likely come through SDS discussions.</p> <p><b>ACTIONS:</b> Strategy group members to remain updated on the progress of SDS for carers through the SDS working group.</p>							
5.5	Engage with community partnerships and other relevant community bodies and agencies to ensure services to carers are provided and supportive of carers in each locality, including rural areas.	September 2017	Attendance at relevant meetings Carer questionnaires/surveys	Within existing resources	PH LM		<b>STATUS</b> ✓ Action completed ☺ <b>Action on course for completion</b> ⌚ Progress made but
<p><b>Discussion and Progress:</b> Carers views fed in to the Strategic Plan via the engagement exercise 'Join the Conversation'.</p> <p><b>ACTIONS:</b> LM, PH, LM to meet to ensure that carers and their needs are forefront in the developing health and social care Locality Leadership Arrangements.</p>							

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	slippage on planned timetable x Little or no progress achieved
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PLEDGE 6. We will further the development of our workforce to ensure competent, caring and supportive workers				
NATIONAL HEALTH AND WELLBEING OUTCOME 8				
No.	Actions	Timescales	How will we know it's working	Resources and Costs Leads
6.1	Implement and embed Equal Partners In Care (EPIC): <ul style="list-style-type: none"> <li>Raise awareness of EPIC through all member groups of the Carer Strategic Group (NHS, PKC and voluntary/third sector agencies) and encourage staff to complete level 1 of the online 'Carer Aware' training</li> </ul>	April 2016	<ul style="list-style-type: none"> <li>Staff will have completed training: 2016 - 60% of staff 2017 - 80% of staff 2018 - 90% of staff</li> <li>Staff questionnaires regarding completion of the training and how practitioners/workers are using the training within practice</li> </ul>	PH LM NHS Education for Scotland
<p><b>Discussion and Progress:</b> RM advised the group that she attended EPIC training at Bells Sports Centre with the SSSC in early 2015. LM to disseminate the document and website for the group to look at and share with workers.</p> <p><b>ACTIONS:</b> <b>Previous update still relevant</b> - PH to continue to make contact with the relevant parties regarding this action and to feedback at the next strategy group meeting. LM to forward the EPIC document with an online web link for the group to familiarise themselves and begin discussions with staff.</p>				
<b>STATUS</b> ✓ Action completed ☺ <b>Action on course for completion</b> ⌚ Progress made but slippage on planned timetable x Little or no progress achieved				
6.2	Promote and explore SDS training for staff across all sectors (NHS, PKC, voluntary/third sector) to ensure up to date knowledge and information	March 2016	<ul style="list-style-type: none"> <li>Number of staff trained</li> <li>Staff questionnaires to demonstrate how practitioners/workers are using the training within practice</li> </ul>	Within existing resources KS

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	groups residing in Perth and Kinross and their specific needs.		training within practice		
<p><b>Discussion and Progress:</b> Training plan being developed.</p> <p><b>ACTIONS:</b> Complete training plan and implement.</p>					<p><b>STATUS</b></p> <p>✓ Action completed</p> <p>☺ <b>Action on course for completion</b></p> <p>⌚ Progress made but slippage on planned timetable</p> <p>x Little or no progress achieved</p>

## NATIONAL HEALTH AND WELLBEING OUTCOMES

<b>Outcome 1</b>	People are able to look after and improve their own health and wellbeing and live in good health for longer
<b>Outcome 2</b>	People, including those with disabilities, long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community
<b>Outcome 3</b>	People who use health and social care services have positive experiences of those services and have their dignity respected
<b>Outcome 4</b>	Health and social care services are centred on helping to maintain or improve the quality of life of service users
<b>Outcome 5</b>	Health and social care services contribute to reducing health inequalities
<b>Outcome 6</b>	People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and well-being, including to reduce any negative impact of their caring role on their own health and well-being
<b>Outcome 7</b>	People who use health and social care services are safe from harm
<b>Outcome 8</b>	People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide and feel engaged with the work they do
<b>Outcome 9</b>	Resources are used effectively in the provision of health and social care services