



## Background

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4. On 29 March 2019, EIJB approved the Short Breaks Statement, and the six key priority areas for the draft Edinburgh's Joint Carers Strategy 2019-22. Since then, work has been undertaken to refine the Strategy and further develop the Implementation Plans at Appendix 1.
5. The strategy has been refined based on learning from the independent review carried out by Edinburgh Voluntary Organisations Council (EVOC), the previous Edinburgh Joint Carers Strategy 2014-2017, information from citywide consultations and engagement with stakeholders, which identified areas for further improvement. All of this was captured and used to inform the implementation plans to meet identified gaps in support for unpaid carers.
6. Services for children and young people are not devolved to the EIJB. Communities and Families remain responsible for the delivery of the duties associated with young carers. Key differences are recognised hence the development of two implementation plans. Work on the transition between children and adult services is being refined as a matter of priority and is a key focus of the implementation plans.
7. Implementation tasks and timescales for delivery are described in Appendix 2. Subject to EIJB approval, the commissioning and procurement process will begin in September 2019. A competitive procedure (with an agreed negotiation procurement process) is being applied, as this supports our co-production approach. Specifications are currently being co-produced with providers and other key stakeholders across communities and families, NHS Lothian and other partners. The basis of the specifications will be formed from the six key priorities in the both implementation plans. Tender submissions and the evaluation process will be completed by January 2020, with recommendations for preferred providers being taken through the governance process by March 2020. New contracts are scheduled to commence from July 2020.
8. Priority actions for carers are already underway and are associated with improvements indicated by carers, the national direction, and identified gaps associated with meeting the new duties. These include the provision of Adult Carer Support Plans, Young Carer Statement development, support during transitions, and the commissioning of universal and specialist carer support services.

## Key risks

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9. There are some organisations providing specialist supports, who may not participate in the competitive tender process. Some of these organisations have received transitional grants funding, as they were unsuccessful in the recent EIJB Grants

Review. It is recommended to the EIJB that these transitional grants are extended for three months to 30 June 2020, to be in line with the implementation and procurement timeline.

10. If these grant funded organisations, or some of the smaller organisations do not participate in the competitive tender process, there is a risk that these supports will be lost to the groups currently benefitting from them. This is being mitigated through the encouragement of organisations to deliver in a partnership way, by submitting tenders together. Support and advice is also available from EVOG for any organisation developing tender submissions. These discussions will continue through the co-production process going forward, being led by the Strategic lead. Some organisations may choose not to participate.

## Financial implications

11. The EHSCP, Communities and Families, and Third Sector have an established partnership/stakeholder relationship either through contracts, or grants delivering carer support services across the City. For this new strategy, there are a number of proposed commissioning principles which have been co-produced by stakeholders, including procurement and contracts colleagues, submitted for approval:

- consolidating current financial allocations with the Scottish Government settlement, to enhance resources for carers over the coming three years.
- maintaining the majority of spend on commissioned services from the third sector.
- ensuring a broad range of organisations delivering a variety of carer support across the city to offer personalised support.
- extending the transitional grants to 30 June 2020, to be in line with the new procurement timeline, and to provide 3 months' notice if unsuccessful.

12. The table below sets out the consolidated carer commitment for 2019-20.

Carer Commitments 2019/20	£m
EHSCP Contracted Services	0.33
Communities and Families contracted services	0.12
EIJB Grants for carer supports (3 years)	0.32
Carer Support Team	0.15
Carer Information Strategy	0.55
Transition Grants (until 31 March 2020)	0.31
Duty to provide Adult Carer Support plans	0.20
Information and Advice	0.09
Duty to support adult carers	0.13
Duty to provide young carer statements	0.03

Duty to support young carers	0.12
Additional Short Breaks	0.20
2018/19 Support for young carers	0.08
<b>Total Carer commitments</b>	<b>2.63m</b>

13. Consolidated funding going forward from 2020/21 is a combination of the existing EHSCP contract values, and the additional Scottish Government investment, indicated in previous IJB reports. Table two below indicates the overall consolidated funding to support carers year on year for the period 2020-2023. As indicated above, the actions in the implementation plans are forming the basis of the specifications for the new contracts from 2020/21. Financial considerations associated with each of the six priority areas indicated in the two implementation plans are being taken forward as part of the commissioning and procurement process. The intention is to commit the full budget for a variety of carer supports by a variety of providers. Monitoring against delivery of the new contracts will occur regularly and an annual report will be submitted to the EIJB on progress.

Table 2: Carer Funding 2020/21-2022/23

	2020/21 £m	2021/22 £m	2022/23 £m
<b>Total</b>	4.18	6.62	7.95

## Implications for Directions

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14. A new Direction will flow from this strategy as part of new Directions being formed to support the new Strategic Plan 2019-2022.

## Equalities implications

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15. An Integrated Impact Assessment (IIA) has been completed for the implementation of the Act and informed the development of the strategy. The IIA will be reviewed and updated as required as the implementation plan is delivered.

## Sustainability implications

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16. The strategy supports a shift towards supporting and enabling carers which would be anticipated to have a positive impact on the sustainability of their caring role.
17. The Scottish Government commitment to carers is high. It is anticipated that funding will be supported beyond 2023.

## Involving people

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18. Carers have been widely engaged and consulted in the creation of this new Carers Strategy. Consultation has included online surveys, paper surveys with follow-up face to face meetings, to clarify understanding with unpaid carers, providers and health and social care professionals.
19. The Edinburgh Carers Strategic Partnership Group has been instrumental in producing this strategy and developing the implementation plans. The group has representation from the EIJB member for Carers, a range of Third sector organisations who work with both adult and young carers, and statutory partners. In addition, there has been engagement, involvement and consultation with both adult and young carers throughout the development of the eligibility criteria, the adult carers' support plan and young carer's statement developments. This engagement will be ongoing throughout the delivery of the strategy.
20. A Communications and Engagement Plan is being produced to support the delivery of the implementation plans.

## Report author

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## Additional References

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<b>Ref: para6.iv</b>	<a href="https://www.gov.scot/publications/carers-scotland-act-2016-statutory-guidance/pages/4/">https://www.gov.scot/publications/carers-scotland-act-2016-statutory-guidance/pages/4/</a>
Adult Carer Support Plans	
Responsible Local Authority	Section 2.1.8

## Appendices

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<b>Appendix 1</b>	Edinburgh Joint Carers Strategy and associated implementation plans
<b>Appendix 2</b>	Timeline of key actions to deliver strategy

## Draft Edinburgh Joint Carers Strategy 2019 – 2022

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## Introduction

*“People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.*

*(Scottish Government)*

The Edinburgh Health and Social Care Partnership (EHSCP), City of Edinburgh Council and NHS Lothian recognise the crucial contribution young and adult carers make to their communities across Edinburgh. A range of good quality support for all carers needs to be available at the right time and place.

Carers who are supported to carry out their role in a way that supports their own health and wellbeing are key to achieving the EHSCP’s vision to deliver together “a caring, healthier and safer Edinburgh” and Communities and Families vision for all children and young people in Edinburgh to enjoy their childhood and fulfil their potential.

This strategy has been informed by national and local context and outlines, local priorities and associated areas for improvement, outcomes for carers as well as details of the activities needed to achieve them. The strategy will support the EHSCP and Communities and Families to demonstrate impact on Outcome 6 of the National Health and Wellbeing Outcomes;

*People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being*

The strategy continues to focus on six priority areas:

1. Identifying carers
2. Information and Advice
3. Carer health and wellbeing
4. Short Breaks
5. Young carers
6. Personalising support for carers.

It also incorporates the new duties placed on the EHSCP, Local Authority and NHS Lothian by the Carers (Scotland) Act 2016. The strategy has been developed in partnership with the third sector and unpaid carers across Edinburgh and builds on learning from the 2014-2017 Edinburgh Joint Carer Strategy (EJCS), and associated review.

The following section describes the influences that have developed the strategy, with further detail available in Appendix 1

## Carers (Scotland) Act 2016

The Carers (Scotland) Act 2016 is designed to support carers' health and wellbeing and help make caring more sustainable. New duties for local authorities from 1 April 2018 include:

- The provision of support to carers, based on the carers' identified needs which meet the local eligibility criteria.
- The offer and preparation of an adult carer support plan and young carer statement to identify carers' needs and personal outcomes.
- The provision of an information and advice service for carers in areas such as; emergency and future care planning, advocacy, income maximisation and carers' rights.

The legislation is accompanied by a [Carers' charter<sup>1</sup>](#) which sets out carers' rights under the Act.

In addition to the Carers (Scotland) Act 2016 there is a range of legislation and national policy that impacts on the delivery of this strategy, see fig 1 below.

*Fig 1: Summary of national legislation and Policy relating to EJCS 2019-2022*



<sup>1</sup> <https://www.gov.scot/publications/carers-charter/>

## The Edinburgh Integration Joint Board's (EIJB) Strategic Plan 2019-2022<sup>2</sup>

The strategic plan sets out how health and social care services will evolve over the coming years so the EHSCP is an affordable, sustainable, and trusted health and social care system that takes a person centred, home first approach and optimises partnerships with the third and independent sectors. The plan focuses on four central elements that are mutually supporting:

- The definition of a modern *Edinburgh Offer* between health and social care providers and our citizens,
- The *Three Conversations* approach to facilitate and support people who need help and empower staff. The approach offers three clear and precise ways of interacting with people focusing on what matters to them. It recognises the power of connecting people to the strengths and assets of community networks, and the necessity to work dynamically with people in crisis.
- Continuing to shift the balance of care from hospital services to the community under the banner of *Home First*
- A Transformation Programme which will focus on a broad range of services aimed at rapid redesign.

Carers are recognised as equal partners in care, supporting people of all ages in their own homes and community and in supporting the achievement of the EHSCP's vision.

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<sup>2</sup> [https://consultationhub.edinburgh.gov.uk/hsc/draft-strategic-plan-2019-2022/supporting\\_documents/EIJB%20Draft%20Strategic%20Plan%20201922.pdf](https://consultationhub.edinburgh.gov.uk/hsc/draft-strategic-plan-2019-2022/supporting_documents/EIJB%20Draft%20Strategic%20Plan%20201922.pdf)

## Definition of a Carer

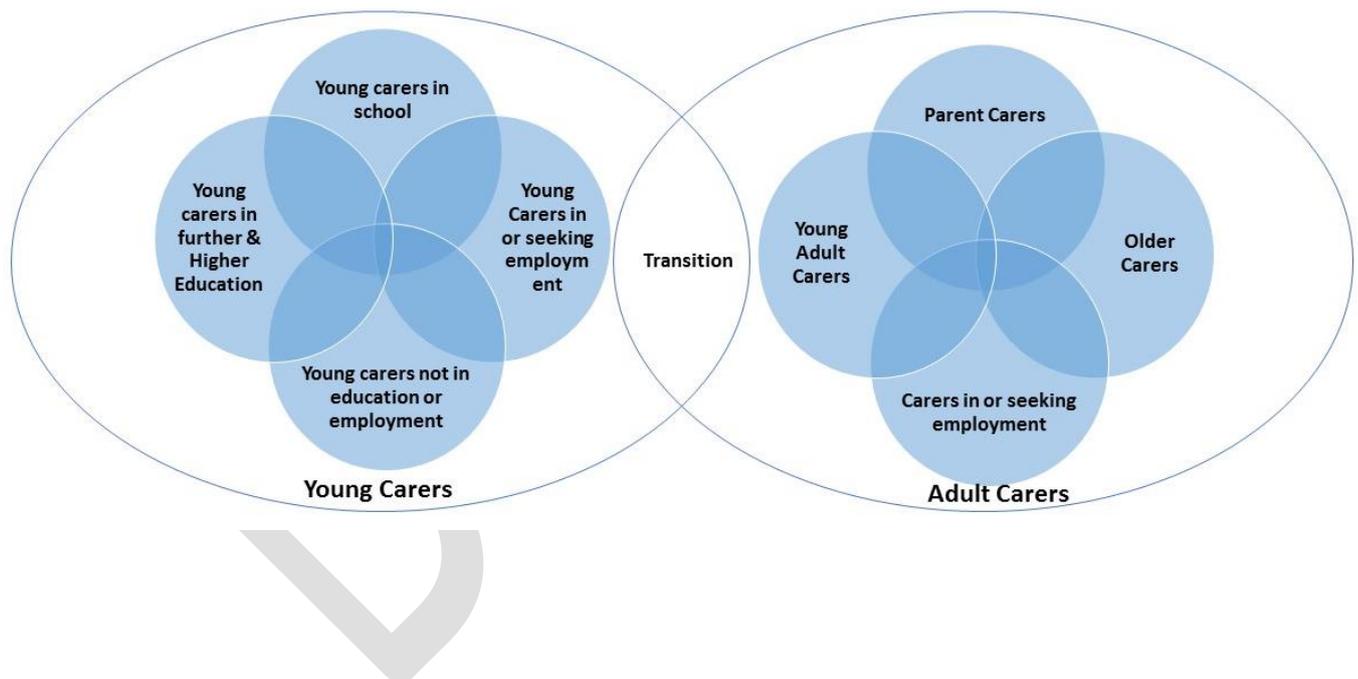
This strategy has adopted the following definition of a carer:

“A carer is ‘a person of any age who provides, or intends to provide, unpaid help and support to a relative, friend or neighbour who cannot manage to live independently without the carer’s help due to frailty, illness, disability, or addiction’.” (Scottish Government 2016)

The Carers (Scotland) Act 2016 distinguishes between young carers and adult carers;

- A young carer is a carer who is under 18 years old or is 18 years old and is still at school.
- An adult carer is a carer who is at least 18 years and not a young carer.

*Fig 2: Range of different carer life stages, all of which may have a degree of shared needs and/or needs specific to their caring situation.*



EHSCP also recognises that with these definitions there are a range of needs depending on the life stage of the carer. This strategy aims to encompass the support needs of;

- Young carers who are in school, or further or higher education
- Young carers aged 16-17 who may be in or seeking employment
- Young carers aged 16-17 who may not be in education or employment

- Young adult carers who are aged 18-25, who have needs around the transition from children and young people’s services into adulthood and accessing age appropriate adult supports. Young adult carers also require support to create a life beyond caring and explore opportunities for employment, further education, or moving into their own homes;
- Parent carers who are parents of children who have a disability or additional needs. Evidence shows this group of carers experience disproportionately greater negative impacts of caring than other carers.
- Carers who are managing both a caring role and trying to start, sustain, or return to employment
- Older carers who in addition to caring for someone with support needs may also be managing their own health needs and impacts of ageing.

The service has been a great resource for young people like us; it makes us feel less alone. It is a mature environment where we’re treated like adults and can share our stories and experiences freely and openly.

*Young Adult Carer*

Having the opportunity to share my problems with families in similar situations, and to give each other mutual support

*Parent Carer*

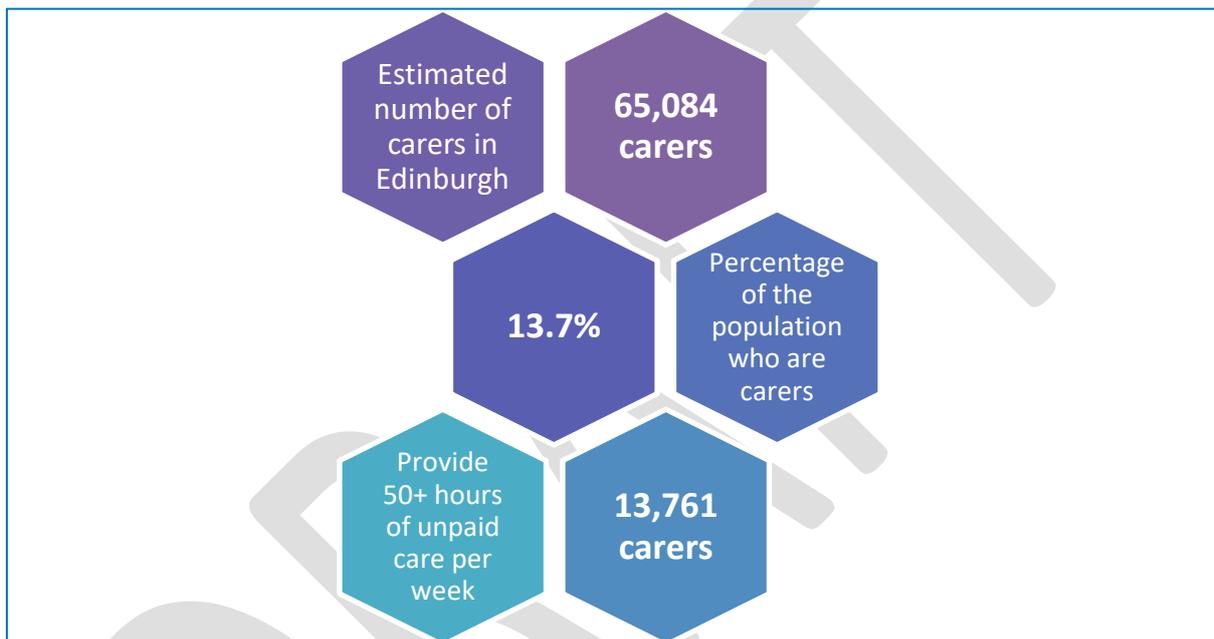
I work but I feel like I need help to sustain my job and look after my daughter to the level I would like.

*Carer consultation response*

## Who are Edinburgh's carers?

The Scottish Health Survey 2016<sup>3</sup> estimated that there are 788,000 people caring for a relative, friend or neighbour in Scotland, 44,000 (5.6%), of these people are under the age of 18. It also indicated that a third of carers have reported that caring has a negative impact on their health. The Scottish Household Survey (2011) estimates there are 65,084 carers living in Edinburgh, this is 13.7% of the population.

*Fig. 3 Edinburgh's carers, source: Scottish Household Survey 2011*

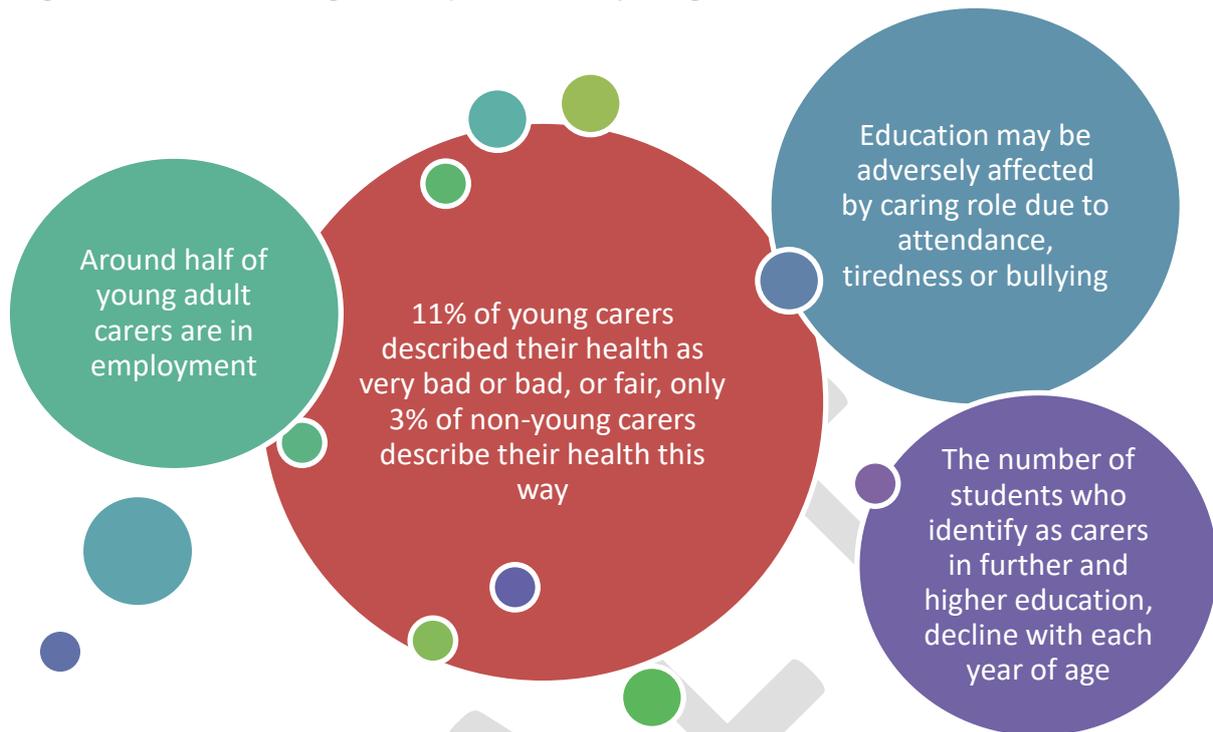


The Scottish Health Survey 2016 provides the best estimate of the number of young carers aged 4-24 for Scotland, 93,000 (7% of the population). In their review of research and data for young carers, the Scottish Government<sup>4</sup> states 22% of young carers in this age range provided 35 hours or more of unpaid care per week. The report also acknowledges the number of young carers and young adult carers within the Scottish Household Survey are too few to provide any more detailed analysis. The report contains a review of wider research for young carers and the impact caring has on their life. Some of the evidence is summarised in fig 4.

<sup>3</sup> The Scottish Health Survey (2016) <https://www.gov.scot/publications/scottish-health-survey-2016-volume-1-main-report/pages/60/>

<sup>4</sup> <https://www.gov.scot/publications/young-carers-review-research-data/pages/3/>

Fig 4: Research findings for experience of young carers.



Voice of Carers Across Lothian (VOCAL) are a local carer support organisation and since 2011, they have carried out a bi-annual survey of unpaid carers in Edinburgh and Lothian. The most recent survey published in March 2018 received responses from 915 carers in Edinburgh<sup>5</sup> and identified the priority areas listed in fig 4. for carers in Edinburgh. In all these areas carers of children and young adults reported disproportionately greater negative impacts of caring and greater barriers for accessing support than those in other caring situations.

<sup>5</sup> [https://www.vocal.org.uk/wp-content/uploads/2018/03/CarerSurvey2017\\_Edinburgh.pdf](https://www.vocal.org.uk/wp-content/uploads/2018/03/CarerSurvey2017_Edinburgh.pdf)

Fig 5. Priority areas from VOCAL's carer survey March 2018.



The population in Edinburgh is projected to increase faster than any other city in Scotland over the next 20 years. Based on historical trend analysis, the annual population growth for the city is estimated to be between five to six thousand, with those aged 85+ projected to grow by 28% between 2012 and 2022. By 2037, the number of those aged 85+ is set to more than double. The number of people living with Dementia could rise by 61.7% to 11,548 people by 2035. In addition, the proportion of people with two or more long term conditions increases with age, 63% of people aged 75 and over were estimated to have two or more long term conditions in the 2015 Edinburgh Joint Strategic Needs Assessment.<sup>6</sup>

As indicated above, carers are recognised within EIJB's Strategic Plan 2019-2022 as equal partners in care, supporting people of all ages in their own homes and community now and in the future. We expect to see an increase in the number of people who are carers in the city over the coming years as a direct result of predicted changes in Edinburgh's population, and our ability to get better at identifying carers.

<sup>6</sup> Edinburgh's Joint Strategic Needs Assessment 2015

## What have carers told us?

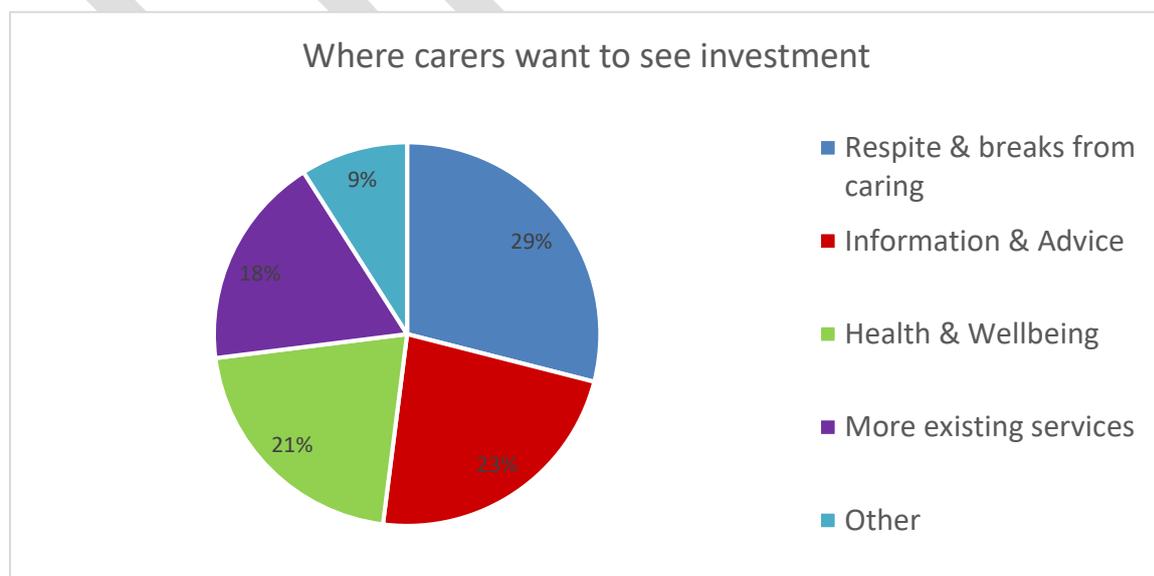
In developing this strategy, a total of 196 carers have participated in some form of engagement, involvement, or consultation. Young carers made up 38% of the responses, and 62% were adult carers. Several themes, that mattered to the people who responded emerged, and have helped shape the strategy and implementation plans.

*Fig 5: Themes from consultation with Edinburgh's Carers*



When asked where additional investment should be made, those involved highlighted :

*Fig 6: Consultation responses to where additional investments will make the most difference to carers.*



## Guiding Principles

The Edinburgh Carers Strategic Partnership Group alongside the EHSCP and City of Edinburgh Council's Communities and Families Service, will focus on working with young and adult carers to develop supports and services which are personalised and offer choice within the communities where they live. We will support carers as early as possible focussing on what matters to them. This will contribute to managing avoidable differences in people's health (health inequalities) through the Three Conversations approach. The approach recognises the power of connecting people to the strengths and assets of community networks as early as possible, and the necessity to work dynamically with people in crisis.

The delivery of this strategy and associated implementation plans will only be achieved by working with carers themselves, alongside partners in the third sector, education, and health and social care, to support and meet the needs of young and adult carers.

A strong partnership approach is required between young and adult carer services with EHSCP, communities and families and third sector partners to provide appropriate and timely support for carers in transition between children and young peoples services and adult services. This applies to both young adult carers and parent carers.

Furthermore, the strategy aims to embrace the importance of the wide range of agencies, businesses, employers, and communities, who all have a role to play in developing a more carer friendly Edinburgh.

The Edinburgh Health and Social Care Partnership, and Communities and Families Service recognise carers as equal partners in care and support the principles developed in partnership with carers and other stakeholders by Equal Partners in Care (EPiC)<sup>7</sup>.

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<sup>7</sup> <https://www2.gov.scot/Topics/Health/Support-Social-Care/Unpaid-Carers/ProgrammesandInitiatives/Equal-Partners-in-Care>

Fig 7 Equal Partners in Care Principles



## Priorities and outcomes for carers in Edinburgh going forward

The Carers (Scotland) Act 2016 is designed to support carers' health and wellbeing and makes provisions for enhanced carers' rights for support in the caring role. The previous sections demonstrate the scale of current and future demand locally for Edinburgh's carers and the impact caring has on carers' lives.

The following pages outline a strategic framework which will enable and deliver improvements for Edinburgh's carers, over the next three years, underpinned by the EPiC principles.

Alongside the 6 key priorities, there are a number of outcomes for carers. The outcomes provide a description of the difference the actions in the strategy will make in carers' lives.

The section that follows provides an overview of some of the key areas we will improve against the 6 priority areas:

1. Identifying carers
2. Information and Advice
3. Carer health and wellbeing
4. Short Breaks
5. Young Carers
6. Personalising support for carers

In Appendix 2 there are two implementation plans, with more detail of how we will work with carers and partners, towards achieving the outcomes for both adult and young carers. This demonstrates the key differences for these groups who have been recognised in the development of this strategy and taken into consideration.



“I just want help to do this without becoming ill myself. I’m happy to do it. I just need things to be a bit easier”

*Carer Consultation response 2018*

## Identifying carers

### What is the key challenge?

One of the greatest barriers to offering help and support to carers is that many people do not identify themselves as being in a caring role. This applies to young carers and adult carers alike. Although there has been much work to identify carers the feedback from the carer consultation shows this is still a challenge. The Carers (Scotland) Act 2016 has broadened the definitions of who a carer is, this will mean there are many more people who are carers but do not identify themselves as such.

### What are we doing already?

The third sector and EHSCP have been working with employers and health and social care staff to raise awareness of who carers are and what support is available.

When carers are identified, they are offered a carers assessment which is completed with a health and social care professional from the EHSCP.

### What we need to do to improve

- Continue awareness raising with staff and the public
- Engage with more employers
- Ensure all carers are offered an Adult Carer Support Plan or Young Carer Statement

### Outcomes for Carers

- Carers are identified as close to the start of their caring journey as possible and are connected to opportunities and support

“You have to know  
you’re a carer, and I  
didn’t”

*Comment from carer during EVOC  
review*

## Information and Advice

### What is the key challenge?

Carers and those supporting them need to know what their rights are and where to access information that is relevant, up to date and, available when they need it, to make informed decisions. A simple and clear approach for carers to access information when they require it will be developed further to meet the wide range of carers needs.

Economic wellbeing is a significant aspect of this priority. VOCAL's carer survey found that a quarter of respondents had reduced their working hours. This has significant long term financial implications, from impact on household income to pension contributions for later in life.

### What are we doing already?

Edinburgh's third sector has been instrumental in providing information and advice services for carers and professionals working in the city. This has included carer training programmes, pamphlets and publications, and financial planning advice and support.

The EHSCP has worked with the Third sector to provide a range of training programmes for carers in topics such as moving and handling, caring for someone living with Dementia and changing relationships.

### What we need to do to improve

- Expand our offer of information and advice, acknowledging carers need for support around financial planning and welfare benefits
- Develop digital solutions offering 24/7 information and advice to carers
- Develop and maintain a map of all carer supports

### Outcomes for Carers

- Carers know how to connect to information, advice.
- Carers are well informed about their rights and how to access support
- Carers report economic wellbeing

Sometimes it's  
important just to know  
a service is there if and  
when I need it

*Carer response to EVOC  
review*

## Carer health and wellbeing

### What is the key challenge?

The role and identity of those with caring responsibilities is complex and not often planned for. Becoming a carer can be a slow process as health gradually deteriorates or because of sudden unexpected events with life changing consequences. No carer is the same and so we need to ensure our offer of health and wellbeing supports is broad, varied and flexible.

### Outcomes for carers

- Carers are supported to look after their own physical, mental, emotional, and social wellbeing
- Carers feel listened to and heard as individuals
- Carers feel well supported throughout their caring journey

### What are we doing already?

There is a broad range of supports on offer from Edinburgh's third sector, including befriending, counselling services, group sessions and 1:1 support.

The Health and Social Care Survey 2017/18 indicates the percentage of carers in Edinburgh who feel supported to continue in their caring role has reduced from 37% in 2015/16 to 35%.

### What we need to do to improve?

- Further develop our offer of health and wellbeing supports
- Ensure all identified carers are offered support with emergency planning
- Develop our offer to ensure carers have the opportunity to be socially connected

"I feel desperately lonely and alone at times. The club really makes a difference to my sense of isolation, my self-esteem, confidence and mood."

*Response from carer consultation*

## Short Breaks

### What is the key challenge?

Carers have told us that regular breaks from caring are a priority. We know from feedback that short break options need to be flexible, individual and meet personal outcomes. The consideration of a carers' need for a short break is a requirement of the Carers Act and all carers who wish to complete an adult carer support plan or young carer statement should have their individual needs discussed in relation to having time away from caring.

### Outcomes for carers

- Carers feel safe, rested and recharged
- Carers are supported to have a life outside and/or alongside their caring role
- Carers feel supported to maintain their caring relationships and sustain their caring role

### What are we doing already?

There are a number of third sector partners and statutory services providing a range of short breaks for carers in the city. The concept of respite is already delivering additional breaks from corporate partners in the hospitality, tourism and leisure sector.

These breaks can include a few hours during the day or week, or several nights away; for the carer alone; for the carer and the cared for person together; for a group of carers together; or for the cared for person alone and/or a combination of all of these.

A Short Breaks Service Statement<sup>8</sup> has recently been published and provides information about short breaks available locally and across Scotland and how carers can access these.

### What we need to do improve?

- Implementation of Short Breaks Statement
- Make conversations about short breaks part of all conversations with carers
- Expand existing offer of short breaks and develop new short break opportunities in response to carer need and demand
- Expand access to flexible, responsive, creative short breaks and making use of self-directed support options.

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<sup>8</sup> [http://www.edinburgh.gov.uk/downloads/file/12591/short\\_break\\_services\\_statement](http://www.edinburgh.gov.uk/downloads/file/12591/short_break_services_statement)

'I am now recharged, refreshed to get home and be stronger, be more understanding of the problems of the loved one I care for, would love to come back again'

*Carer Feedback from stepping out break*

DRAFT

### Outcomes for young carers

- Young carers are identified as close to the start of the caring journey as possible and are connected to opportunities and support
- 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
- Young carers and their families report economic wellbeing
- Young carers sustain their physical, mental, emotional, and social wellbeing
- Young carers feel listened to and heard as individuals
- Young carers feel well supported throughout their caring journey
- Young carers feel safe and rested and are able to be children and young people first
- Young carers are supported to have a life outside and/or alongside their caring role
- Young carers feel supported to maintain their caring relationships and sustain their caring role
- Young carers are supported into a positive destination from school
- Young carers are involved in support planning and have choice and options to meet their needs and the person they care for.
- Young Carers are confident in shaping services for themselves and those they support and are more in control of the support they receive
- Young carers feel supported to move into a life after caring and feel supported with the transition into adulthood

### What is the key challenge?

Young Carers are children and young people first. It is important to remember that each young carer is a unique individual; A child or young person who is entitled to find and reach their full potential. There are various circumstances that can arise within the home environment that makes a child or young person a carer and can occur at any point in time in a child's life. The earlier a young carer is identified the better as this can provide crucial support to alleviate the impact caring can have on a young carers life.

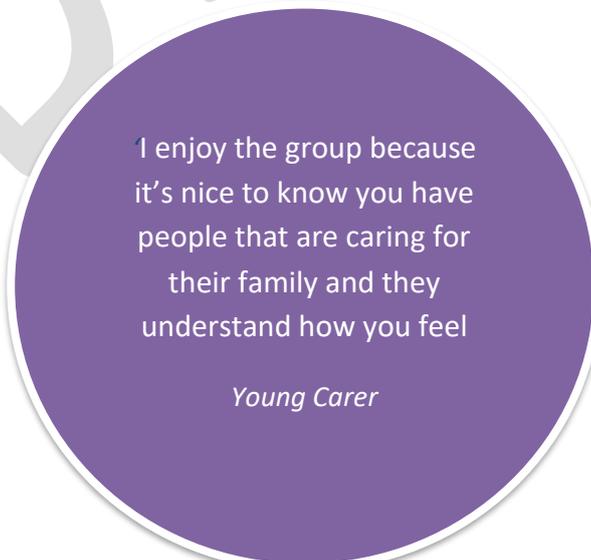
### What are we doing already?

A number of third sector partners provide support to young carers across the city. Support offered includes; age appropriate group support; individual support within schools and the community; supporting young carers with transitions and moving on to positive destinations such as further education, employment, or volunteering; breaks from caring; accessing funds for things like school uniforms, clothes and Christmas presents.

There is an established Young Carers Network that meets regularly and includes representatives from schools, young carers organisations, further education establishments and young carers. This network facilitates the sharing of good practice and improves how schools and education establishments identify and support young carers.

### What do we need to do next?

- Continue to apply the principles of GIRFEC to all work with young carers.
- Work with schools to identify young carers as soon as possible in their caring journey and offer a young carer statement
- Develop digital offers of information and advice that young carers can access as and when they need to
- 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
- 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.
- Implement young carer support plans using learning from early testing with third sector organisation



I enjoy the group because it's nice to know you have people that are caring for their family and they understand how you feel

*Young Carer*

## Personalising Support for Carers

### What is the key challenge?

The Social Care (Self-directed Support) (Scotland) Act 2013 and the Carers (Scotland) Act 2016 have paved the way for the personalisation of carer support, recognising the support needs and aspirations of people in need of care and their carers vary greatly and no two caring situations are the same.

### What are we doing already?

An outcome focused, strengths based Adult Carer Support Plan has been tested with a number of carers in the City. A total of 123 Adult Carer Support Plans were completed in 2018/19 and a further 856 carers assessments were completed in the same period.

Since February 2019 a new streamlined process to access Carer Payments has been tested by the health and social care practitioners using the Adult carer support plans and eligibility framework published in the Short Breaks Services Statement. 33 payments have been issued between February and end of June 2019. Carers have used the payments in creative ways to support them in their caring role and maintain their own health and wellbeing.

### What do we need to do next?

- Extend the Adult Carer Support Plans across the Edinburgh Health and Social Care Partnership
- Involve carers in the development of the Edinburgh Offer

### Outcomes for carers

- Carers are involved in support planning in the community and from hospital, and have a choice of options to meet their own needs and the person they care for.
- Carers are confident in shaping services for themselves and those they support and are more in control of the support they receive.

Through all the years, no one has ever asked about me before, even though I have had a carers assessment in the past, it has never been as comprehensive as this and it is so refreshing.

*Feedback to Carer Support Team*

## Tools and Supports Required

The Edinburgh Carer Strategic Partnership Group has membership from a range of third sector organisations, the EIJB Carer representative, Communities and Families services, and EHSCP. This group has been instrumental in developing this strategy.

An Implementation Group will be formed and will require representation across the organisations involved in the Edinburgh Carer Strategic Partnership Group, and potentially others, education for example. The Implementation Group will be responsible for driving forward the implementation plans, identifying risks to delivery and highlighting these to the Strategic Partnership Group. The Implementation Group will be more operational in its focus going forward, and new Terms of Reference will be developed to reflect this. This group will be led by the planning and commissioning officers from EHSCP and Children and Families programmes.

The implementation of the Carer (Scotland) Act 2016 is supported by a financial settlement from the Scottish Government, table 1 below, provides details of carer funding in the lifetime of the strategy. The EHSCP, Communities and Families and Third Sector have an established partnership relationship either through contracts, or grants delivering carer support services across the City. This strategy will use the Scottish government settlement to enhance and consolidate resources for carers over the coming three years.

*Table 1. Carer Funding 2019 – 2023*

	2019/20 £m	2020/21 £m	2021/22 £m	2022/23 £m
<b>Total</b>	3.20	4.18	6.62	7.95

There will be a Strategic Steering Group, with membership from the Strategic Programmes overseeing delivery in both the Health and Social Care Partnership, and Children and Families. This group will also have membership from Contracts, Finance and Procurement, to oversee the development for, and delivery of procurement processes, and ensure delivery against investment decisions. This group will take responsibility to prepare reports back to the EIJB Strategic Development Group and the EIJB, on progress made, when required. The Lead Strategic Programme Manager will lead this group, in EHSCP, who will be in close contact with Children and Families counterparts.

In addition, delivering this strategy will require active engagement and support from the evolving EHSCP Transformation Programme, to assist with the change processes, where required. This programme will also oversee the move to the Three Conversations Approach, and the development of the Edinburgh Offer. As learning emerges from the Transformation Programme some of the actions and measures presented in the implementation plans may change. This will ensure our offer to carers now, and in the future, is fit for purpose.

### Measuring progress

As part of the learning from EVOC's review of the 2014-2017 EJCS, the implementation plans in Appendix 2 sets out a range of measures will use to monitor progress and demonstrate the impact of everyone's activities associated with delivery of the strategy.

As part of the monitoring and review of the strategy implementation, over the coming years we will build a valuable picture of carers in Edinburgh from the annual Carer Census data. Not only will this data demonstrate the type of carer support activity in Edinburgh, but also its impact, and help us to identify new gaps in provision. The Edinburgh Carers Strategic Partnership Group, and the forthcoming Implementation Group will be committed to exploring how to best use this valuable data source to build a more robust picture of carer needs across the city, which will inform future planning, development and ongoing improvement of supports for carers.

Appendix 3 offers a set of proposed measures of progress across the priority areas. These are likely to be subject to change over the lifetime of the strategy to ensure they are meaningful and provide information for planning future carer supports.



We're really resourceful people who have coped with very difficult circumstances. We're an asset.

*Carer response EVOC review*

## Appendix 1: What has informed the development of this strategy

### EVOC review

This strategy has been informed by Edinburgh Voluntary Organisations' Council's (EVOC) evaluation of the 2014-2017 Joint Carers Strategy undertaken in 2017, subsequent consultation events (via an on-line survey and face to face events) as well as information from VOCAL's biannual survey of carers, as well as being shaped by the Carers (Scotland) Act 2016 and associated Scottish Government National Guidance.

The Edinburgh Joint Carer Strategy 2014-2017 was developed in partnership with key stakeholders and carers. The effectiveness of the strategy was reviewed independently by Edinburgh Voluntary Organisations Council (EVOC) to measure the impact of the Joint Carers Strategy. The review made six recommendations for the new strategy:

- Focus on Implementation
- Broaden ownership of the strategy
- Maintain the same priorities in the new strategy
- Recognise the fundamental differences of young carers
- Futureproof the strategy
- Measure Impact

### Review of currently commissioned services and grant reviews.

Services currently commissioned by Communities and Families and the Health and Social Care Partnership have been reviewed to inform this strategy preventing the duplication of any services developed using the funding available. The new grants processes will also influence the implementation of the strategy and will impact on both small grass root services and larger city-wide services.

### Carer involvement, engagement, and consultation

A total of 196 carers responded to either an online survey or attended a focus group, the information from these, have been central to the development of the strategy, and identification of areas for improvement

### Edinburgh Carers Strategic Partnership Group

This group have been involved in shaping the strategic direction for Carers in Edinburgh for a number of years. They have provided a voice for carers across all age groups and communities of interest. They have been directly involved in the producing this strategy and accompanying implementation plan and the Short Breaks Statement, and have coproduced the outline specifications for the areas for improvement.

Carers (Scotland) Act 2016, Carers (Scotland) Act 2016 Statutory Guidance  
This strategy has been produced in line with the duties contained in the act and the accompanying statutory guidance.

#### Summary of key themes from Carers (Scotland) Act 2016

- Widening the definition of carer so it encompasses a greater number of carers.
- Placing a duty on local authorities to prepare an adult carer support plan (ACSP) or a young carer statement (YCS) for anyone who requests one or is identified as a carer. As part of an ACSP/YCS the development of an emergency plan and carer's need for short breaks from their caring role must be considered and recorded.
- Giving local authorities a duty to provide support to carers who meet local eligibility criteria.
- Requiring local authorities and NHS boards to involve carers in the development of carer services and hospital discharge processes for the people they care for.
- Giving local authorities a duty to prepare a carers strategy for their area.
- Requiring local authorities to establish and maintain advice and information services for carers.
- To prepare and publish a statement on short breaks available in Scotland for carers and cared for persons.

## Appendix 2: Implementation Plans

*There are two distinct implementation plans; adult carers and young carers. This demonstrates the key differences for these two groups of carers that have been recognised in the development of this strategy and taken into consideration.*

Appendix 2a: Adult carers implementation plan			
Priority Area	Outcomes for Carers	Actions that will contribute to these outcomes	How success will be measured
1. Identifying Carers	<ul style="list-style-type: none"> <li>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 people who care as early in their caring role as possible by undertaking the following activities:</p> <ol style="list-style-type: none"> <li>1.1 Working with third sector, EHSCP, City of Edinburgh Council and NHS Lothian services to identify carers at point of diagnosis</li> <li>1.2 Increase the number of partnership initiatives with Edinburgh employers to identify and support carers in the workplace and support carers to return to work.</li> <li>1.3 Continue to work in partnership with Edinburgh colleges, universities and further education providers to support young adult carers who are studying.</li> <li>1.4 Ensure all identified adult carers are offered an Adult carer support plan as soon as possible in their carer journey.</li> </ol>	<p>We will see an increase in the number of 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> </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 carers are connected to following our involvement with them</li> </ul>

Priority Area	Outcomes for Carers	Actions that will contribute to these outcomes	How success will be measured
<p><b>2. Information and Advice</b></p>	<ul style="list-style-type: none"> <li>• Carers know how to connect to information, advice.</li> <li>• Carers are well informed about their rights and how to access support</li> <li>• Carers report economic wellbeing</li> </ul>	<p>2.1 Expand our offer of information and advice to include digital solutions and 24/7 access for carers including, but not restricted to information and advice on:</p> <ul style="list-style-type: none"> <li>• Financial planning</li> <li>• Welfare benefits and income maximisation</li> <li>• Self-directed support</li> <li>• Carer grants for young carers and young carer ID card</li> <li>• Advocacy</li> <li>• Peer Support</li> </ul> <p>2.2 Continue to offer a range of carer training opportunities through 3<sup>rd</sup> sector partners and use of carer personal budgets</p> <p>2.3 Provide information and advice in a range of formats accessible to carers whatever their background and location across the city.</p> <p>2.4 The third sector, EHSCP, City of Edinburgh Council and NHS Lothian, and further and higher education</p>	<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> <li>• Number of carers attending training</li> </ul>

		<p>providers working together to continue to raise public awareness of carers, their contributions, and the role communities can play in supporting carers</p> <p>2.5 Develop and maintain a map of carer support services across the city</p>	
<p><b>3. Carer Health and Wellbeing</b></p>	<ul style="list-style-type: none"> <li>• Carers are supported to look after their own physical, mental, emotional, and social wellbeing</li> <li>• Carers feel listened to and heard as individuals</li> <li>• 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 carers personal circumstances for example; 1:1, group, emotional support and/or counselling and digital supports, support for minority communities</p> <p>3.2 Every identified carer will be offered support with Emergency planning</p> <p>3.3 Carers will be supported to make plans for the future, for example with Power of Attorney/guardianship, anticipatory care planning.</p> <p>3.4 We will work with carers whose caring role has ended either through bereavement or change in circumstances to support them with this transition, including young adult</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</p> <p>We will use the following data to analyse changes in the above outcome:</p> <ul style="list-style-type: none"> <li>• No. of counselling sessions</li> <li>• No. emergency plans completed</li> <li>• Economic Wellbeing measures?</li> </ul> <p>As part of the annual carer census return the following information will also contribute to</p>

		<p>carers who are seeking to create a life beyond caring.</p> <p>3.5 Report on inappropriate referrals to services so we can develop an informed view of unmet carer need across the city which will inform ongoing and future planning</p>	<p>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>• Carers feel safe, rested and recharged</li> <li>• Carers are supported to have a life outside and/or alongside their caring role</li> <li>• 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 carers and most appropriate support is identified</p> <p>4.3 Carers will be supported to access a range of flexible, responsive, and creative short breaks by developing brokerage options with third sector partners and use of self-directed support</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>

<p><b>5. Personalising Support for Carers</b></p>	<ul style="list-style-type: none"> <li>• Carers are involved in support planning in the community and from hospital, and have a choice of support options to meet their own needs and the person they care for.</li>   <li>• Carers are confident in shaping services for themselves and those they support and are more in control of the support they receive</li> </ul>	<p>5.1 Extend the Adult carer support plan across the city to replace the existing carers assessments, ensuring timescales to access this are in line with partnership standards.</p> <p>5.2 All Young adult carers transitioning into adult services are provided with an Adult Carer Support Plan</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>5.4 Implement successful self-directed support processes used in the initial testing of the Adult carer support plans to all carers whose needs meet eligibility criteria.</p> <p>5.5 Involve carers in Edinburgh Health and Social Care Partnership's transformation programme and development of</p>	<p>No. of Adult carer support plans 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>
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		the Edinburgh offer for adult health and social care supports.	
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Appendix 2b: Young carers Implementation Plan			
Priority Area	Outcomes for Carers	Actions that will contribute to these outcomes	How success will be measured
1. <b>Identifying Young 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>Applying the principles of GIRFEC, We will identify young people who care as early in their caring role as possible by undertaking the following activities:</p> <p>1.1 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</p> <p>1.2 Ensure all identified young carers are offered a young carers statement as soon as possible in their carer journey</p> <p>1.3 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:</p> <ul style="list-style-type: none"> <li>Primary to secondary school</li> <li>Secondary school to college/university/employment</li> </ul>	<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> <li>Feedback from young carers regarding the</li> </ul>

		<ul style="list-style-type: none"> <li>When the caring role comes to an end</li> </ul>	<p>difference support has made</p>
<p><b>2. Information and Advice</b></p>	<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>Young carers and their families report economic wellbeing</li> </ul>	<p>2.1 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:</p> <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> <p>2.2 Ensure all schools have an identified young carers coordinator who can share information across the wider school community and provide advice on support available.</p> <p>2.3 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</p>	<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>

		communities can play in supporting young carers	
<b>3. Young Carer Health and Wellbeing</b>	<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 Young 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</p>	<p>SHANNARI indicators for:</p> <ul style="list-style-type: none"> <li>• Healthy</li> <li>• Achieving</li> <li>• Active</li> <li>• Included</li> </ul> <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> </ul>

		the city which will inform ongoing and future planning	<ul style="list-style-type: none"> <li>Care Type</li> <li>Care Impact</li> </ul> <p>Young carer feedback</p>
<b>4. Short Breaks</b>	<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>	<ul style="list-style-type: none"> <li>No. carer breaks – <i>from carer census</i></li> <li>Type of carer Breaks</li> </ul>
<b>5. Personalising Support for Young Carers</b>	<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</li> </ul>	<p>5.1 Implement young carer support plans using learning from 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</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>services for themselves and those they support and are more in control of the support they receive</p> <ul style="list-style-type: none"> <li>• Young carers feel supported to move into a life after caring and feel supported with the transition into adulthood</li> </ul>	<p>adult carer supports to ensure a smooth transition between young people and adult services when required.</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>
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## Appendix 3: Proposed Measures of progress?

Proposed measures of progress across the priority areas, these are likely to be subject to change over the lifetime of the strategy to ensure they are meaningful and provide information for planning future carer supports.

### Adult Carers

Priority Area	Measure of Progress
Identifying Carers	No. referrals received
	Supports carers are connected to following our involvement
Information and Advice	No. of requests for information
	Profile of people requesting information
	No. carers attending training
Carer health and wellbeing	% carers who feel supported to continue in their caring role <i>Source health and social care survey</i>
	No. counselling sessions
	No. emergency plans completed
	Care Duration
	Care Hours
	Care Type
	Care Impact
Short Breaks	No. carer breaks
	Type of carer breaks
Personalising support for carers	No. Adult carer support plans completed
	Personal Budget Agreed
	Cost of personal Budget
	SDS option chosen
	Type of support arranged

### Young Carers

Priority Area	Measure of Progress
Identifying Carers	No. referrals received
	Supports carers are connected to following our involvement
Information and Advice	No. of requests for information

	Profile of people requesting information
Carer health and wellbeing	Evidence from SHANNARI indicators for: <ul style="list-style-type: none"> <li>• Healthy</li> <li>• Achieving</li> <li>• Active</li> <li>• Included</li> </ul>
	No. peer support groups
	No. 1:1 Support
	NO. Family support sessions
	Care Duration
	Care Hours
	Care Type
Short Breaks	Care Impact
	No. carer breaks
Personalising support for carers	Type of carer breaks
	No. Young Carer Statements completed
	Personal Budget Agreed
	Cost of personal Budget
	No. Transition plans completed
No. planning sessions	



