

Carers Strategy 2019-2022

For Young and Adult Carers

A Life Alongside Caring



Perth and Kinross
Health and Social
Care Partnership

Supporting
healthy and
independent
lives



Contents

Section 1: Introduction, Objectives and Legislative Framework

1	Introduction	4
2	Policy Statement	5
3	The Legislative Framework	5
4	Objectives and Strategic Framework	5
5	Equalities	7
6	Monitoring, Reviewing and Reporting on the Strategy	7

Section 2: Who Are Carers and the Impact of Caring

7	Definition of Young and Adult Carers	8
8	Young Carers	9
9	Young Adult Carers	11
10	Adult Carers	11

Section 3: Identifying Carers and Assessing Support Needs

11	Carer Support in Perth and Kinross	14
12	Identifying Young Carers	16
13	Identifying Adult Carers	17
14	Timescales for Completing Young Carer Statements and Adult Carer Support Plans	17
15	Current Support Available in the Local Area	18
16	Progress Summary	19

Section 4: Developing Our 2019-2022 Strategic Outcomes and Commitments

17	Carer Consultation and Feedback	20
18	Our Strategic Outcomes: What Carers Can Expect	22
19	Action Plan	23

01

Introduction, Objectives and Legislative Framework

1 Introduction

The Carers Strategy 2019-2022 demonstrates our continued commitments to **unpaid carers of all ages** and gives direction for developing support and services for carers over the next 3 years. While this strategy will continue to make progress from where we left off in our previous Adult Carer Strategy 2015-2018 and Young Carer Strategy 2015-2018, this is the first Carers Strategy presented by the Health and Social Care Partnership in conjunction with Education & Children's Services.

Our vision is to deliver better outcomes for carers living or caring in Perth and Kinross, using resources effectively to support them on a consistent basis to allow them to continue caring, if they wish, while reducing the impact on their health and wellbeing, life balance, and social and financial inclusion, where these are affected by their caring roles. One particular key focus is to improve the provision of personalised short breaks through the use of different funds and resources, encouraging carers to individualise and define what '*time out*' from their caring roles means to them. Our vision for young carers is that they are supported to be children first and foremost, having similar opportunities as their peers.

This strategy is shaped by carers, their families, service users, and staff from the Health and Social Care Partnership (Perth & Kinross Council, NHS Tayside, and Third and Independent Sector organisations). Views of young and adult carers and their representatives have been sought via consultation into their needs, challenges, hopes and concerns to ensure that this strategy is relevant and useful. We also listened to what carers told us about gaps in service provision, ideas for improvements and what works well for them. In Chapter 4 of this strategy, we outline the feedback we received and set out both our commitments and the outcomes we will deliver in response to that feedback.

The strategy will be reviewed annually, in addition to ongoing monitoring, to ensure that it remains robust and meaningful, and will be in place until 2022.

2 Policy Statement

We believe that unpaid carers of all ages play a vital role in the lives of the people they care for and in the wider community. We are committed to supporting carers to ensure they can continue to provide that care for as long as they wish. Our aim is to ensure that carers are recognised and valued as equal partners in care to plan the personalised support they need in their caring role; and to support carers to live in good health and wellbeing, allowing for a life of their own alongside caring, to the best of our ability.

3 The Legislative Framework

The strategy is underpinned by the Carers (Scotland) Act 2016, and Social Care (Self-Directed Support) (Scotland) Act 2013.

3.1 Carers (Scotland) Act 2016

This legislation came into effect from 1 April 2018 and enhances the rights of carers in Scotland. The purpose of the Carers Act is to ensure that unpaid carers, who are able and willing to continue caring, are better and more consistently supported to have a life alongside caring. For young carers, the intention is to ensure that they are children first and foremost, and that any caring role they have is secondary.

This legislation gives carers a right to be offered, or to request, an Adult Carer Support Plan or Young Carer Statement, which supports the carer to identify the advice and support that is needed to reduce the impact of caring on their health and wellbeing and other aspects of their lives. It also puts a duty on the Health and Social Care Partnership to set local eligibility criteria for supporting carers, to develop the adult carer support plan and young carer statement, to develop a Short Breaks Services Statement, to involve carers in carers services and in hospital discharge planning, and to maintain advice and information services.

We have worked, and will continue to work, collaboratively with carers, their families and groups who represent carers to implement the changes required under this new law locally across Perth and Kinross.

3.2 Social Care (Self-Directed Support) (Scotland) Act 2013

Under this legislation, we will provide information and advice about Self-Directed Support (SDS) options. We have a duty to offer people who are eligible for social care a range of choices over how they receive their social care and support. SDS allows people, their carers, and their families to make informed choices on what their support looks like and how it is delivered, making it possible to meet agreed personal outcomes.

SDS includes a range of options to ensure everyone can exercise choice and control. Carers have four options in relation to how their budget is controlled, which are:

- *choosing to receive a Direct Payment (also called a cash payment);*
- *choosing to have the funding allocated to a service provider of their choice (this means that Perth & Kinross Council holds the budget but the carer is in charge of how that money is spent);*
- *choosing to have Perth & Kinross Council to arrange a service for the carer;*
- *choosing to have a mix of the above options for different types of support.*

Carers can use SDS in different ways; for instance to support the carer to live in their own home. Outside of the home, it could support the carer to go to college/work or enjoy leisure pursuits. It could help the carer arrange for a personal assistant (PA) or be used to help to provide a short break or equipment for the carer.

4 Objectives and Strategic Framework

This strategy reflects and supports the five commitments of the Strategic Commissioning Plan for the Health and Social Care Partnership (HSCP):

- 1 *Working together with communities*
- 2 *Prevention and early intervention*
- 3 *Person-centred health, care and support*
- 4 *Reducing inequalities etc*
- 5 *Making best use of resources*

To meet these goals, we want to provide more opportunities for people to achieve their potential, at all life stages, using these themes which underpin the work of the Health and Social Care Partnership.

We will listen to and work with carers along with their families and friends in accordance with the Health and Social Care Standards (www.gov.scot/publications/new-national-health-social-care-standards/), prioritising and respecting people and their choices when they seek support.

The strategy embraces the National Health and Wellbeing Outcomes, in particular Health and Wellbeing Outcome 6: People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.

In addition, the strategy embeds the Equal Partners in Care (EPiC) core principles:

- *Carers are identified.*
- *Carers are supported and empowered to manage their caring role.*
- *Carers are enabled to have a life outside of caring.*
- *Carers are free from disadvantage and discrimination related to their caring role.*
- *Carers are fully engaged in the planning of services.*
- *Carers are recognised and valued as equal partners in care.*

The strategy also reflects the Perth and Kinross vision that children and young people will have the best start in life and will be supported to achieve their potential. This is in line with our commitment to Getting it Right for Every Child (GIRFEC) and the ethos of the Carers (Scotland) Act 2016, which places emphasis on young carers being children first, carers second, ensuring that they are supported to achieve the best possible outcomes in life. Getting it right for every child (GIRFEC) is the national approach in Scotland to improving outcomes for children and young people and supporting their wellbeing by offering the right help at the right time from the right people. GIRFEC promotes a preventative and early intervention approach which underpins this strategy to support young carers.



5 Equalities

In accordance with the Public Sector Equality Duty (General Equality Duty), Perth and Kinross Health and Social Care Partnership, and Perth & Kinross Council Education & Children's Services have a duty to eliminate unlawful discrimination, harassment and victimisation and to advance equality of opportunity between people who share a protected characteristic. Protected characteristics, under equalities legislation, include age, race, sex, disability, colour, ethnic origin, religion or belief, sexual orientation or gender re-assignment. Under the Fairer Scotland Duty, we must actively consider how we can reduce inequalities of outcome caused by socioeconomic disadvantage, when making strategic decisions.

6 Monitoring, Reviewing and Reporting on the Strategy

Perth and Kinross Health and Social Care Partnership established a Carers Programme Board in September 2018 for which there is strategic sub-groups to ensure that we continue to implement legislative requirements and that carers' experiences are improved. These groups include carer representatives and relevant stakeholders from NHS Tayside, Adult Services and Education & Children's Services from Perth & Kinross Council, Perth & Kinross Association of Voluntary Service (PKAVS), and other Third and Independent Sector organisations. Throughout the lifetime of this strategy, the Carer Strategy Steering Group will monitor the achievement of the objectives and the activities put in place to realise the strategy's commitments in relation to both young and adult carers.

One of the main purposes of the Carers Programme Board is to ensure the effective delivery and governance of the work we do, and to monitor and report on its progress on an ongoing basis. Representation on these groups will be reviewed regularly to ensure members are committed to continuing this important work, with ownership of this joint strategy given to the groups and encouraged by its members.

We will work collaboratively with three Perth and Kinross Health and Social Care Partnership Programme Boards: Mental Health and Wellbeing, Older People and Unscheduled Care, and Primary Care, to ensure the significance and importance of carers across Perth and Kinross is recognised and given priority.

We will also report progress annually to the Integrated Joint Board and the Lifelong Learning Committee, which deals with adult services and children services respectively, on how well we are delivering on our strategic outcomes. Our Action Plan (Section 19) illustrates the actions we will undertake to deliver these outcomes, and how performance of each action will be measured.



Who Are Carers and the Impact of Caring

7 Definition of Young and Adult Carers

The **Carers (Scotland) Act 2016** defines an unpaid carer as an *'individual who provides or intends to provide care for another individual (the 'cared-for person')*'.

An unpaid carer can be a child or an adult who gives help and support to someone else who has a disability, illness, health condition, a mental health or substance misuse issue, and/or who is elderly or frail. The person being cared for may be a spouse, parent, child, sibling, a relative, neighbour or a friend of the carer.

Unpaid carers can be kinship carers or parent carers who provide care to an ill or disabled child to a greater extent than would be expected in a parenting role. Unpaid carers may have paid or voluntary work other than their caring role, be in education, retired, or be unemployed. They may be in receipt of welfare benefits, pensions or be earning wages unrelated to their caring role.

All carers provide a vital contribution to their families and to society. They provide often-unseen care and support to relatives within their household and the wider family. Additionally, they can often keep families together and reduce the need for organised and formal care services.

This strategy is for carers of all ages:


- **Young carers**, who are under 18 or are 18 and are still at school, who live within Perth and Kinross, even if the cared-for person lives outside of this area.
- **Adult carers**, who are 18 or over, who have left school and are caring for someone who lives within Perth and Kinross, even if the carer lives outside of this area.

8 Young Carers

8.1 The Impact of Caring on Young Carers

Being a carer can be a positive experience for a young person. The caring role can give a sense of responsibility and identity, and can build self-confidence and esteem. By making an important and positive contribution to family life, the young carer can feel more valued and included and can enable them to develop important life skills. However, when young people are required to take on too many caring responsibilities, or carry out caring roles that are not appropriate, there can be limiting or adverse effects on their health and overall wellbeing. This can impact every area of their lives including school, health, community and home:



- *It is important to support young carers to consistently attend school.*
- *Young carers may require support to complete homework on time and may require additional support in class.*
- *Without the right support their young carer role can potentially limit the young person's ability to achieve their full potential.*
- *Young carers often feel different from peers with an increased likelihood of being bullied - **PKC Anti-Bullying Strategy** .*
- *The demands of consistently providing intensive physical care for the cared-for person can impact on a young carer's physical and emotional wellbeing over time.*



- *Taking on responsibilities that would normally be carried out by an adult can lead to a young person experiencing mental health and wellbeing issues, such as depression and stress.*
- *Young carers may not be looking after themselves as their focus is on the cared-for person.*
- *They may be worrying about the cared-for person.*
- *Due to their caring responsibilities young carers often have very little free time to socialise so their friendships can be limited leading to increased isolation; this also creates barriers to joining after school clubs and/or other groups which normally help build relationships and improves the quality of our lives, increases resilience and reduces isolation.*



- *Some young carers may be reluctant to bring friends home due to their home environment and may also experience bullying within their community for being different.*
- *Financial constraints within the family home can limit the life opportunities of young carers. The effects of a cared-for person's disability can add additional costs to the running of a home such as extra heating, specialised equipment or maintaining a special diet hence limiting available funds.*

Where there is a barrier to learning, under The Education (Additional Support for Learning) (Scotland) Act 2004 (as amended 2009) schools have a responsibility to identify needs and keep these under review following the PKC staged intervention framework. For most young carers their needs may be met at a universal level by the class teacher(s).

8.2 The Young Carer Statement (YCS)

Any young carer, or parent/guardian for young carers under 16, can request a Young Carer Statement (YCS). Perth & Kinross Council is the responsible authority for arranging a YCS for young carers under 18 years old, or 18 years old and still at school. All requests for a YCS are referred to PKAVS Young Carers Hub where a multi-agency discussion will take place on a monthly basis to respond to the level of need. However urgent referrals will be considered immediately.

NHS Tayside is responsible for arranging a YCS for children under the age of five before they start school.

The YCS is a plan made with the child/young person to determine if the impact of their caring role is preventing them from achieving their lifelong potential. Our YCS was developed based on the **National Practice model of Getting it Right for Every Child**, using the SHANARRI wellbeing indicators (Safe, Healthy, Active, Nurtured, Achieving, Responsible, Respected, Included).

Getting It Right For Young Carers: A Framework for Support sets out our eligibility criteria for young carers and is used to identify what supports will be available based on the impact of the caring role: low

impact (Level 1), moderate impact (Level 2) or significant impact (Level 3). The YCS helps the young carer to identify personal outcomes which forms a detailed plan of support. The personal outcomes identified in the YCS should help to lessen the impact of their caring role to a level which better supports them to achieve their potential.

8.3 Working in Partnership

We recognise that meeting the needs of young carers cannot rest with one organisation alone and that it takes strong partnerships and effective joint working across a wide range of services, including the Third Sector, to support the varied needs of young carers and their families.

There will be occasions where there will be a need for partnership working across services for adults and children (Children, Young People & Family Services (CYP&FS)) when assessing the needs of the young carer. The relevant professionals from across services will work together with the young carer and the person they give support to, to identify the necessary supports. This may involve drawing on appropriate resources from across services as necessary to meet the young carer and cared-for person's needs to prevent breakdown and keep families together.

James'* Story

James is 13 years old and cares for his mum, a single parent who has fibromyalgia and ME. James carries out domestic tasks such as cooking, doing the laundry, tidying the house and making sure any medication is taken on time. James' mum is concerned about the emotional impact the caring role is having on James. She feels he is struggling to cope with her condition; as a family they now struggle to do many of the things they loved such as going on long walks, bike rides and exploring new places.

James' mum made a referral to PKAVS' Young Carers service in April 2016. After visiting the family, it became clear that James was a young carer and that the role was having an impact on him. James was offered support from PKAVS and invited to attend weekly respite groups (with transport provided if required). He took priority for day trips and residential breaks away and was also offered regular one-to-one support sessions. In August 2018, James attended a week-long residential break with PKAVS Young Carers service and enjoyed five days on an Ocean Youth Trust sail boat sailing along the West Coast of Scotland. James thoroughly enjoyed the week away and sent a thank you card to the staff who attended saying "thank you for the best week of my life". James' mum also said, "my son went on a sailing adventure with young carers and came back a different child. He was more confident and so proud to have learned all the new skills he had the opportunity to learn. I'm so grateful to PKAVS for all their support".

*name changed to protect young carer's identity

9 Young Adult Carers

When young carers reach 18 years and are no longer in school they are entitled to an Adult Carer Support Plan (ACSP). The carer will be offered continued support via an ACSP. This will be completed by the Young Adult Carer Support Worker at PKAVS. It is vital that there is no gap in support for the young person.

Although the Carers Act does not give special definition for young adult carers (aged 16 to 25), PKAVS provide services for young adult carers as we recognise the importance of supporting carers through the transition phase from child to adult.

The impact of caring on a young adult carer can be a varying combination of the impacts on young carers and adult carers. In particular there may be:



- *limited opportunities to socialise, to make or sustain friendships;*
- *difficulties in meeting education demands at school, college or university;*
- *challenges in accessing work opportunities or maintaining jobs where employers lack awareness about carers;*
- *feelings of guilt, anxiety, stress, worry and isolation;*
- *concerns about moving away, leaving their family and the person who needs support.*

According to the 2011 Census, young carers and young adult carers are twice as likely to report a mental health condition compared to those without caring responsibilities, and young adult carers are three times more likely to report a mental health condition compared to young carers.

While the information throughout this strategy for young and adult carers is also applicable to young adult carers, it is vital to ensure that this age group of carers is also supported in their own right throughout this important transitioning stage of life from child to adult.

10 Adult Carers

10.1 The Impact of Caring on Adult Carers

Adult carers may give physical support, help with practical tasks and provide emotional support such as reassurance and encouragement. Caring can be extremely demanding but also rewarding. Care may be provided throughout the day and night seven days a week, or may fluctuate depending on the needs of the person they look after. Each carer, and their caring situation, is unique. As such, carers experience varying degrees of positive and negative impacts.

Sometimes, a caring role can feel very challenging and can lead to:




- *social isolation due to not having time to develop or nurture relationships with friends or family members;*
- *stress of co-ordinating care with wider family responsibilities;*
- *having very limited or no opportunity to have 'time out' or a break to recharge;*
- *difficulties in maintaining education or employment, leading to the loss of opportunities and income;*
- *increased financial pressures due to caring role;*
- *making long-term lifestyle changes;*
- *health and wellbeing being impaired due to pressure and stress of the caring role.*

10.2 The Adult Carer Support Plan

As a consequence of some of the challenges a caring role can present, the areas that are most often impacted in a carer's life include:

- *their health and wellbeing;*
- *their relationship with the cared-for person;*
- *their finances;*
- *their ability to achieve their potential because they have been unable to continue education, training or employment;*
- *their living environment;*
- *their life balance beyond their caring role and future and emergency planning.*

These are the main areas we discuss with carers in their Adult Carer Support Plans in order to identify how we could help each carer feel better supported to manage their caring role, as well as to have a life they enjoy alongside their caring role.

Adult Carer Support Plans can be completed by both Perth & Kinross Council and PKAVS Carers Centre. The **eligibility criteria framework**  was developed in line with the requirements set out by the Carers (Scotland) Act 2016 and the best practice framework by the Coalition of Carers. The support available is dependent on the impact of caring on the adult carer.

The personal outcomes identified in the Adult Carer Support Plan should help to lessen the impact of their caring role to a level which supports their health and wellbeing, and helps them to enjoy a life alongside their caring role.

Ina's Story

Ina was referred by her GP to PKAVS Carers Hub in 2009. Looking after her husband in his 80's, and who is becoming frail with age, she doesn't see herself as a carer, simply as a 'wife'. In response to feedback received from carers, PKAVS established a telephone service from February 2018. Ina has been supported through this service since May 2018, and now looks forward to her weekly phone calls where she enjoys chatting about her daily life, as sometimes she feels socially isolated.

Through the ongoing conversations she has had with our telephone support worker, it was identified that she would benefit from Digital Skills Drop-In training sessions organised by Lead Scotland. Additionally, a successful Time4Me application was made to fund a second hand £250 iPad, which has enabled her to manage their budgets better, do online food shopping so that the shopping is delivered to them, as well as keep her mind active by doing daily crosswords. Ina often remarks that having an iPad is so much more beneficial to her than a holiday.



03 Identifying Carers and Assessing Support Needs

11 Carer Support in Perth and Kinross

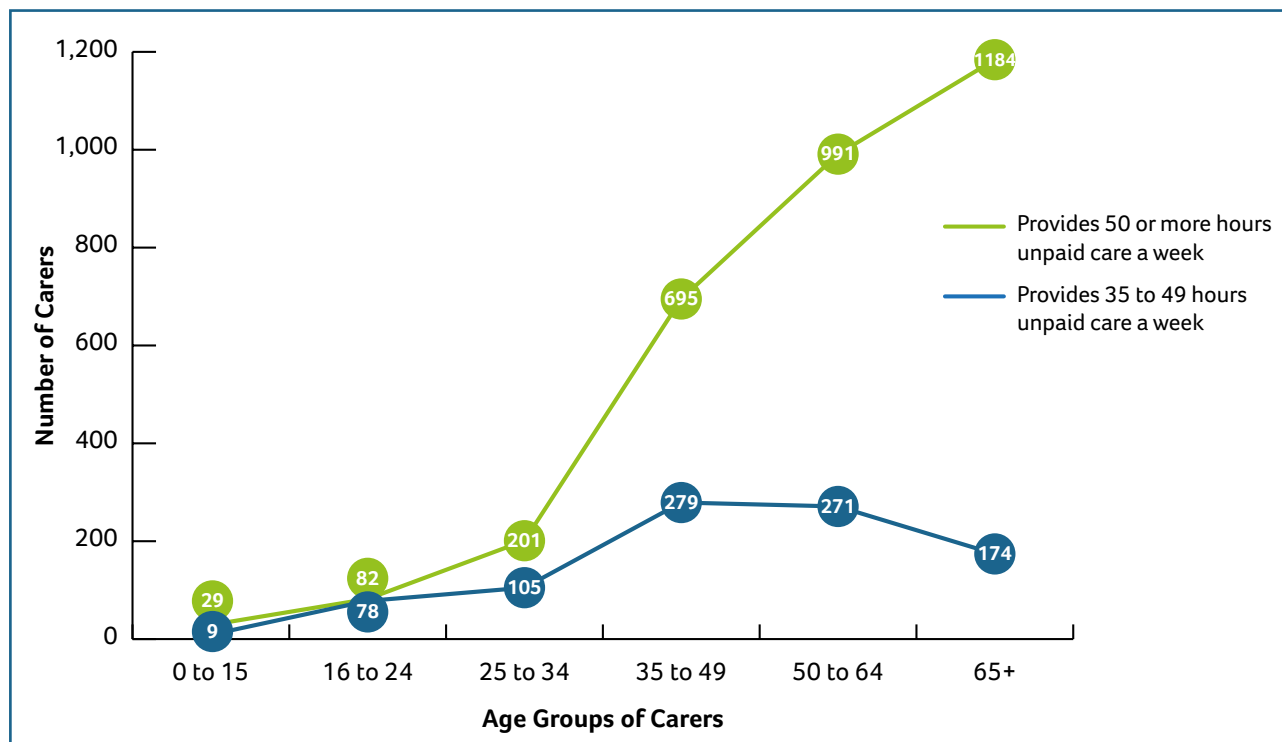
The most recent national census in 2011 asked people who provided unpaid care to give details regarding the amount of time they spent caring each week. In 2011, 13,308 (9%) of the 146,652 people who responded to the census in Perth and Kinross identified themselves as carers, of which:

- 3.5% of these carers provide over 20 hours of care per week;
- 59% of these carers are female;
- 2% of these carers are under 16 while 23% are aged 65 or over, meaning that 75% of these carers are of working age;
- 54.5% of these carers are employed (excluding full-time students);
- 16% of households have one or more carer resident.

Of the carers aged over 16, 5% of these carers reported that their health is 'bad' or 'very bad' and 79% reported that their health is 'good' or 'very good'. However, where the carers provide at least 20 hours of care per week, the proportion reporting that their health is 'bad' or 'very bad' increases to 9% and those reporting that their health is 'good' or 'very good' decreases to 70%. This suggests a negative impact to health related to an increased amount of care provided. The next national census will be in 2021, which will provide more up-to-date information.

Diagram 1 shows the number of carers providing 35 hours or more of care per week across different age groups. This shows that there is around 6 times the amount of older carers (aged 65 or over) who are caring for at least 50 hours or more per week in comparison to those aged 25-34.

Diagram 1: Number of Carers Providing at Least 35 Hours of Care Across Different Age Groups (Census Data 2011)



Based on information from the National Records of Scotland, the number of people providing unpaid care over the next 3 years can be projected (see [Table 1](#)) to show an estimated 1% growth in the overall numbers of carers.

Table 1

	2019	2020	2021	2022
0 to 15	270	272	272	273
16 to 24	571	566	562	551
25 to 34	922	923	927	931
35 to 49	2,906	2,902	2,892	2,878
50 to 64	5,675	5,714	5,748	5,768
65 and over	3,762	3,830	3,897	3,972
Total	14,106	14,207	14,298	14,373

Overall, based on the National Records of Scotland data, it is expected that the proportion of the population who are providing unpaid care will remain largely the same. Yet, the number of people living in the area will increase, resulting in a rise in the number of unpaid carers of 2% by 2022. Whilst, the proportion of the Perth and Kinross population over 65 providing care is projected to increase by 6%, we believe that the figures for both population and growth are understated.

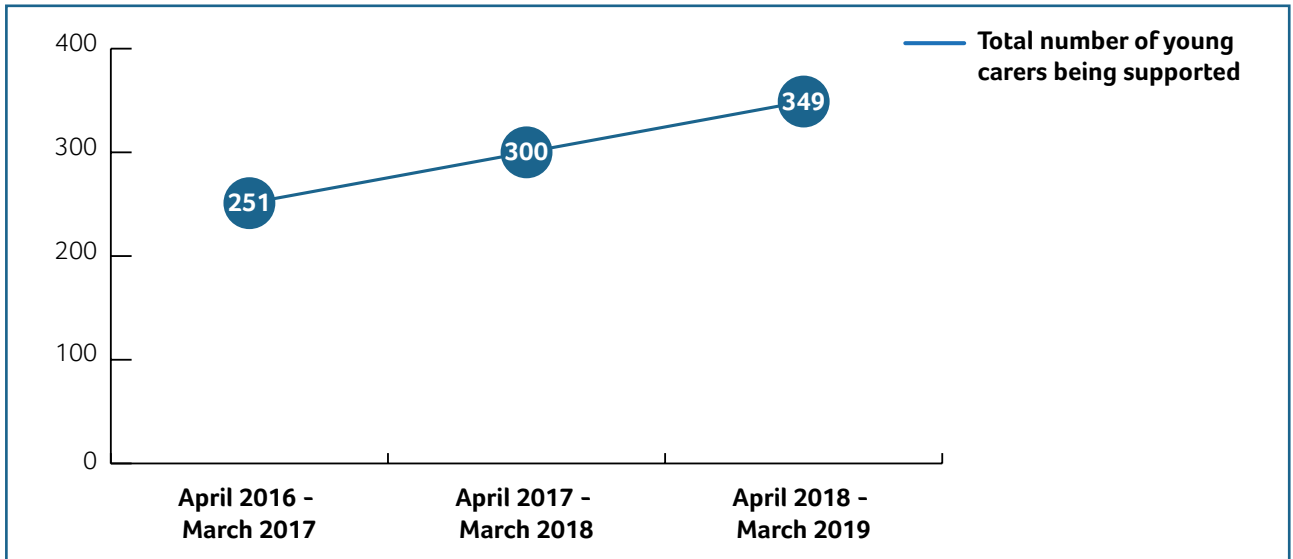
12 Identifying Young Carers

The 2011 Scotland Census indicates that:

- children who live with a lone parent are 6.6% more likely to be a Young Carer and have significantly greater caring responsibilities (35 hours or more a week) compared to a child who lives with two parents (2.5%);
- 133 (40%) young carers who are being supported by PKAVS Young Carer Hub live in lone parent families.

Perth and Kinross Association of Voluntary Service (PKAVS) Young Carers Hub statistics tell us that:

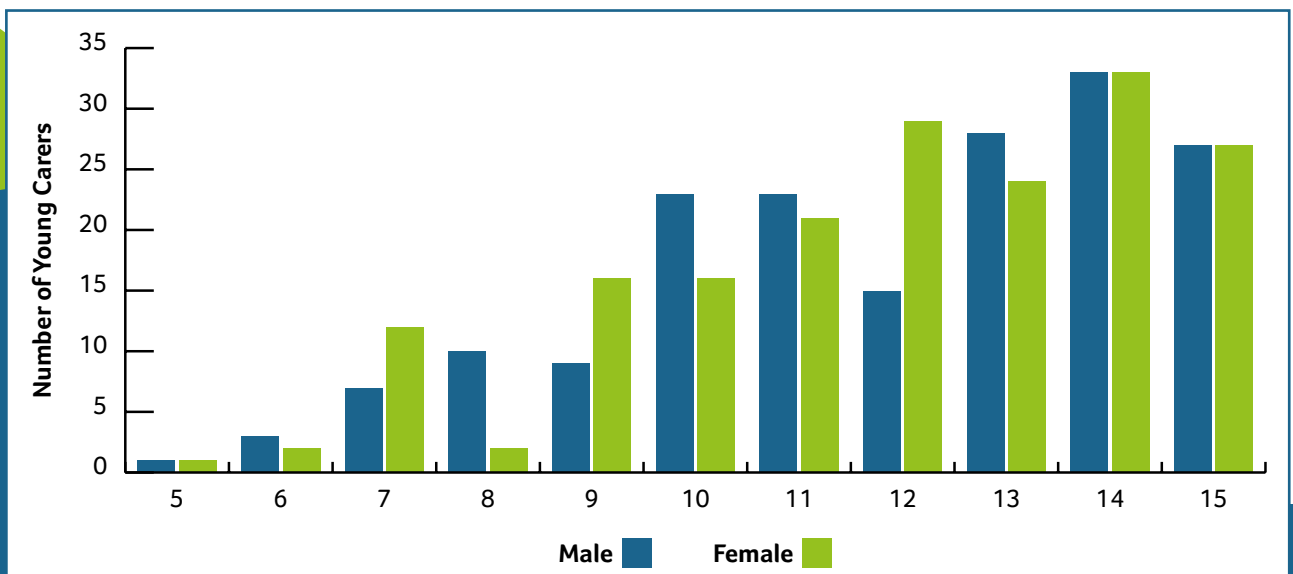
- the increase in referrals suggests that the number of young carers being supported in Perth and Kinross have been well-identified and will continue to increase year-on-year.



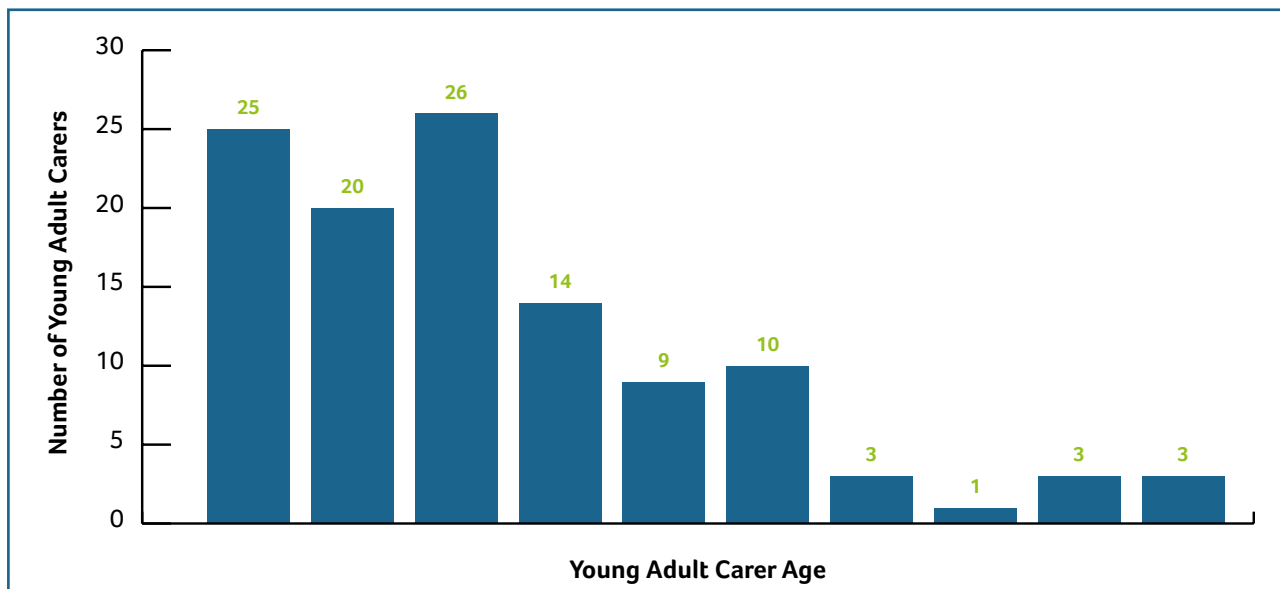
Hidden Carers

We recognise that there will be children and young people who do not want to identify as a Young Carer and others who do not see themselves as young carers but do have significant caring roles within their families which impact on their wellbeing. Services in Perth and Kinross are working with schools and other agencies to raise awareness of all young carers and to ensure the young carers who do not wish to be formally identified are still aware of their right to be supported. We set out in our Action Plan at Section 19 the actions we will take to raise awareness of, and identify, young carers. Within the Young Carer Statements and through the course of this strategy, we aim to increase our understanding about the caring roles young carers we support provide in order to help us to make service changes required to better meet their identified needs.

Known Young Carers in Perth and Kinross 2019 (by Gender/Age)



Young Adult Carers (ages 16–25) Registered at PKAVS in 2019



Of the 114 young adult carers registered at PKAVS within the dedicated 16–25 YAC service, 45 of these are young carers and 69 of these are adult carers.

13 Identifying Adult Carers

We estimate that approximately 2,400 adult carers are registered across PKAVS, Perth and Kinross Health and Social Care Partnership and at the Perth & Kinross Carers Support Project at Support in Mind at the time of writing. This suggests that up to 80% of adult carers might be missing out on preventative support, information and advice that might assist them in reducing the impact of their caring role. Whilst this likely includes a proportion of carers who do not feel they need or want support, there is still disparity between the number of carers in the 2011 census and the number of carers registered for support in Perth and Kinross.

The census data on carers' reported health and wellbeing suggests that at least 5% of carers might have significant support needs related to managing their caring role, for which we could put support in place to reduce the impact. However, we estimate that the percentage of carers with significant support needs could be higher than this as of April 2019, based on the numbers of adult carers who currently access services in Perth and Kinross with at least some eligible needs for which we have a duty to support.

We set out in our Action Plan at Section 19 the actions we will take to raise awareness and to provide information about support for

carers in a wider range of places throughout Perth and Kinross, which remains one of our priorities. Ensuring that carers are able to easily access information and support from a range of agencies at an earlier stage can help them to prepare for their caring role and make plans, promoting better health and wellbeing for carers, their families and the people they look after. Additionally, we also set out our plans to understand more about the caring roles carers we support have in order to help us review current support and services. This is a process we have already begun, to explore different types of support to meet the different needs of carers.

14 Timescales for Completing Young Carer Statements and Adult Carer Support Plans

When we receive a referral from a carer or third party on behalf of the carer to receive information, advice and/or support, we will take into account the priority and urgency of each situation. When it is brought to our attention that urgent support is required, we will prioritise this. Demand for services is generally high and may be subject to external factors which are

out of our control. However, we aim to provide carers with:

- *Young Carer Statements within 12 weeks of their request;*
- *Adult Carer Support Plans within 10 weeks of their request.*

These timelines will be kept under review to ensure that we are meeting demand appropriately.

15 Current Support Available in the Local Area

Perth and Kinross Health and Social Care Partnership's Short Breaks Services Statement (viewable at www.pkc.gov.uk/media/43483/Short-Breaks-Services-Statement/pdf/Short_Breaks_Services_Statement_Final_100119.pdf?m=636827167542870000)

contains a more extensive list of the short breaks services available for carers locally and nationally. The below provides a more condensed list of support currently available to carers from commissioned services and other bodies.

15.1 Local Resources for Young and Adult Carers

- *PKAVS Carers Hub has three separate services to support carers from school age upwards. It provides a range of information, advice and support to carers. Types of support include respite and activity groups for young and young-adult carers, social (massage) therapies, carer cafés, training opportunities, short breaks, day services for people with long-term conditions or disabilities, emotional support telephone services, 1-2-1 support from dedicated carer support workers, Self-Directed Support advice, and up-to-date information about different resources available in their local community. Information and support in completing emergency plans can also be provided, as well as support for unpaid carers whose role*

has changed due to bereavement or when the cared-for person enters long-term residential care (the 'Bridge Project').

- *Crossroads primarily aims to provide respite care for carers in the community, with home-based respite and domiciliary care service for adults with any of the following: mental health problems, dementia, physical disabilities, learning disabilities, or other serious health problems.*
- *MECOPP works with Gypsy/Traveller Carers of any age across Perth and Kinross who live in housing, on sites and in roadside camps. The support includes outreach work, community-lead research, film-making, limited case work and training.*
- *The Care and Wellbeing Co-operative members are microenterprises finding new ways to provide care and wellbeing services in rural areas of East and Highland Perthshire.*
- *Support in Mind is a Mental Health Organisation providing information and support for people who have mental health problems or mental illness and for their families and carers. It runs a Carer Support Project in Perth and Kinross, providing individual support, as well as a range of information and advice.*
- *Alzheimer's Scotland is the local point of contact for people living with Dementia, family members, carers and communities. The Dementia advisor can provide information, support and advice, and signpost to local groups and services.*
- *Independent Advocacy Perth & Kinross provides information and advocacy support when needed by carers.*
- *Social Prescribers offer signposting and support for people to access and use community-based activities, to help address influences which contribute to health problems, with the aim of improving health and wellbeing.*
- *There is also a range of universal services available such as leisure centres, libraries, support groups and emotional support.*

15.2 Statutory Services Support for Young and Adult Carers

- *Perth and Kinross Health and Social Care Partnership can provide a range of services which are available with a Young Carer Statement or Adult Carer Support Plan. These include arranging care for the cared-for person, day care services, short breaks/ respite, telecare support, emergency carers card, rapid response.*
- *Perth & Kinross Council Welfare Rights Service offers advice and information on benefit entitlements when your circumstances change, when you are struggling financially or when you have been turned down for a benefit or are unhappy about a benefits decision. Carers may be entitled to Carers Allowance or Carers Allowance Supplement.*
- *Health Services will provide support at the point of diagnosis, along a health pathway, and with hospital discharge planning supported by a dedicated hospital link worker.*

16 Progress Summary

16.1 Young Carers Strategy 2015-2018

Examples of progress made in supporting young carers during 2015-2018 from our previous Young Carers Strategy include:

- *increase in numbers of young carers identified and supported;*
- *launching the Young Carers Identification Card to help schools better identify young carers;*
- *appointing a dedicated Young Carers Support Worker who is tasked with raising awareness of young carers in schools;*
- *launching an e-learning tool for professionals to learn about young carers and the support provided by PKAVS.*

16.2 Adult Carer Strategy 2015-2018

The Adult Carer Strategy 2015-2018 made significant progress in supporting the lives of carers in Perth and Kinross. This is demonstrated by the following examples:

- *increase in numbers of adult carers identified and supported;*
- *increased opportunities for carers to shape their own support and services;*
- *increased flexible and personalised support options;*
- *promoting equality of opportunity by working with different communities;*
- *encouraging employers to join the Carer Positive Initiative, which recognises carers within the workplace.*

One of the key themes arising from consultation feedback is the importance of short breaks in allowing carers to have time out and recuperate; reducing the impact caring has on their health and wellbeing. Since our previous strategy, we have increased the range of support and opportunities for carers in Perth and Kinross. There is now a range of short breaks and respite opportunities ('respite + hospitality' - these are short breaks for carers gifted by local businesses), social/massage therapies and carers cafés, providing flexible and personalised options of support for carers. These grants have provided carers with support in a range of forms to meet carers' desired outcomes, improving their life balance as well as health and wellbeing.

Additionally, there is now improved choice and control for carers to direct their own support through a personalised support package, otherwise called Self-Directed Support (SDS).

04 Developing Our 2019-2022 Strategic Outcomes and Commitments

17 Carer Consultation and Feedback

17.1 Timeline of How the Strategy Was Developed

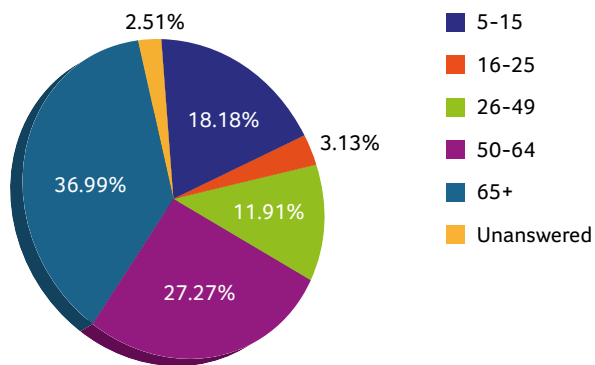
Embracing our vision that carers should be equal partners in care and be involved in shaping the services that are designed to support them, the development of this strategy was undertaken through engagement and consultation with young and adult carers, their families, and the professionals who support them.

Across Perth and Kinross 324 people were able to provide their views to the first consultation and 35 people provided views to the follow-up consultation. These gave us valuable opinions and insight into carers' experiences. We have based this new strategy on what carers have told us matters to them. This was what the consultation process looked like:

- **September 2018: The consultation survey was created with carers**
The consultation survey was developed through several meetings held with key stakeholders, including two separate focus groups with adult carers and young carers.
- **October 2018: The first consultation**
We consulted with carers using the finalised survey. This was done through social media, letter, email, focus groups, consultation stalls and events. We received 324 responses.
- **November 2018: The follow-up consultation**
After carrying out a detailed data analysis of the responses, we developed a one page follow-up consultation survey. This served a joint purpose: to provide feedback of the main themes from the first consultation and to ask for further feedback which will help us to target the areas that are most important to carers. We received 35 follow-up responses.
- **December 2018: Strategy Workshop**
Carers, their representatives and professionals who support carers, worked together to develop the commitments for the strategy based on the EPiC (Equal Partners in Care) Principles.
- **December 2018: Short Breaks Services Statement**
Our Short Breaks Services Statement was published and revised following consultation with young and adult carers in June and July 2018. A summary of the statement was developed at the request from carers, this was then made available in February 2019.
- **From January 2019: Ongoing consultation and dialogue**
Through strategy and programme board meetings, we have continued to seek the views and experiences of carers, including Carers' Voice, professionals and our third sector partners, to inform and shape this strategy and the Action Plan.

17.2 Summary of the Results From the First Consultation - 324 Respondents

Age groups of carers who responded



Type of care provided

55% provide a range of practical, physical and emotional support to the cared-for person. **81%** of carers said they provide some form of **emotional support** on its own or alongside other types of support.

Length of time in caring role before support

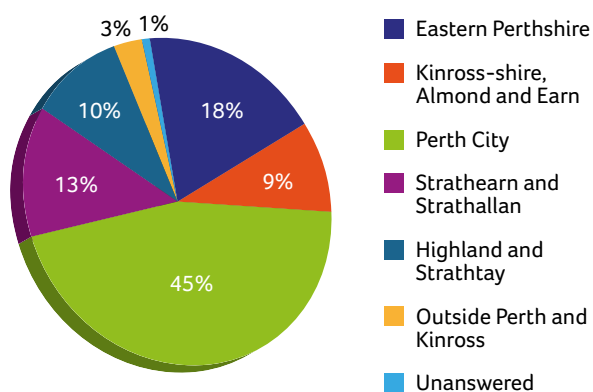
65% waited over a year before receiving support outside of family and friends. **5%** said they never received any support at all from a service.

Reasons include: feeling like they were able to manage themselves initially; the support offered was not suitable; they were not aware that support was available; or other reasons not given.

What could we improve?

The single most common comment related to difficulty in finding the information they need. This includes knowing the **range of support that is available** and where to look for this information from one, easily accessible place.

Where these carers are from



Before support, how were different areas of your life impacted?

45% said that caring had '**a lot**' of impact on different areas of their lives before receiving support. Around **35%** said that there was '**a little**' impact.

Areas that the caring role impacted on include: health and wellbeing; relationships; work/education/training; finances; living environment and life balance.

After support, how much did things improve?

55% said that after receiving support, things improved '**a little**', **28%** said that things improved '**a lot**'.

Reasons include: support offered was unsuitable or inadequate; too early for the carer to tell; the support and services available are not able to meet their needs or resolve their particular problem, eg the cared-for person is reluctant to receive support from a third party; or other reasons not given.

Amongst the things that carers said they valued most are **1-2-1 support**, the **telephone service** **emotional support** and being supported to have **short breaks**.

17.3 Results From the Follow-Up Consultation - 35 Respondents

Availability, accessibility and clarity of information

The information people most want to find out about is the **range of support available** and the **short breaks** they could access.

They want to receive this information on **emails, letters or leaflets**.

They prefer to find information leaflets about carer support at **supermarkets, local convenience stores, GP surgeries/hospital, libraries and local chemists/pharmacies**.

What carers said matters most to them:

Listed in order of importance according to those who responded in the follow-up consultation, these are the key themes from the feedback of carers in the first consultation, and what carers told us matters most to them:

- *I want better support for the person I care for and to be more involved in the discussions around their care.*

- I want to be able to access clear information from one person or place.
- I want to be supported to have a life outside of caring.
- I want to be updated when there are changes that affect my support.
- I want professionals to listen to me more.
- I want the same worker to provide care for the person I look after as much as possible.
- I want to be able to contact someone for support in the evenings and at weekends.
- I want there to be a variety of support options in rural areas of Perth and Kinross.
- I want more specialist support for the person I care for.

We used these to develop our key strategic outcomes (set out in Section 18) to support carers of Perth and Kinross over the next three years, which will be delivered by means of the Action Plan (set out in Section 19).

18 Our Strategic Outcomes: What Carers Can Expect

Our response to the consultation feedback by carers, is that by 2022, all unpaid carers can expect:



clear, reliable, accessible information about local and national support to be made available across a range of locations within Perth and Kinross;



promoted awareness in the community, schools and workplaces to improve early identification and support of carers;



to be listened to and have their opinions valued;



opportunities to participate as active partners to the planning and shaping of carer services in their local areas, including services for the people who are cared for;



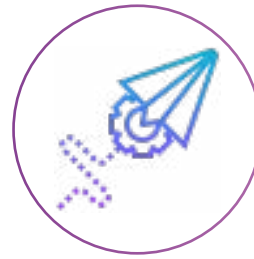
the development of wider carer networks including enriched peer support;



improved provision of flexible and personalised support, to support their emotional/physical wellbeing and to have a life alongside caring;



in addition, young carers will be supported to achieve their educational potential, to have similar opportunities as their peers, and to enjoy their childhood.



We will enhance resources to allow schools to work creatively to reduce the attainment gap. Expanding opportunities for young carers to achieve their full potential.

These are the areas we will give particular focus on for Young Carers:



We will support the growth of local support for young carers.



We will increase a variety of respite opportunities by making funds available for young carers to make choices about their own needs and interests.



We will work with young carers over the life of this strategy to make the service changes required to better meet their identified needs.



We will support young carers and their families to improve their lives where the caring role is impacting their wellbeing.



We will work across services to meet the needs of both the young carer and the cared-for person.



We will ensure support is in place to help identify and support young carers as early as possible (Level 1). We have invested in a Young Carer Support Worker to work with our schools to raise awareness about the needs of young carers.

19 Action Plan

Our commitments, which are based on the EPiC principles and developed with carers to support the delivery of our strategic outcomes (set out in the previous section and in our action plan), are:

- 1** Carers will be supported with clear information, consistent and flexible support to empower them to manage their caring role.
- 2** Everyone will have the information, opportunities and support to be identified as a carer.
- 3** Carers' voices will be critical to influencing the planning, development and improvement of supports.
- 4** Carers will be supported to actively participate in developing a course of supports within the local community to enable them to have a life outwith their caring role.
- 5** Carers will be valued, listened to and empowered to share their experiences.
- 6** We will provide specialist and person-centred support to avoid disadvantage to carers of all ages

Carers will be supported with clear information, consistent and flexible support to empower them to manage their caring role

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<p>Outcome 1 <i>Provide clear, reliable, accessible information about local and national support which is available across a wide range of locations in Perth and Kinross.</i></p>	<p>1 Review and update information about carer support and services for accuracy and relevance on paper and electronic formats. Electronic formats include PKAVS Carers Hub Website, YourCommunityPK, www.pkc.gov.uk</p>	<p>Communications Participation & Engagement Steering Group Target Date May 2020 and periodically thereafter</p>	<ul style="list-style-type: none"> Number of carers registered with PKAVS and Perth and Kinross HSCP. Percentage of carers reporting they feel informed and able to access a range of information and advice. Number of completed Adult Carer Support Plans/Young Carer Statements. 	<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>Health and Social Care Services contribute to reducing health inequalities.</p> <p>People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.</p> <p>People are able to look after and improve their own health and wellbeing and live in good health for longer.</p>
<p>2 Distribute and display information in a range of community and commercial premises, such as supermarkets, pharmacies, hospitals, GP surgeries, dental practices, local grocery shops, schools, libraries, PKAVS, Council buildings etc.</p>	<p>Communications Participation & Engagement Steering Group Target Date September 2020 and ongoing</p>	<p>Communications Participation & Engagement Steering Group Target Date September 2020 and ongoing</p>	<ul style="list-style-type: none"> Number of carers registered with PKAVS and Perth and Kinross HSCP. Percentage of carers reporting they feel informed and able to access a range of information and advice. Number of requests for information and advice. 	<p>Health and Social Care Services contribute to reducing health inequalities.</p>
<p>3 Provide information about anticipatory care planning/ emergency planning to every carer to increase the number of carers having emergency plans in place.</p>	<p>Process & Infrastructure Steering Group Target Date Currently implemented and ongoing</p>	<p>Process & Infrastructure Steering Group Target Date Currently implemented and ongoing</p>	<ul style="list-style-type: none"> Number of Emergency Care Plans completed. Number of Carer Cards issued by Community Alarms. 	<p>Health and Social Care Services contribute to reducing health inequalities.</p>
<p>4 Work with partners to ensure there is relevant information for ethnic minority and Gypsy/ Traveller carers.</p>	<p>Communications Participation & Engagement Steering Group Target Date May 2020</p>	<p>Communications Participation & Engagement Steering Group Target Date May 2020</p>	<ul style="list-style-type: none"> Number of carers from ethnic minority backgrounds, Gypsy/ Traveller community, learning disabilities, etc engaging with our services. 	<p>Health and Social Care Services contribute to reducing health inequalities.</p>

Everyone will have the information, opportunities and support to be identified as a carer.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<p>Outcome 2 <i>Promote awareness about the Carers Act in the community and workplaces to improve early identification and support of carers.</i></p>	<p>1 Develop information and guidance material to support training to health and social care and wider partners to better identify and support carers as well as to help carers to better self-identify and to seek support.</p>	<p>Communications Participation & Engagement Steering Group Target Date August 2020</p>	<ul style="list-style-type: none"> Number of carers registered with PKAVS and Perth and Kinross HSCP. Percentage of carers who feel supported to continue in caring role. Number of professionals completing training. 	<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 Develop carer champions and networks to share knowledge about the support available to carers.</p>	<p>Communications Participation & Engagement Steering Group Target Date March 2020 and ongoing</p>	<ul style="list-style-type: none"> Number of carer champions/networks within Perth and Kinross. 	<p>People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.</p>
	<p>3 Support employers in Perth and Kinross to recognise carers in the workplace and to gain Carer Positive accreditation.</p>	<p>Communications Participation & Engagement Steering Group Target Date August 2020 and ongoing</p>	<ul style="list-style-type: none"> Number of Carer Positive Awards to local businesses. Number of carers who feel supported at work/college/university. 	<p>Health and Social Care Services are centred on helping to maintain or improve the quality of life of people who use those services.</p>
	<p>4 Work with GP practices to improve the early identification of carers at the point of diagnosis of the cared-for person.</p>	<p>Communications Participation & Engagement Steering Group Target Date April 2020</p>	<ul style="list-style-type: none"> Number of carers referred by GP. 	<p>Health and Social Care Services contribute to reducing health inequalities.</p>

Carers' voices will be critical to influencing the planning, development and improvement of supports.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<p>Outcome 3 <i>Ensure carers are listened to and have their opinions valued by professionals.</i></p>	<p>1 Review hospital discharge planning in relation to involving carers and raise awareness across professionals and carers to increase early identification and involvement of carers.</p>	<p>Carer Strategy Steering Group Target Date July 2020</p>	<ul style="list-style-type: none"> Percentage of carers involved in discharge planning. Number of carers referred through hospital discharge. 	<p>People who use Health and Social Care Services have positive experiences of those services, and have their dignity respected.</p>
<p>2 Work with Health, Social Work and Education professionals to involve carers in decisions about the support of the cared-for person, bridging the needs of cared-for person with the support needs of the carer as much as practicable.</p>	<p>Communications Participation & Engagement Steering Group Target Date September 2020</p>	<ul style="list-style-type: none"> Percentage of carers who feel that local services are well coordinated for them and the person they look after. Percentage of carers who feel they have a say in services provided for the cared-for person. 	<p>People, including those with disabilities or 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.</p>	
<p>3 Develop and take forward actions from carer feedback obtained from carer consultations, meetings, surveys. Review and revise processes, eligibility frameworks and Short Breaks Services Statement where necessary to improve carer experience.</p>	<p>Carer Strategy Steering Group Target Date Implemented and ongoing</p>	<ul style="list-style-type: none"> Percentage of carers who feel that local services are well coordinated for them and the person they look after. Percentage of carers who have a positive experience of services designed to support them. 	<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>4 Review how to better support carers who are bereaved or where the cared-for person enters permanent residential care.</p>	<p>Carer Strategy Steering Group Target Date April 2020</p>	<ul style="list-style-type: none"> Number of bereaved carers supported. Percentage of carers who have a positive experience of services designed to support them. 	<p>People who provide unpaid care are supported to look after their own health and wellbeing, including reduce any negative impact of their caring role on their own health and wellbeing.</p>	
<p>5 Ensure that there is a smooth transition of support for young adult carers.</p>	<p>Process & Infrastructure Steering Group Target Date November 2019 and ongoing</p>	<ul style="list-style-type: none"> Percentage of carers who have a positive experience of services designed to support them. Percentage of carers who are satisfied with transition support. 		

Carers will be supported to actively participate in developing a course of supports within the local community to enable them to have a life outwith their caring role.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<p>Outcome 4 <i>Provide opportunities for carers to participate as active partners to the planning and shaping of carer services in their local areas including services for the people who are cared for.</i></p>	<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>Carer Strategy Steering Group Target Date Implemented and ongoing</p>	<ul style="list-style-type: none"> Number of carers who feel they have been involved in planning services. Percentage of carers who feel that local services are well coordinated for them and the person they look after. Percentage of carers who feel they have a say in services provided for the cared-for person. 	<p>People are able to 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>2 Provide opportunities for carers to recognise their own contribution in the life of those they care for, to receive updates on current developments, and to give feedback on future changes.</p>	<p>Communications Participation & Engagement Steering Group Target Date Implemented and ongoing</p>	<p>Communications Participation & Engagement Steering Group Target Date Implemented and ongoing</p>	<ul style="list-style-type: none"> Number of carers attending Carers Events (adult/young carers). Number of carers who feel they have been involved in planning services. Percentage of carers who feel they have a say in services provided for the cared-for person. 	<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>3 Work with carers and partners to shape services to ensure they remain meaningful and responsive to demand and explore more holistic forms of support for carers through a working group including carers' representatives and social enterprise providers.</p>	<p>Communications Participation & Engagement Steering Group Target Date April 2020 and ongoing</p>	<p>Communications Participation & Engagement Steering Group Target Date April 2020 and ongoing</p>	<ul style="list-style-type: none"> Percentage of carers reporting improved outcomes. Percentage of carers who feel they have a good balance between caring and other things in their lives. Percentage of carers who are satisfied with opportunities to maintain or improve their health and wellbeing. 	<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>

(continued)

Carers will be supported to actively participate in developing a course of supports within the local community to enable them to have a life outwith their caring role.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
Outcome 4 <i>(continued)</i>	4 Develop carer satisfaction survey for carers to obtain information about the care they provide and their experiences of carers services used, to review effectiveness and efficiency of resources used.	Carer Strategy Steering Group Target Date January 2020	<ul style="list-style-type: none"> Percentage of carers who have a positive experience of services designed to support them. Percentage of carers who feel supported to be able to continue in caring role. 	

Carers will be valued, listened to and empowered to share their experiences.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
Outcome 5 <i>Develop wider carer networks to enrich peer support.</i>	1 Provide support in localities and within Care Groups to develop Carer Peer Support Groups to improve the provision of peer support amongst carers.	Communications Participation & Engagement Steering Group Target Date June 2020 and ongoing	<ul style="list-style-type: none"> Number of carers who attend carer cafés and other groups. Increase in number of groups in localities that are regularly attended. Percentage of carers who feel supported to be able to continue in caring role. 	People are able to look after and improve their own health and wellbeing and life in good health for longer. Resources are used effectively and efficiently in the provision of Health and Social Care Services.
	2 Support Carers' Voice for adult carers and establish Young Carer Forum.	Communications Participation & Engagement Steering Group Target Date Implemented and ongoing	<ul style="list-style-type: none"> Number of members at Carers' Voice and Young Carers Forum. Number of carers who feel they have been involved in planning services. Percentage of carers who feel supported to be able to continue in caring role. 	

We will provide specialist and person-centred support to avoid disadvantage to carers of all ages.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<p>Outcome 6 <i>Improve provision of flexible and personalised support, to support emotional/physical wellbeing of carers and to support them to have a life alongside caring.</i></p>	<p>1 Provide a wide range of training opportunities for carers to develop confidence and skills.</p>	<p>Communications Participation & Engagement Steering Group Target Date Implemented and ongoing</p>	<ul style="list-style-type: none"> Number of carers who are accessing training opportunities. Number of training opportunities made available. 	<p>Health and Social Care Services are centred on helping to maintain or improve the quality of life of people who use those services.</p> <p>People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.</p> <p>Health and Social Care Services contribute to reducing health inequalities.</p>
	<p>2 Provide opportunities for carers to be active partners in planning and shaping supports that promotes better emotional/physical wellbeing and life balance.</p>	<p>Communications Participation & Engagement Steering Group Target Date April 2020 and ongoing</p>	<ul style="list-style-type: none"> Percentage of carers who are satisfied with opportunities to maintain or improve their health and wellbeing. Number of carers who feel they have a good balance between caring and other things in their lives. Number of carers who feel the support they received had a positive impact on their (1) health and wellbeing, and (2) quality of life. 	
	<p>3 Work with partners to recognise how to provide cultural specific support to carers of different cultural backgrounds and communities.</p>	<p>Communications Participation & Engagement Steering Group Target Date September 2020</p>	<ul style="list-style-type: none"> Number of carers from ethnic minority backgrounds, Gypsy/ Traveller community, learning disabilities, etc engaging with our services. 	

(continued)

We will provide specialist and person-centred support to avoid disadvantage to carers of all ages.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<p>Outcome 6 <i>(continued)</i></p>	<p>4 Review the range of outcome-focused support across localities for accessibility, availability, relevance and suitability.</p>	<p>Carer Strategy Steering Group Target Date August 2020 and ongoing</p>	<ul style="list-style-type: none"> ● Number of carers accessing short breaks/respite. ● Number of carers issued with leisure cards. ● Number of carers accessing therapies. ● Number of carers exercising choice and control under SDS. ● Number of carers who report improved outcomes. ● Uptake of Technology-Enabled Care. 	
<p>5 Explore further opportunities for social and financial inclusion.</p>		<p>Carer Strategy Steering Group Target Date September 2020</p>	<ul style="list-style-type: none"> ● Number of carers referred to Welfare Rights. ● Number of 'Carer Positive' awards to local businesses. ● Number of carers accessing short breaks/respite. 	

We will provide specialist and person-centred support to avoid disadvantage to carers of all ages.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing
<p>Outcome 7 <i>Young carers will have the best start in life and will be supported to achieve their potential, irrespective of their caring responsibilities.</i></p>	<p>1 Complete a Young Carer Statement when requests are made by the young carer/parent/guardian.</p> <p>2 Support young carers where their caring role is having an impact on their attainment, and work creatively with schools to reduce the attainment gap for young carers.</p> <p>3 Increase a variety of respite opportunities by making funds available for young carers to make choices about their own needs and interests.</p> <p>4 Work with schools to identify young carers to provide preventative support, as early as possible (Level 1). Increase opportunities to creatively engage with learning and identify what support is needed at home to improve attendance in school.</p> <p>5 Support young carers and their families to improve their lives where the caring role is impacting their wellbeing.</p> <p>6 Work across services to meet the needs of both the young carer and the cared-for person.</p>	<p>Education & Children's Services and PKAVS</p> <p>Target Date Implemented and ongoing</p>	<ul style="list-style-type: none"> ● Number of completed Young Carer Statements. ● Number of Young Carer Statements offered. ● Number of young carers who are supported through schools. ● Number of young carers with improved outcomes at school. ● Number of young carers accessing short breaks. ● Number of young carers who feel they have a good balance between caring and other things in their lives. ● Number of young carers who are identified at Level 1. ● Percentage of young carers who feel supported in their caring role. ● Improved school attendance rates. ● Number of young carers who feel supported in education. ● Number of children being supported at Levels 2-3. ● Number of young carers who feel they have a good balance between caring and other things in their lives.

We will provide specialist and person-centred support to avoid disadvantage to carers of all ages.

What we will do	How we will do this	Responsibilities and timescales	How we will measure how well we are doing
<p>Outcome 7 <i>(continued)</i></p>	<p>7 Support young carers pre-school age.</p>	<p>NHS Tayside Health Visiting Target Date Implemented and ongoing</p>	<ul style="list-style-type: none"> • Number of pre-school young carers supported.
	<p>8 Work with young carers over the life of this strategy to make the Service changes required to better meet their identified needs.</p>	<p>Carer Strategy Steering Group Target Date Implemented and ongoing</p>	<ul style="list-style-type: none"> • Number of young carers accessing short breaks of their own choice. • Number of young carers who feel they have a good balance between caring and other things in their lives.

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمثلخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب:

الاسم: Customer Service Centre
رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جانتے والے کو اس دستاویز کی کاپی دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے

تو اس کا بندوبست سروس ڈیپٹمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡

Customer Service Centre 01738 475000

來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ejete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stručný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Nam bu mhath leat fhèin no neach eile as aithne dhut lethbhreac den fhàipear seo ann an cànan no ann an cruth eile (uaireannan cha bhi ach gearr-iomradh den fhàipear ri fhaotainn ann an eadar-theangachadh), gabhaidh seo a dhèanamh le fios a chur gu Ionad Sheirbheis Theachdaichean air 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk

(PKC Design Team - 2021178)



