

# Education, Children and Families Committee

10.00am, Friday, 16 August 2019

## Carers (Scotland) Act 2016 - Update

Executive/routine  
Wards  
Council Commitments

### 1. Recommendations

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- 1.1 The Education, Children and Families Committee is asked to:
  - 1.1.1 note the progress in implementing the requirements of the Carer's (Scotland) Act 2016 in respect of Young Carers.
  - 1.1.2 approve the draft implementation plan for Young Carers which will also be discussed by the Edinburgh Integration Joint Board (Health and Social Care Partnership) on 20 August 2019.

#### **Alistair Gaw**

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## Carer's (Scotland) Act 2016 – Update

### 2. Executive Summary

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- 2.1 The purpose of this report is to update the Education, Children and Families Committee on the implementation of the Carer's Scotland Act 2016 and seek approval for the implementation plan for young carers.

### 3. Background

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- 3.1 On Tuesday, 5 March 2019 the Education Children and Families Committee approved the report:  
[http://www.edinburgh.gov.uk/download/meetings/id/60123/item\\_71\\_-\\_carers\\_scotland\\_act\\_2016\\_update](http://www.edinburgh.gov.uk/download/meetings/id/60123/item_71_-_carers_scotland_act_2016_update)
- 3.2 The Education, Children and Families Committee requested an update report in six months' time.

### 4. Main report

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- 4.1 A citywide consultation on the Carers (Scotland) Act 2016 took place during 2018/19. The consultation regarding the Carers (Scotland) Act 2016 was a citywide consultation for unpaid carers and was targeted at Young Carers and Adult Carers. The consultation report can be found in Appendix 2.
- 4.2 In discussion with carer's representatives we have agreed to produce separate implementation plans for young carers and adult carers rather than a single integrated implementation plan for all carers.
- 4.3 The attached draft young carers implementation plan (Appendix 1) has been co-produced with young carers, council officers and young carers organisations and requires approval from the Education, Children and Families Committee today, and the Integration Joint Board of the Edinburgh Health and Social Care Partnership on 20 August 2019.
- 4.4 A Depute Principal Psychologist and a Principal Teacher from the Additional Support for Learning Service are linking with the Young Carers Network and with

the Young Carers Forum to ensure that there is ongoing communication with young carers and that young carers are involved in the development of our implementation plan. The network includes Young Carer's Support Organisations, Young Carer Coordinators from schools and further education along with other relevant organisations. The Forum is composed solely of young carers, meets monthly and is led by Edinburgh Young Carers.

- 4.5 The Depute Principal Educational Psychologist has been liaising with schools and has linked with the Schools Project Manager at Edinburgh Young Carers to increase the number of Young Carers Coordinators in schools. The aim is that there will be a Young Carer Coordinator in each school who will disseminate information across the school, be the main point of contact for young people and will link with Young Carers organisations. During recent months the number of Young Carers coordinators in Edinburgh educational establishments has increased from 80 to 130.
- 4.6 A procedure document and guidelines for CEC schools will be developed collaboratively by school representatives, young carers and council officers and will be based on current best practice in schools then rolled out across the city.
- 4.7 A training programme for Young Carer Coordinators will be developed collaboratively by school representatives, young carers and council officers and will be based on current best practice in schools. This will enable clarity of role and consistency of response to young carers.
- 4.8 Edinburgh Young Carers plan to launch a pilot school award in Edinburgh next session which will celebrate good practice with young carers and publicise/highlight this practice. This pilot award will then be rolled out across Scotland.
- 4.9 The prototype Young Carers assessment and support plan is being piloted by north west carers which will allow us to test and refine the assessment and plan.
- 4.10 A market shaping exercise has taken place with potential providers to ensure the implementation settlement from the Scottish Government is used effectively, reaching as young carers as possible.
- 4.11 A specification for commissioning services to meet the needs of young carers is being developed based on the consultation and market shaping events.
- 4.12 A proportion of the funding will be set aside for an innovation fund.

## **5. Next Steps**

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- 5.1 The implementation plan will be presented to the IJB on 20 August 2019.
- 5.2 A specification for commissioning services is being developed and will go out to tender during the latter half of 2019.

## **6. Financial impact**

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- 6.1 The costs of the implementation plan will be within the funding provided by the Scottish Government for the implementation of the Carer's (Scotland) Act 2016.

## **7. Stakeholder/Community Impact**

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- 7.1 The implementation plan has been co-produced with young carers, young carers support organisations and council officers.

## **8. Background reading/external references**

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- 8.1 March 2019 committee report and minutes  
[http://www.edinburgh.gov.uk/download/meetings/id/60123/item\\_71\\_-\\_carers\\_scotland\\_act\\_2016\\_update](http://www.edinburgh.gov.uk/download/meetings/id/60123/item_71_-_carers_scotland_act_2016_update)

## **9. Appendices**

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- 9.1 Appendix 1 Draft Implementation Plan  
9.2 Appendix 2 Consultation Report

Priority	Outcomes for carers	What actions are required to achieve this?	Measuring Progress	Timescales
<b>1. Identifying Carers</b>	<ul style="list-style-type: none"> <li>Young carers are identified as close to the start of their caring journey as possible and are connected to opportunities and support</li> </ul>	<p>We will identify young people who care as early in their caring role as possible by undertaking the following activities:</p> <ol style="list-style-type: none"> <li>Working with schools to identify young people who care as early as possible, this will include a range of awareness raising and training activities to ensure appropriate identification of young carers</li> <li>Ensure all identified young carers are offered a young carers statement as soon as possible in their carer journey</li> <li>Continue working with schools and further and higher education providers to raise awareness of young carers and young adult carers needs and improve the support offered to this group of carers at points of transition such as: <ul style="list-style-type: none"> <li>Primary to secondary school</li> <li>Secondary school to college/university/employment</li> <li>When the caring role comes to an end</li> </ul> </li> </ol>	<p>We will see an increase in the number of young carers identified through the following sources:</p> <ul style="list-style-type: none"> <li>The no. of referrals received by partner organisations for carer support</li> <li>No. young carer statements completed – Carer census</li> </ul> <p>We will measure the impact of identifying carers by recording:</p> <ul style="list-style-type: none"> <li>The number and type of supports young carers are connected to following our involvement with them</li> </ul>	
<b>2. Information and Advice</b>	<ul style="list-style-type: none"> <li>Young carers can access good quality, age appropriate information and advice using a range of media and are well informed about their rights and how to access support</li> <li>Carers report economic wellbeing</li> </ul>	<ol style="list-style-type: none"> <li>Develop digital offers of information and advice that young carers can access as and when they need to including, but not restricted to information and advice on: <ul style="list-style-type: none"> <li>Self-directed support</li> <li>Carer grants for young carers and young carer ID card</li> <li>Career Advice</li> <li>Advocacy</li> <li>Peer Support</li> </ul> </li> <li>Ensure all schools have an identified young carers coordinator who can share information across the wider school community and provide advice on support available.</li> <li>The third sector, EHSCP, City of Edinburgh Council and NHS Lothian working together to continue to raise public awareness of young carers, their contributions, and the role communities can play in supporting young carers</li> </ol>	<p>We will see an increase in the number of people accessing information and advice services through the following sources:</p> <ul style="list-style-type: none"> <li>No. of requests for information and profile of people making the request, e.g. carers, health and social care professionals, employers</li> </ul>	

Priority	Outcomes for carers	What actions are required to achieve this?	Measuring Progress	Timescales
<p><b>3. Carer Health and Wellbeing</b></p>	<ul style="list-style-type: none"> <li>• Young carers sustain their physical, mental, emotional, and social wellbeing</li> <li>• Young carers feel listened to and heard as individuals</li> <li>• Young carers feel well supported throughout their caring journey</li> </ul>	<p>3.1 The third sector, EHSCP, and City of Edinburgh Council will work together to further develop our offer of health and wellbeing supports that are flexible and meet need depending on young carers personal circumstances for example; 1:1, group, emotional support and/or counselling and digital supports, support for minority communities</p> <p>3.2 Young carers get information on the other things young people need to know about growing up, e.g. digital safety, healthy relationships, access to C Card, LGBT issues, and others</p> <p>3.3 Every identified young carer will be offered support with Emergency planning</p> <p>3.4 Carers will be supported to make plans for the future, for example moving into further or higher education, employment or their own home.</p> <p>3.5 Report on inappropriate referrals to services so that we can develop an informed view of unmet carer need across the city which will inform ongoing and future planning</p>	<p>SHANNARI indicators for:</p> <ul style="list-style-type: none"> <li>• Healthy</li> <li>• Achieving</li> <li>• Active</li> </ul> <p>Included</p> <p>We will use the following data to analyse changes in the above outcome</p> <ul style="list-style-type: none"> <li>• No. peer support groups</li> <li>• No. 1:1 support</li> <li>• No. family support sessions</li> </ul> <p>As part of the annual carer census return the following information will also contribute to analysis of the impact of health and wellbeing supports:</p> <ul style="list-style-type: none"> <li>• Care Duration</li> <li>• Care Hours</li> <li>• Care Type</li> <li>• Care Impact</li> </ul>	
<p><b>4. Short Breaks</b></p>	<ul style="list-style-type: none"> <li>• Young carers feel safe and rested and are able to be children and young people first</li> <li>• Young carers are supported to have a life outside and/or alongside their caring role</li> <li>• Young carers feel supported to maintain their caring relationships and sustain their caring role</li> </ul>	<p>4.1 Development and implementation of a Short Breaks Statement</p> <p>4.2 Short breaks and time out from caring are integrated into all conversations with identified young carers and most appropriate support is identified</p> <p>4.3 Young carers will be supported to access a range of flexible, responsive, personalised, and creative short breaks. This may include breaks at times of transition or support to continue their studies or gain employment.</p>	<p>We will see an increase in the percentage of carers who feel supported to continue in their caring role from the biannual Health and Social Care survey. We will use the following data to analyse changes in the above outcome:</p> <ul style="list-style-type: none"> <li>• No. carer breaks – <i>from carer census</i></li> <li>• Type of carer Breaks</li> </ul>	

Priority	Outcomes for carers	What actions are required to achieve this?	Measuring Progress	Timescales
<p><b>5. Personalising Support for Carers</b></p>	<ul style="list-style-type: none"> <li>• Young carers are supported into a positive destination from school</li> <li>• Young carers are involved in support planning and have choice and options to meet their needs and the person they care for.</li> <li>• Young Carers are confident in shaping services for themselves and those they support and are more in control of the support they receive</li> <li>• Young carers feel supported to move into a life after caring and feel supported with the transition into adulthood</li> </ul>	<p>5.1 Implement young carer support plans using learning form early testing with Third Sector</p> <p>5.2 Develop an approach and quality standard for young carer transitions so that transitions are planned and supported</p> <p>5.3 Establish a partnership approach for young carer supports and young adult carer supports to ensure a smooth transition between young people and adult services when required.</p>	<p>No. of young carer statements completed – <i>from carer census</i></p> <p>No. personal budgets, cost, SDS option chosen and type of support in place – <i>from carer census</i></p> <p>No. of transition plans completed (life after caring)</p> <p>No. planning sessions tailored to help young carers onto positive destinations e.g. college applications, UCAS applications, job applications</p>	

## **Appendix 2 Consultation Report**

### **What did we do and how did we do it?**

The consultation regarding the Carers (Scotland) Act 2016 was a citywide consultation for unpaid carers and was targeted at Young Carers and Adult Carers alike. The initial information gathering was done using a short Survey Monkey distributed electronically via partner organisations and the City of Edinburgh Council's consultation hub.

Once the online survey was closed three officers met to discuss some high level themes that had come from the 126 responses received. Face to face events were then planned open to both young and adult carers to check out the themes identified and record more specific points discussed – these events were attended by 5 adult carers and 19 young carers. A further 4 events were carried out in partnership with young carer organisations to collect young people's views – these were attended by 50 young carers. The discussions were structured around three overarching questions;

- What works well at the moment?
- What needs to improve in general?
- What specifically needs to change in the short term?

A further meeting was arranged with managers and frontline staff working with unpaid carers – they were asked to consider;

- Are the findings what you would have expected?
- Any surprises?
- How do they fit with findings from other Provider surveys?
- How do we move this forward – what are the quick wins?

All the comments from the discussions were recorded and inform the following findings.

### **What did we find out from the consultation?**

The Survey Monkey was written in such a way as to allow carers the opportunity to use a lot of free text, which can be difficult to analyse, but allows for much fuller answers and data for analysis. It was clear when analysing the data that the survey had managed to reach a great deal of carers who had never accessed any information or support services. Whilst frustrating that we are unable to follow up with these individual due to the confidential nature of the survey returns (the survey is completely anonymous) it has given a real insight into the difficulties new carers have when navigating around services targeted for them. There was also a lot of information that would assist other service areas in some of the current work they are undertaking. As the information is anonymous the data has been sent in its full, raw format to assist work elsewhere in the council for example children with disabilities service and Education Quality Improvement Service.

#### **What works well?**

- Some good awareness from GPs, NHS staff, some schools.
- Support from carers' projects.
- Support from family and friends
- Trips and residentials.



## **What needs to improve in general?**

- There needs to be much more awareness, knowledge and support – carers need to be identified more effectively and this identification then needs to lead to more awareness and more support
- There needs to be more financial support
- There should be more trips and residentials – and for longer, going further away
- More online support
- Support from other services
- Information needs to be in different formats – there is no ‘one size fits all’.

## **What specifically needs to change in the short term?**

### **Awareness, knowledge and support**

- More training for teachers, school staff, NHS staff and other professionals.
- Consistent Information in different formats using for example, assemblies/lessons/young carer awareness days/bring the person you care for into school/posters/publicity to raise general awareness and understanding
- Better identification of carers – better sharing of information and better publicity, displayed more widely to help people to self-identify as carers.
- Better sharing of info (but not without our consent)
- Health and wellbeing support for carers – mental health support, people to talk to, counselling, meditation
- Use the ‘We care, do you?’ video to raise awareness amongst staff and pupils
- Better information and understanding of needs is required for working carers.
- Access/information points need to be versatile for all ages and levels of literacy.
- Highlights gaps; for example parents in caring roles, carers of people where there is substance abuse/misuse, kinship carers, co-caring roles, 18- 65 year olds (who may be in employment), carers where English is not their first language
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### **Financial support:**

- Grants for young carers
- Bus passes to facilitate travel and access to support, venues and events
- Carers card with free access to gym, swimming pool, popular events such as football
- Adult working carers

### **More trips and residentials:**

- For a longer time, going further away (although some young people prefer shorter trips – but more of them)
- School holiday programme of trips/residentials
- Joint respite
- More young adult carer breaks

### **More online support:**

- Young carers’ app?
- Social media – information and support
- Better websites (young carers’ projects?)
- Better leaflets, consider removing the word ‘carer’

- Not one solution for communication – needs to be in different formats.
- Need more awareness – training for professionals as well as public awareness-raising – maybe adverts on buses, on the radio or TV, in schools

### **Support from other services:**

- GPs and other medical professionals could be more aware and more active in helping to identify young carers and provide initial information about what support is available
- Advocacy for carers
- Awareness that one size does not fit all.
- More emotional support
- 'Dynamic Discharge' is including the carer.
- Revised Carers Strategy has to be clear – the systems/process/groundwork to support it has to be in place in advance of it.
- Pathways need to be established and communicated.
- Development of crisis service?

The discussions resulted in a reiteration of many themes highlighted in previous consultations and forums so there were no major revelations. However, it did confirm the findings from recent reviews of, for example, of the Edinburgh Joint Carers Strategy by EVOG where one of the key findings was the poor implementation of the strategy, was correct. Issues identified early in the 2000s (and potentially earlier) are still issues in 2018 for unpaid carers, for example financial hardship and lack of understanding of caring role.

Some results appear at first read to be conflicting, however, further discussion with carers and professionals helped refine the answers and potential solutions. For example, several carers reported that information and advice services were very good from current provision, however, the data showed that some carers found information difficult to find and confusing to access. Therefore, it could be concluded we have problems in the way we are communicating the services we have and it is important to resolve this before providing additional services. These findings help us to reflect on the priorities for the implementation of the act.

### **Next Steps**

The consultation has been part of a larger piece of work regarding the Carers (Scotland) Act 2016 implementation. There has been a review of all current contracted services within the Edinburgh Health and Social Care Partnership and Communities and Families which has now been concluded, therefore, we have a much better understanding of what we are buying and what we need to be buying in the future.

EVOG completed its review of the Edinburgh Joint Carers Strategy and reported its findings and we have used some of their constructive feedback to feed into this consultation and add depth to the findings. The wider Outline Strategic Commissioning Plans (OSCP) and review of the Strategic Commissioning Plans within EHSCP have identified Carers' needs as a cross cutting theme. Therefore, carers will be considered as part of all the workstreams and

services joined up to meet the needs of carers. The revised version of the Edinburgh Joint Carers Strategy will reflect all the findings of the consultation and the OSCPs.

Outcomes of the pilots, in North West and Longstone will be reviewed alongside the information gathered from the consultation. This will help with the re-design of any service specifications for the commissioning of services and prevent duplication of service provision and meet the needs of carers across the city.

The use of the five year Scottish Government Funding will be agreed to complement the commissioned services within both Communities and Families and the Edinburgh Health and Social Care Partnership. The budget will be spent in a way that meets the needs of unpaid carers identified through the consultation process.

All services have been reviewed in order to fully understand what we already deliver and to identify any areas of increased investment to meet the needs of unpaid carers both young and adult. Any duplication and gaps in service have also been identified, for example provision over the Christmas period. The learning from the reviews will be part of the larger jigsaw of re-design and investment in carer services over the next five years.

All of the proposed changes will be governed by and subject to review from young and adult carers, the IJB Strategic Partnership Group, the Edinburgh Children's Partnership, the Carer Services Steering Group and any relevant committees.

This report will be published on the City of Edinburgh Council Consultation Hub and any carer who wishes to discuss the report or requires a service to support them in their caring role is encouraged to get in touch.