



**REPORT TO:** PERFORMANCE AND AUDIT COMMITTEE – 29 SEPTEMBER 2021  
**REPORT ON:** DUNDEE CARERS PARTNERSHIP PERFORMANCE REPORT 2019-2021  
**REPORT BY:** CHIEF FINANCE OFFICER  
**REPORT NO:** PAC20-2021

**1.0 PURPOSE OF REPORT**

1.1 The purpose of this report is to inform the Performance and Audit Committee of the progress achieved through the Dundee Carers Partnership over the period 1st April 2019 until 31st March 2021. The Partnership has worked towards realising the ambitions of the local Carers strategy, 'A Caring Dundee 2017-2020' (extended to October 2021).

**2.0 RECOMMENDATIONS**

It is recommended that the Performance and Audit Committee (PAC):

- 2.1 Note the content of this report and of the Dundee Carers Partnership Performance Report 2019-2021 attached as Appendix 1.
- 2.2 Note the intention of the Carers Partnership to review and refresh the local Carers Strategy by October 2021 (section 6).

**3.0 FINANCIAL IMPLICATIONS**

3.1 None.

**4.0 BACKGROUND**

4.1 The Health and Social Care Strategic and Commissioning Plan 2019-22 highlights the 'immeasurable positive contribution Carers provide' and reinforces the continuing 'commitment to ensuring that the role of Carers remains integral to all that we do'. In order to support and maintain a focus on supporting Carers A Caring Dundee (A strategic plan for supporting Carers in Dundee) was accepted by the Integration Joint Board in October 2017 ([https://www.dundeehscp.com/sites/default/files/publications/caring\\_dundee\\_oct31.pdf](https://www.dundeehscp.com/sites/default/files/publications/caring_dundee_oct31.pdf)). Taking into account the impact of the Covid Pademic on these plans and in order to hear from Carers and Stakeholders following the onset of this A Caring Dundee was extended until October 2021 (Article VII of the minute of the Dundee Integration Joint Board held on 25 August 2020 refers).

4.2 The Strategic Plan was developed through listening to the views and experiences of Carers. It sets out the approach, model and actions by which the Dundee Carers Partnership (The Partnership) will deliver on our vision and outcomes for Carers caring for people in Dundee. The Plan has acted as a driver for a range of actions which continued to be taken forward and adjusted in the last year by the Partnership to improve the lives of Carers under four strategic outcomes:

- Strategic Outcome 1 : Carers will say that they are identified, respected and involved
- Strategic Outcome 2 : Carers will say that they have had a positive caring experience

- Strategic Outcome 3 : Carers will say that they have opportunities to lead a fulfilled and healthy life.
- Strategic Outcome 4 : Carers will say that they have a good balance between caring and other things in their life and have choices about caring.

4.3 The Carers Partnership has led on innovation and improvement through strategic planning, development and provision of services and supports for Carers of all ages. The group considers barriers to achieving these and any strategic matters arising which affect Carers personal outcomes. Carers Partnership and performance and progress against the actions in the plan are reviewed at each meeting. The Partnership supported and encouraged revised services and supports for local Carers throughout the changes brought about by the Pandemic and impacted the strategic outcomes in new methods of delivery.

4.4 The Performance Report aims to demonstrate how outcomes have been achieved through partners and local carers working together to implement actions outlined in the Local Carers Strategy and supporting ongoing work to progress Carers Act developments in Dundee. The 2019-2021 performance report, attached as Appendix 1, updates the previous Carers Partnership Performance Report published in September 2020 which covered the 2017-2019 period, <https://carersofdundee.org/cms/uploads/final-dundee-carers-partnership-performance-report-2017-2019-1.pdf>

## **5.0 PERFORMANCE AND ACHIEVEMENTS**

5.1 The Dundee Carers Partnership Performance Report 2019-2021 (appendix 1) highlights the work of the Dundee Carers Partnership which includes a wide network of agencies who have worked alongside Carers, Young Carers and local communities to realise the ambitions of the strategy. The activities highlighted demonstrate success in the fulfilment of the strategic outcomes of the local strategy as well as implementation of the Carers(Scotland) Act. As well as identifying achievements there is recognition of actions that may need further consideration and development. These actions have been taken into account when developing the new local Carers Strategy, (currently in draft form).

5.2 The focus of the 2019-2021 Performance Report has placed greater emphasis on the performance of the Carers Partnership rather than including service specific performance information. This was agreed as appropriate by the Carers Partnership prior to the report being drafted.

5.3 Some of the key achievements of the Carers Partnership during the Reporting Period are listed under each strategic outcome below.

### *5.3.1 Strategic Outcome 1: Carers will say that they are identified, respected and involved*

- Implementation of a Communications Strategy which set out a framework for the Carers Partnership communications and key activities including the continuation of 'Carers of Dundee' campaigns to increase awareness, understanding and identification of Carers.
- Improvement work to enhance Carer involvement in hospital discharge, to address requirements of section 28 of the Carers (Scotland) Act 2016.
- Developing additional models to support early identification of Carers and prevention of crisis, including aligning with Local Community Planning Partnership/Locality working.

### 5.3.2 *Strategic Outcome 2: Carers will say that they have had a positive caring experience*

- Introduction of Young Carers leaflet to schools and youth organisations to aid practitioners and workers to have conversations with families who do not recognise the caring role of the young person.
- Enhanced peer-support opportunities, including developing and delivering training to support peer mentor roles and opportunities.
- Dundee Carers Charter re-launch in June 2019 with prioritisation of ongoing promotion of the charter in communities and organisations/business in the city,

### 5.3.3 *Strategic Outcome 3: Carers will say that they have opportunities to lead a fulfilled and healthy life*

- Launch an online Learning Portal on the Carers of Dundee website providing learning opportunities for Carers and workforce, including “Everyone Cares” and “Young Carers in Schools”, e-Learning.
- Carers Wellbeing Point Pilots (November 2019 – May 2020) an easily accessible point of information for Carers to find out what’s available to support them in their caring role and promote positive wellbeing.

### 5.3.4 *Strategic Outcome 4: Carers will say that they have a good balance between caring and other things in their life and have choices about caring*

- Dundee City Council Operational Guidance for Young Carer support was formalised and agreed, and systems and process are in place for the delivery of Young Carers Statements.
- Dundee City Council, NHS Tayside and Dundee Carers Centre have achieved the Carers Positive Award.

## **6.0 FUTURE PLANS AND PRIORITIES**

6.1 A review of ‘A Caring Dundee’ in 2019/2020 concluded that a revised strategy should be prepared. Dundee Carers Partnership have prepared the draft local Carers Strategy “A Caring Dundee 2”, available in August 2021 for final consultation. It is anticipated that the Strategy will be accompanied by a full investment plan with information about Health and Social Care Partnership planned investments to support implementation of the strategy.

6.2 The investment plan will incorporate proposals agreed by the Integration Joint Board in August 2021 (DIJB38-2021) regarding the allocation of Carers Act implementation funding. The proposals were developed through Carers Partnership workstreams with a focus on improving outcomes for carers and responding to the findings of the 2019/20 Carers engagement activity. Proposals agreed by the Integration Joint Board include increasing capacity in mental health and wellbeing services to respond to carers needs, awareness raising and information projects to enhance carer identification and access to supports, assessment and support planning improvements and continued strengthening of participation and engagement approaches.

6.3 A Dundee Carers Partnership development session in November 2019 identified key priorities for implementing the next Local Carers Strategy as well as providing an opportunity to collectively evaluate overall performance. Key potential improvement areas arising from the session requiring further work to progress include:

- developing Carers performance information recording arrangements including a Quality Assurance Framework for A Caring Dundee 2.
- improved methods of recording of feedback and data about Carers experiences of services and support and changes to outcomes.

- ensuring Carers rights are embedded in workforce practice across the city , building workforce capacity to ensure consistency in understanding and awareness of processes and procedures in delivering support to Carers.

These priorities have also been taken into account in the process of developing A Caring Dundee 2.

## 7.0 POLICY IMPLICATIONS

7.1 This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

## 8.0 RISK ASSESSMENT

<b>Risk 1 Description</b>	Incomplete data creates a risk that Dundee City Council and its partners will be unable to evidence that legislative duties within the Carers Act are being met, specifically in relation to Adult Carer Support Plans and Young Carers Statements.
<b>Risk Category</b>	Financial, Governance, Political
<b>Inherent Risk Level</b>	Likelihood 3 x Impact 5 = Risk Scoring 15 (Extreme Risk)
<b>Mitigating Actions</b> (including timescales and resources )	<ul style="list-style-type: none"> <li>Review of assessment and support planning processes for adult carers</li> <li>Improved data collection activity</li> <li>Increased workforce awareness of legislative duties and enhanced carer outcomes via effective support planning</li> <li>Development of operational procedures</li> <li>Investment of Carers Act Implementation funds to support improvements outlined above</li> </ul>
<b>Residual Risk</b>	Likelihood 2 x Impact 5 = Risk Scoring 10 (High Risk)
<b>Planned Risk Level</b>	Likelihood 1 x Impact 5 = Risk Scoring 5 (Low Risk)
<b>Approval Recommendation</b>	The risk level should be accepted with the expectation that the mitigating actions are taken forward.

## 9.0 CONSULTATIONS

9.1 The Heads of Health and Community Care, the Chief Officer, the Dundee Carers Partnership and the Clerk were consulted in the preparation of this report.

## 10.0 BACKGROUND PAPERS

10.1 None.

Dave Berry Chief Finance Officer DHSCP

**DATE:** 26 August 2021

Jenny Hill, DHSCP, Joint Chair Dundee Carers Partnership

Lucinda Godfrey, Dundee Carers Centre, Joint Chair Dundee Carers Partnership

Joyce Barclay, Senior Office, Strategy and Performance

Megan Clark, Development Officer, Dundee Carers Centre

**Dundee Carers Partnership  
Performance Report  
2019-2021**

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## 1. Introduction

This report draws together the range of activities and performance of the Dundee Carers Partnership (Carers Partnership) to support implementation of the Local Carers Strategy 'A Caring Dundee' from the period covering 1<sup>st</sup> April 2019 until 31<sup>st</sup> March 2021. The performance report highlights the work of the Carers Partnership, as well as a much wider network of agencies who have worked alongside carers, young carers and communities to realise the ambitions of the strategy.

The first Carers Partnership performance report was published in September 2020 and included reference to the range of activities and performance covering the 2017-2019 period, <https://carersofdundee.org/cms/uploads/final-dundee-carers-partnership-performance-report-2017-2019-1.pdf>

This second performance report aims to demonstrate the continuing proactive work that has been achieved by the Carers Partnership, working together with partners and local carers to implement actions outlined in the Local Carers Strategy and supporting ongoing work to progress Carers Act developments in Dundee. The report also enables us to reflect on our progress during this period and to plan our programme of work on the updated refresh of the Local Carers Strategy for the forthcoming year.

## **2. Context**

### **2.1 Dundee Carers Partnership**

The Dundee Carers Partnership is a multi-agency group with the key aim of improving outcomes for carers and young carers in Dundee. The group ensures that the local strategy is developed, implemented, and reviewed in the spirit of co-production ensuring that all stakeholders are involved. The Dundee Carers Partnership provides a mechanism to ensure agencies across the city work together to collectively achieve the vision and outcomes set out in the Local Carers Strategy.

The Carers Partnership has wide representation from across Dundee Health and Social Care Partnership (DHSCP), Dundee City Council Children & Families, the voluntary sector, community organisations and carer representatives.

The Carers Partnership reports to DHSCP Integrated Strategic Planning Advisory Group. The DHSCP Strategic Planning Advisory Group reports to the Dundee Integration Joint Board. Working in partnership with carers is central to ensuring that there is a consistent focus on outcomes, and we strive to ensure that all developments are co-produced and co-designed with carers and stakeholders.

### **2.2 Local Carers Strategy 'A Caring Dundee'**

In Dundee, in accordance with the principle of co-production, 'A Caring Dundee: A Strategic Plan for Supporting Carers in Dundee 2017-2020' was developed jointly by Health and Social Care Partnership (HSCP), Children & Families service, Third Sector and Carers.

Collectively, our vision is to work in partnership to achieve 'A Caring Dundee in which all Carers feel listened to, valued and supported so that they feel well and are able to live a life alongside caring'.

The Strategy acts as a driver for a range of actions being taken forward by the Carers Partnership to improve the lives of Dundee carers and highlights the priorities in supporting the implementation and delivery of the Carers (Scotland) Act 2016. The Plan was reviewed in 2020 and due to changes resulting from the Pandemic an extended period was agreed by Dundee Integration Joint Board in order to support the development of a revised strategy in 2021. A Caring Dundee is expected to be produced by end of October 2021.

### 3. Progress Against Carers Strategic Outcomes

Over the period of the Strategic Plan, 'A Caring Dundee' a number of actions were identified to work towards achieving the outcomes in the strategy. Below is a summary of the achievement of these actions. Other actions are identified that will require further work going forward. This is a summary of the planned work which was carried out to take forward specific actions within the strategy, however it is not an exhaustive list of activities undertaken for Carers in the City that may have taken place as part of other strategies/policies /plans outside the Carers Partnership. This report is not a demonstration of the total supports to carers in Dundee and we appreciate that there are many other actions that contribute to the overall achievement of a caring Dundee and provide support to local Carers.

#### Carers Strategic Outcome 1: I am identified, respected and involved

*Our Ambition: Carers will say that they have been identified, given a voice and feel listened to, understood and an equal partner in the planning and shaping services and supports. Carers will also say that they know and understand their rights as a Carer.*

Actions identified and achieved have included:

- ✓ A Communications Strategy was developed and implemented setting out a framework for the Carers Partnership communications and key activities including the continuation of '**Carers of Dundee**' campaigns to increase awareness, understanding and identification of carers.
- ✓ Developed a **multi-agency toolkit** and delivered workforce training to support the implementation of the Carers (Scotland) Act 2016. **237** members of HSCP workforce attended the training (Sept 2017 until March 2018).
- ✓ A workforce development programme was implemented in 2017 to equip the Health and Social Care workforce and assessors of Adult Carer Support Plans with the necessary knowledge for implementation of the Carers (Scotland) Act 2016. The training focussed on general awareness raising and identification of carers, as well as outlining statutory procedures in relation to adult carers.
- ✓ Additional briefing sessions were also delivered to cascade Carers Act information and to highlight the Local Carers Strategic Plan and Local Carers Charter to relevant colleagues across Health and Social Care Partnership and wider third sector agencies, promoting discussion about support available to carers in Dundee and overall awareness raising. **10** briefing sessions were delivered to cascade Carers Act information and to highlight the Carers Strategic Plan and Local Carers Charter (**total attendance 68**)
- ✓ Improvement work was completed to enhance **carer involvement** in hospital discharge, to address requirements of section 28 of the Carers (Scotland) Act 2016
- ✓ Implemented models which support **early identification of carers** and prevention of crisis

- ✓ Clauses included in DHSCP commissioned services contracts regarding responsibility to identify and signpost carers
- ✓ Input into DHSCP Participation and Engagement Strategy which includes reference to involvement of carers in relation to planning care, how services and supports are delivered in local communities, and how services and supports are commissioned for the whole City

Some of the actions planned in A Caring Dundee 2017 were not fully achieved. Actions that should be considered and may require further development include:

- Additional focus on workforce development to build capacity, confidence, and skills of our workforce in supporting carers
- A move away from the current Carers Voice model to a locality involvement approach to achieve greater involvement
- Consideration of the usefulness of a Pre-assessment information booklet/checklist for Carers to be considered with carers in future developments of the Adult Carer Support Plan process
- Building on and monitoring progress from recommendations from the HSCP Hospital Improvement project exploring patient and carer involvement in hospital discharge planning

## Carers Strategic Outcome 2: I have had a positive caring experience

*Our Ambition: Carers will say that they have had positive experiences of supports and services designed to support them and the person they care for. Carers will say that they feel services are well coordinated for them and the person they care for.*

Actions identified and achieved have included:

- ✓ Young Carers were involved in the co-design of a **Young Carers leaflet** to aid practitioners and workers to have conversations with families who do not recognise the caring role of the young person, these have now been distributed to schools and youth organisations
- ✓ An online **Young Carers in Schools** workforce e-module and practical step by step guide have been developed for practitioners on how to provide young carer support and Young Carer Statements,
- ✓ A **Dundee Carers Charter** has been implemented and was re-launched in June 2019, a priority is the ongoing promotion of the charter amongst communities and organisations/business in the city, to encourage carer awareness and identification and enable people to signpost to support when necessary.

- ✓ A number of methods have been used to enhance the opportunity for carers and young carers to give feedback and there continues to be opportunities for carers and young carers to be involved in the design of services
- ✓ Progressed work to enhance **peer-support opportunities**, this has included developing new peer mentor roles, including developing and delivering training to support peer mentors supported by Dundee Carers Centre Volunteer Co-ordinator. This has included carers progression opportunities, including education and employment training and accreditation opportunities.
- ✓ The Carers Partnership have where possible involved carers in the redesign of services for supported people.

Some of the actions planned in A Caring Dundee 2017 were not fully achieved. Actions that should be considered and may require further development include:

- Consider how best a **Quality Assurance Framework** might be implemented when the refreshed strategy is complete.

### Carers Strategic Outcome 3: I can live a fulfilled and healthy life

*Our Ambition: Carers will say that they have opportunities to lead a fulfilled and healthy life. This may include accessing supports to improve their health and wellbeing, financial security and identifying what is important to them and how they will achieve this.*

Actions completed/ongoing

- ✓ **Carers Health Checks** have been promoted to carers through partnership working with the Dundee Keep Well Community Team. The Keep Well Team have attended Drop-in cafés and other events to engage with carers and provide information about carers' health checks.
- ✓ The **Carers of Dundee Website** was successfully launched [www.carersofdundee.org](http://www.carersofdundee.org), and provides information and advice to carers, families and professionals.
- ✓ Extensive work has taken place to develop and launch an online **Learning Portal** on the Carers of Dundee website providing learning opportunities for carers and workforce, including "Everyone Cares" and "Young Carers in Schools", e-Learning
- ✓ Further development, in partnership with the Dundee Carers Centre, of **locality models** for supporting carers within the service delivery areas in which they live, with roll out of the locality approach in all the 8 LCPP areas.
- ✓ Carers **Wellbeing Point Pilots** ran from November 2019 – May 2020 and provided easily accessible point of information to enable carers to find out what's available to support them in their caring role. This included information on services and supports in Dundee, alongside resources that promoted positive wellbeing.

- ✓ Continued implementation of the Tayside Plan for children, young people and families including support for young carers in transition to college.
- ✓ Promotion on fire safety and measures that can be taken by carers in their home continues
- ✓ Drop in opportunities continue to be delivered and expanded in localities as well as leisure and social opportunities

Further development:

- Additional e-Learning modules are being developed with partners and organisations across the Health and Social Care Partnership to further add to the e-module resource library, these include:
  - **Navigating services** module which will include short video clips introducing local services as well as content including having difficult conversations with professionals and understanding the structure of H&SCP. They will also be uploaded to a resource library on Carers of Dundee website for easy access for those who need information on a particular service.
  - **Adult Carer Support** module for Health and Social Care Workforce based on the format of the young carer module including local procedures for ACSPs and other support.

#### Carers Strategic Outcome 4: I can balance my life with my caring role

*Our Ambition: Carers will say that they have a good balance between caring and other things in their life and have choices about caring. Carers will say that they are able to spend enough time with people and activities they want to do and are able to continue in the caring role*

Actions which have been achieved/progressing

- ✓ Significant work has been taking place to continue to implement the **Carers (Scotland) Act**
- ✓ Dundee City Council, NHS Tayside and Dundee Carers Centre have achieved the Carers Positive Award
- ✓ The **Short Breaks Statement** was produced and published and has been reviewed in accordance with Carers Act requirements.
- ✓ Dundee City Council Operational guidance for Young Carer support was formalised and agreed, and systems and process are in place for the delivery of **Young Carers Statements**

Some of the actions planned in 'A Caring Dundee 2017' were not fully achieved. Actions that should be considered and may require further development include:

- Further work to increase the uptake of **Adult Carer Support Plans** including improvement to the process and systems
- Further work to develop the use of **self-directed support** options which enable adult carers who need Option 1 support to achieve their outcomes.

## 4. Overview of Carers Strategic Planning Developments

Later in this section we will comment on how the Covid 19 pandemic has affected the circumstances and plans for carers in Dundee.

### Support to Adult Carers & Adult Carer Support Plans

The Dundee Carers Partnership has implemented an early intervention approach in the delivery of support to adult carers in Dundee. This was developed through co-production with local carers who identified that 'Informal assessment and planning may, for some carers, be sufficiently supportive.'

Activity from 2017 onwards has been directed at supporting work that allows carers in Dundee to benefit from an asset based self- management approach. This encourages carers to access support for themselves, where possible.

All carers in Dundee can access universal services and informal support, universal services are key partners in the delivery of preventative approaches to improving outcomes for carers.

The support that adult carers receive can include some or all of the supports below, this support may be accessed with or without an ACSP.

- Local Community Activities
- Carers Health Check
- Carers Groups
- One-to-one support
- Short Breaks
- Services and Supports for the person they care for (which are mainly allocated through an Outcome Focussed Assessment of the supported person taking carers views into account where appropriate)

If a carer's needs are either not met, or not fully met through universal and or informal supports then more targeted sources of support can be available, in the form of an Adult Carer Support Plan through the DHSCP.

A (Short Life) Improvement Group was set up in 2019 with the aim of improving the support available for carers with support plans. The opportunity was set up for practitioners to raise Adult Carer Support Plans (ACSP) and ACSP plan queries including Carers Eligibility.

It was identified in report prepared by Carers Partnership to the IJB in October 2020 (IJB Ref - 27<sup>th</sup> Oct 2020) that across all services (internal and externally commissioned) there is a need to further explore appropriate shared practice models for undertaking and recording ACSP

and Young Carer Statements for carers that are proportionate to the carers level of need at any given time.

To further support implementation of Adult Carer Support Plans in Dundee, a targeted piece of work with partners and the Adult Carer Subgroup is planned to collate a local evidence base and develop a local plan for improved implementation and effectiveness of ASCP.

### **Support to Young Carers & Young Carers Statements**

The approach to supporting young carers in Dundee prioritises early identification and support through co-production work undertaken in primary and secondary schools. The Young Carers Sub-Group of the Carers Partnership has oversight of the work with young carers and has a pivotal role in implementing a consistent approach to identify and supporting young carers within schools and consolidate learning from developments.

All developments are produced with an emphasis on co-production, including with a Young Carers Voice group consisting of representatives of young carers, has continued to be at the heart of the approach.

The Young Carers subgroup has focussed their work on developing the skills and capacity of the workforce to develop appropriate supports and complete Young Carer Statements.

In February 2020, a template partnership agreement was completed for use by Dundee Carers Centre and all secondary schools outlining minimum expectations on the contribution of the partners to identification and support. Within this framework, approaches include:

- Children and young people take a role as Young Carer Ambassadors to inform and contribute towards approaches in every secondary school, alongside Carers Centre and school staff
- Two Young Carer Ambassadors participated in Virtual Hub (Facebook live) broadcast in August 2020 to highlight supports available for young carers returning to school
- A Young Carers Voice member hosted Virtual Hub (Facebook live) during Carers Week alongside the Minister for Public Health Joe Fitzpatrick MSP
- The learning from a Young Carers Statement test is embedded and peer support groups for Young Carers are now run jointly by Ambassadors and staff in all secondary schools
- Development of an eLearning Young Carers Workforce Module to be embedded in the Dundee City Council Digital Learning and Support Resources and the Carers of Dundee Portal.

### **Reviewing our Strategic Direction**

#### **Carers Partnership Development Session**

In November 2019, Dundee Carers Partnership facilitated a development session to identify key priorities for implementing the next Local Carers Strategy and involvement of members in planning and supporting the overall co-design of this work.



The session was also an opportunity for us to collectively self-evaluate overall performance in relation to identifying the improvement areas and next steps/actions towards implementing these. During late 2019 and early 2020, we conducted a review of 'A Caring Dundee' and concluded that a revised strategy should be prepared.

Key improvement areas arising from the session that still require further work to progress include:

- developing consistent and comprehensive performance information recording arrangements, work is planned to develop a Quality Assurance Framework once a new re-freshed carers strategy is complete.
- better recording of feedback and data gathered to improve services and experiences of carers to appropriately target resources for carers support.
- carers rights being embedded in workforce practice across the city, building workforce capacity to ensure consistency in understanding and awareness of carers processes and procedures in delivering support to carers.

### **Local Carers Strategy Re-Fresh**

We had plans to refresh the Local Carers Strategy before the end of October 2020. These plans involved further engagement with carers and stakeholders. The planned engagement was also seen as an opportunity to hear people's views about how to share the Short Breaks Service Statement in more accessible ways.

A report was shared with the Dundee Health and Social Care Integration Joint Board (IJB) in June 2020. The report set out what has happened in relation to strategic planning for local carers during the Covid 19 pandemic. The information in the report also supported the IJB to make decisions about the review of local Carers Strategy and delay to this completion of this work until October 2020.

### **How we have spent resources - Carers (Scotland) Act Funding**

#### **Carers Act Funding 2019/20 Period**

To maximise use of resources to support Carers, an integrated budget and local Investment Plan was developed and submitted to the IJB in 2019 to evidence how all funding allocated towards carers would allow the Carers Partnership to support carers to achieve their outcomes and achieve priorities set out in the Carers Strategic Plan, Carers (Scotland) Act 2016 and the Dundee Health and Social Care Partnership Strategic Commissioning Plan.

The budget for implementation of the Carers (Scotland) Act 2016 for Dundee Health and Social Care Partnership in 2019/ 2020 was £535k which had been planned for as part of the IJB's 2019/20 budget (IJB Ref DIJB28-2019)

The Carers Partnership Investment Plan highlighted our commitment towards investing in initiatives to enable a shift towards early intervention and preventative support. Through the

funding a range of services and supports are invested in to meet the stated outcomes highlighted in the Carers Investment Plan.

The Carers Partnership developed a framework for commissioning related to this investment with contract monitoring procedures in place to review the delivery and performance against the outcome areas.

### **Carers Act Funding 20/21 Period**

Further funding has been made available by the Scottish Government to support the implementation of the Carers (Scotland) Act 2016 for the 2021/22 period. The Carers Partnership identified 2 priority areas where they would welcome bids: Addressing needs of carers post COVID and support the implementation of Adult Carers Support Plans. A call for bids was circulated in late 2020 and was shared through Carers of Dundee networks.

A small amount of funding was allocated through the open bids process, this included The Corner co-ordinating the distribution of Wellbeing Boxes to young carers via Dundee Schools and Dundee Carers Centre around Young Carers Action Day in March 2021. In addition to this funding it was identified to support a targeted piece of work with partners (in particular the Adult Carer Support Plan subgroup) to collate a local evidence base and develop the local plan for implementation of ASCP in Dundee. This has not progressed yet and funding was not released for this however this will form part of the new local Carers Strategy Delivery Plan in 2021.

Due to findings from the Covid-19 work, it was decided by the Carers Partnership that a more collaborative and dynamic process would be required to enable the key recommendations in the Covid-19 findings report to be addressed.

The Carers Partnership are in the process of conducting an exercise through dedicated workstreams to develop proposals to address Covid-19 recommendations within the overall context of the strategic direction for carers in the City and identify priority areas for investment of the additional Carers Act implementation funding coming to the City for the 2021/22 period.

### **Responding to Covid-19**

#### **Engagement with Dundee's Carers**

In late September 2020 to mid-November 2020, we launched local engagement work with carers and workforce supporting carers to better understand the impacts of the COVID-19 pandemic. The consultation involved engagement with carers, young carers and the wider workforce.

Data collection included two online surveys, a carer's survey and a workforce survey, and 5 (virtual) focus group discussions with adult carers and one focus group held with a group of young carers, all focus groups were facilitated by support organisations in the City.

- Online local survey for carers -116 unpaid carers completed online survey
- Online survey for local workforce –37 individuals completed workforce survey
- Carer Focus Groups - 41 carers participated in focus group discussions

The findings report <https://carersofdundee.org/workforce/carers-partnership/#report> has identified several recommendations that require consideration and action to ensure the

strategic outcomes are met for carers in the City. As a Partnership, we have established dedicated workstreams to develop proposals based on the finding areas to initiate targeted work activity to deliver improvements to better support carers in Dundee.

## **5. Looking to the future**

The Dundee Carers Partnership Performance Report for 2019 – 21 is designed to summarise some of our key achievements throughout the period under review in implementing the Local Carers Strategy 'A Caring Dundee'. This report reflects on the successes and identifies our areas of further improvement.

We have continued to make progress towards achieving our aims since the publication of the 2017-2019 Carers Partnership Performance Report. This report reflects on what we have achieved collectively since this period and identifies areas of further improvement.

Throughout the next year, the Carers Partnership will focus efforts on delivering activity in response to the recommendations identified through the Covid-19 engagement work, through collaborative work being delivered by the Carers Partnership Covid-19 workstreams.

We will also focus on the development and implementation of our re-freshed Local Carers Strategy due to be produced later this year as well as a dynamic delivery plan. The Carers Partnership will continue to prioritise ongoing opportunities to involve carers in the design and development of supports and services across the city, to ensure carers are fully involved, consulted and listened to across key agencies and partnerships.

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