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Additional information:

Strategy, appendices and EQIA document referred to in the report to the 26 February 2013 meeting of East Lothian Council. Report entitled: Carers Strategy: Caring Together Strategy for East Lothian 2013/2018

Authorised By	Murray Leys
Designation	Head of Adult Wellbeing
Date	13/02/13

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# Caring Together Strategy for East Lothian and Action Plan

2013 -2018

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## Background

The Caring Together Strategy has been produced in partnership with key local stakeholders. Its starting point is carers themselves. The Strategy sets out local priorities for carers, outlines action to be taken and consulted on how local resources were used to meet those needs. It is intended that carers of all ages be supported through the Strategy and that carers experienced increasing benefits from joint-action.

The key areas identified within the strategy of importance to carers were:

1. Increased access to appropriate debt and financial advice for carers & families
2. Improved access to leisure, education, training/employment opportunities for carers
3. More carers will have access to appropriate respite/short -breaks opportunities
4. Carers have improved access to health and wellbeing services
5. Carers & families are less isolated through access to advice & support
6. Awareness of carer issues is heightened

These areas were identified over a period of two workshops with key stakeholders and supported by data gathered from health and social work sources as well as the National Carers Strategy in Scotland "Caring Together"

Early agreement was reached that the strategy should be developed using an outcomes focussed method based upon the **logic model**. This identifies the **actions** required to support carers and the priorities identified were to ensure the delivery of consistent outcome focussed activity measured by an **outcomes based evaluation** and be supported by **local resources**. The Strategy used the outcomes based logic model within the East Lothian Council Outcomes and Performance Management Guidance February 2011. The Council plan is specific in its expectation that people who provide unpaid care to others are supported and able to maintain their own health and wellbeing.

## National Policy Context

'Caring Together: The National Carers Strategy for Scotland 2010 – 2015', July 2010

The headline message of Caring Together is that Carers are equal partners in the planning and delivery of care and support. There is a strong case based on human rights, economic, efficiency and quality of care grounds for supporting carers. Without the valuable contribution of Scotland's carers, the health and social care system would not be sustained. Activity should focus on identifying, assessing and supporting carers in a personalised and outcome-focused way and on a consistent and uniform basis.

This message has underpinned the development of the logic model and action plan for the Caring Together Strategy for East Lothian.

A considerable investment has been made by the Scottish Government in supporting Carers and Young Carers since 2007 and the model of delivering services through joint planning between key

stakeholders, NGOs and governing bodies such as NHS Scotland. These inputs are recognised within the logic model attached to the strategy.

Self-directed support: A National Strategy for Scotland (Nov 2010): “A 10 year strategy for Self-directed Support in Scotland which aims to set out and drive a cultural shift around the delivery of support that views people as equal citizens with rights and responsibilities”; supported by Self-directed Support (Scotland) Bill.

Scottish Government Guidance on Short Breaks (Circular CCD4/2008): The Guidance on Short Breaks sets out the Scottish Government view that “short breaks are an essential part of the overall support provided to unpaid carers and those with care needs, helping to sustain caring relationships, promote health and well being and prevent crises”.

### **Lothian Policy Context**

Our Lives, Our Way (2007), Lothian Strategy for Physical and Complex Disability: “This Strategy addresses the needs of people from 16 - 65 years of age who have physical and complex disability. In terms of ‘short breaks and breaks from caring’ its recommendations are to:

- Increase knowledge of short breaks
- Develop flexible access criteria and choice
- Develop systems, eg Thistle brokerage, short breaks bureau, ASHA (alternative schemes for holiday aspirations)
- Promote use of direct payments and choice
- Increase the options by reshaping existing services, increasing capacity, develop using best practice models
- Ensure those on low incomes have income maximised and funding agreed up front
- Separate and safeguard crisis response from short breaks provision

Lothian Learning Disability Strategy 2013-1018: This is a plan about what will happen across Lothian by 2013 for people with a learning disability who are aged 16 or over. Strategic recommendations include

- There will be more early intervention/prevention supports in place which will also highlight carers health care need
- Carers will be offered assessments as part of the assessment process
- A number of respite/short breaks will be available – this will include different types of models
- The residential service based at Bridge St will be reprovided
- Self directed support process will help people to identify individual outcomes

Sense of Belonging (2011): This is Lothian's new Joint Mental Health and Wellbeing Strategy for the period 2011-2016. Under the banner to Promote Greater Participation and Engagement for MH service users and carers strategic recommendations include:

- Ensure that all services and initiatives encompass service user defined outcomes as indicators of success.
- Continue to support collective advocacy and initiatives which build on the model developed by the "Much More Than a Label" project.
- Support service users and carers to deliver training and education programmes, building on the model developed to support
- Recovery Across Lothian training programme.
- Ensure that all services and initiatives consider outcomes for carers.
- Promote and support further carer-led research and evaluation.
- Continue to organise stakeholder events on specific themes and areas of development during the lifetime of this strategy

Older People 'Living Better in Later Life' (May 2011), East Lothian's Older Peoples Strategy. The Older People's Strategy is the long-term vision for the development and delivery of health and social care services for older citizens in East Lothian between now and 2020. The Strategy is dependent upon the change fund to deliver change in support to carers and 39% of available East Lothian Partnership change fund has been dedicated to carers support in the last two years if the change funds existence: The key change fund activities in support of strategy recommendations are:

- Greater support to informal carers;
- information, practical support and preventative services;
- increased capacity of small third and independent sector organisations to support older people with more complex needs;
- greater capacity and development of volunteers and volunteering in supporting older people and their carers
- greater capacity in local communities to work together to support older people.

#### East Lothian Respite Strategy

It is clear from the experiences of carers across all caring situations that short breaks are essential in allowing them to continue to care for longer and in better health. It is equally recognised that a successful short break provides a meaningful experience for both the carer and the person they are looking after. The importance of respite has long been acknowledged by health and social care services in East Lothian. However, for people who rely on high quality short breaks the reality on the ground has been mixed.

This Strategy – and the work associated with its production and implementation – is intended to propel a quantum shift in the importance given to the planning, delivery and monitoring of short breaks across the county. It sets out a framework for how East Lothian Council, NHS Lothian and voluntary and independent sector partners will improve respite and short breaks for local people who use community care services and their carers.

#### **The Logic Model**

The logic model was developed using the framework within the community planning outcomes and performance guidance. The key elements included an audit of existing Carers provision within East Lothian, the identification of the outcomes for carers and the key short and long term outcomes which when identified form the basis of the Action plan.

The logic model is attached as **Appendix 1**

These form the key elements which are grouped in the Action plan with specific actions leads and timescales. Responsibility to deliver these actions is shared across the statutory agencies, third sector providers and stakeholders.

The Action Plan is attached as **Appendix 2**

### **Performance Measurement**

The Carers Planning Group agreed to provide oversight of the work being conducted to research and pilot an East Lothian Change Fund project titled **Personal outcomes for carers: measurement and evaluation.**

The aim of this work is to develop an Outcomes Star assessment tool in collaboration with Triangle Consulting (who hold the OS common creative licence) to evidence carer outcomes and service change agencies funded by the East Lothian Change Fund: Reshaping Care for Older People.

This is an outcomes based performance measurement on behalf of the carers of all ages and it is expected that the resulting framework can be used effectively to evaluate the strategic interventions proposed in the action plan.

Following workshops a series of common “areas for outcomes” were identified

- Physical health
- Emotional (mental) Health
- Caring and sharing the role – rebuilding relationships
- The caring relationship
- Work and employment
- Money and pensions - Finance
- Leisure and social interests

A recent workshop with the independent Triangle Consulting (Outcomes Star) agreed the outcome areas and journey of change. Workshop representatives were drawn from the NHS, public care, independent care and third/voluntary sectors and representation from Carers Trust UK.

The meeting output was to review the carer outcome domains/themes (as listed above), discuss and outline the “journey of change” for carers. The format of the meeting also enabled members to address the challenges faced by organisation to buy-into new approaches to carer engagement.

A first draft of the Outcomes Star Carer was planned and circulated for review and revision to members in December '12. Future steps include the completion of the working draft of Outcomes Star for Carers and a pilot of the Outcomes Star approach in Spring 2013.

The update report is attached as **Appendix 3**

Ian Binnie  
Senior Manager Resources Adult Wellbeing

Chair  
East Lothian Carers Joint Planning Group  
February 2013

## East Lothian Council Equality Impact Assessment Template

Please refer to East Lothian's Equality Impact Assessment Toolkit when completing this template. Copies are available from the intranet or phone 01620 827134. IF you require any help or advice please contact Rebecca Spillane, Equalities Officer, at the above number or email [rspillane@eastlothian.gov.uk](mailto:rspillane@eastlothian.gov.uk)

- **Department:** Services for People
- **Date:** TBC
- **Lead Officer:** Ian Binnie
- **Policy/Function Title:** Carers and Young Carers Strategy
- **New or Existing Function – Please circle**

### Section 1: Define the aim of the policy

#### 1. What are the aims and objectives and purpose of the policy? Please List

In response to Scottish Government's National Carers Strategy and needs identified locally, the purpose of the East Lothian Carer's Strategy is to set out the strategic aims and objectives of East Lothian Council and partner organisations relating to improving and developing services and support for carers over the next 3 years.

The strategy recognises that carers are individuals in their own right, and that it is important to support carers to maintain social networks and help take part in educational, employment or leisure activities.

For the purpose of the strategy, the following legal definition of a carer has been used:

*Someone who provides substantial amounts of care on a regular basis for either an adult or a child, where that adult or child receives, or is eligible to receive, support services under the Social Work (Scotland) Act 1968 (section 12AA) or the Children's (Scotland) Act 1995 (Section 24)'. [National Minimum Information Standards for Carers Assessment and Support.](#)*

The key pieces of relevant legislation related to carers in Scotland are:



- The Social Work (Scotland) Act 1968 (Section 12AA)
- The Children's (Scotland) Act 1995 (Section 24)
- The Community Care and Health (Scotland) Act 2002

This legislation provides all carers with the statutory right to an individual assessment of their needs.

**2. Who are the main beneficiaries of the policy and how will they benefit?  
Please list**

The Carers and Young Carers Strategy sets out to meet the needs of carers whether they have been identified by local services or not. It will include meeting the needs of all of the community, which includes young carers, carers of working age and older carers.

The strategy will benefit carers through delivering on the key issues they have identified:

- to be able to stay physically health and maintain their mental wellbeing
- to have easy access to advice, information and training
- to have access to short breaks/respite or creative family breaks
- for services to have greater understanding of carer needs and increased representation in the planning of services
- to be less socially isolated
- to be able to access personal development activities such as education, training or work if they choose.

It is recognised that these benefits would be according to individual needs and choices. Staff and other stakeholders will also benefit from the strategy.

**3. How will the policy be delivered or put into practice e.g. who is responsible?**

The aims of the strategy will be delivered by a range of organisations either directly through carers' organisations or indirectly through care providers. The overall responsibility for the strategy will be held by joint planning partners.

**4. Are there other departments or agencies involved in the delivery of the policy? Have they been involved in the impact assessment process?**

All partners will be involved in the development of the strategy and in its implementation. Carers' organisations, ELC and the NHS will contribute to the development of the strategy and sit on the Carers Joint Planning Group. In addition, carers' organisations will have a key role in implementation in terms of awareness-raising and providing advice, information and support to carers. Respite/short breaks will be provided by a wide variety of voluntary, community and independent sector organisations.

Member of the Joint Planning group were invited to be involved in the impact assessment process. It is also anticipated that the draft EIA will be shared with relevant groups for further comment and input.

**5. Do you have a set budget? Are the resources being used in a way that promotes equal opportunities?**

The strategy will be developed within existing funding streams. This includes funding from Adult and Children’s wellbeing, Fairer East Lothian Funding and funding from Midlothian and East Lothian Alcohol and Drug Partnership (MELADP). It should also be noted that the East Lothian Council also invests in a number of other services such as older people day centres which also benefit some carers. Additional funding has been received from Scottish Government through the change fund for the benefit of carers amounting to £362,097 being allocated to improve support to carers.

**6. How does this policy impact on other relevant policies?**

The delivery of this strategy is relevant to the following:

- East Lothian’s Draft Joint Strategy for Physical Disability and Hearing/Sight Loss 2012-20
- The Older People’s Strategy 2009-2020
- Lothian’s Joint Learning Disability Strategy
- A Sense of Belonging; A joint strategy for improving the mental health and wellbeing of Lothian’s population 2011-2016 – local implementation plan to be developed
- Living and Dying Well – NHS Lothian Palliative Care Strategy
- Carers (Recognition and Services) Act 1995.
- The Caring Together: Carers Strategy for Scotland 2010-15
- The Getting it Right for Young Carers - The Young Carers Strategy for Scotland 2010-2015
- Integrated Children’s Services Plan

The development of this strategy is important to the commitments to the Single Outcome Agreement.

**Section 2 Gathering Evidence**

**1. What do you already know about the diverse needs and/ or experiences if your target audience?**

<b>Source of Evidence</b>	<b>Details</b>
Research	Census and Scottish Household Survey data will be used to identify potential numbers of carers, age, and demographic breakdown. Scotxed school census will require schools to identify numbers of young carers. This will be compared against our own records although it is acknowledge that ELC does not hold significant monitoring data in relation to carers or young carer. It is also of note that the 2011 census data is yet to be released and this

	<p>might provide a more accurate basis of our current audience. The 2001 census data suggests that there are just fewer than 9000 people within East Lothian providing unpaid care.</p> <p>Research from Caring in Scotland indicates that 2001 census data informs that 10% of the population care for another person.</p> <p>Caring Together: The Carers Strategy for Scotland 2010 – 2015 also provides a profile of young carers based on 2001 census information. This suggests that are between 80,000 and 115,000 children and young people could be young carers in Scotland.</p> <p>A needs assessment in relation to children affected by substance misuse (CAPSAM) has been commissioned by MELADP. This will provide a profile of local need.</p>
Consultation	Carers who are members of the joint planning group have been involved in the development of the strategy alongside carers' organisation. A wider consultation with relevant stakeholders will also be completed.
Equalities Monitoring	Information about age, disability, race and gender is currently collected by carer agencies.
User Feedback	Carers' organisations and carers have been part of the strategy development group. More involvement of carers is planned.
Professional/ Officer Knowledge and experience	
Other	

## 2. Do you have enough information for you to continue?

Equality Target Group	More Information Required?
Race	ELC and the NHS commissioned research from MECOPP about the needs of adult BME carers in 2007. Evidence of increasing number of people from BME communities was identified. It highlighted further information about the East European

	<p>Community is needed. MECOPP offer services to adult BME carers across the Lothian area. MECOPP report that newer South Asian and Middle Eastern Carers have been identified and that there are a range of issues relevant to supporting this group. The commissioned research refers to gypsy travellers however more information may be needed.</p>
Disability	<p>The 2001 census data indicates that 19% of the East Lothian population have a limiting long-term illness, health problem or disability which limits daily activities or work. Evidence from Caring in Scotland suggests that 12% of carers undertaking an unpaid caring role and 18% of those undertaking more than 20 hours of unpaid care reported that they are in poor health.</p>
Gender	<p>The 2001 census data indicates that around 11% of carers are women, compared to 8% of men. The prevalence of female to male carers was around 60:40. However according to research by Sheffield Hallam University in the older population this prevalence level changes with more men undertaking a caring role in the 75+ age ranges. We need more information in relation to transgender which could be gathered perhaps by working with local LGBT organisations to identify support needs of transgender carers.</p> <p>Research relating to young carers also suggests that more girls than boys undertake a caring role.</p>
Religion and Belief	<p>Consideration needs to be given to the cultural differences in the role and expectations of carers from within different faith groups. We need more information in relation to religion and belief as there appears to be little available evidence. There is information available from the commissioned research by MECOPP in relation to some faith and belief groups.</p>

Age	<p>The 2001 Census indicates that there are 174,995 young people under the age of 18 who provide care nationally and that 13,029 of these provide care for 50 hours or more per week.</p> <p>The SEE survey undertaken in East Lothian School indicates that an average of 31% of the participants indicated they undertook a caring role. This figure is however under review as there are concerns about the wording of the survey question posed and the participant's level of understanding.</p> <p>A 2004 study by Becker and Dearden outlined in the national carer strategy provides a profile of young carer characteristics. It suggests that 56% of the young carers in the study were from single parent families and that the average age of a young carer was 12.</p> <p>2001 Census highlighted 21,115 people between the ages of 18 and 25 providing unpaid care in Scotland. Of these, 15% were providing between 20-49 hours each week and 11% were providing more than 50 hours care.</p> <p>UK Census data from 2001 indicates that 1.5 million people over the age of 60 provide unpaid care. This data indicates that 10.8 % of the population over the age of 60 within East Lothian undertakes a caring role.</p>
Lesbian, Gay, Bisexual	<p>Data of registered carers' sexuality is not currently collected. According to the limited data available between five and seven percent of the UK population identify as Lesbian, Gay, Bisexual and Transgender. In 2010 the estimated population of East Lothian was 97500; this would suggest that just fewer than 5000 residents would identify themselves as LGBT. There appears to be no specific data in relation to caring within the LGBT population. There is some evidence from a report on Research about LGBT Carers published in 2010 by Nick McGlynn et al. identifies 4 key issues relating to identity, social networks, families and carers and HIV/AIDS.</p>

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### Section Three: Assessing the Impact

3. **Rapid Impact Checklist** What does the information tell you about the potential impact of this policy on the following equality groups

<b>Equality Target Group</b>	<b>Positive Impact +</b>	<b>Neutral Impact =</b>	<b>Negative Impact -</b>	<b>Cross cutting issue</b>
Race	There is recognition of the value of peer support & collective advocacy for all groups, though this might be of particular value to carers from ethnic minority groups in East Lothian.		<p>More information about barriers to accessing services and identification of carers is needed particularly in Eastern European communities and gypsy travellers.</p> <p>There is no specific budget set in relation to translation or interpretation services for carers who need this.</p>	Suitably designed carer & workforce training is needed and there needs to be a commitment to ongoing workforce development to assist access to support services.
Disability			Access to early intervention services to improve or support mental wellbeing for carers (in particular young carers) can be difficult in mainstream services due to referral/eligibility criteria. Support needs to be offered earlier.	There is a recognition that caring can impact of a carer's physical and mental health. This includes impacting on a child's development.
Gender (male, female, transgender)	Overall it appears that women more than men undertake a caring role		There is little information about transgender people therefore we need more evidence so we can better meet	The support and information offered to carers needs to be inclusive and appropriate to their circumstances.

	<p>particularly in respect of domestic or personal care. This may be due to societal roles relating to gender. It is important that support offered is appropriate may be that more attention needs to be paid to identify male carers and to offer appropriate support.</p>		<p>the needs of this group.</p>	
<p>Religion and Belief</p>	<p>Adult carers can be identified and access support through faith/belief groups – it is unclear if support offered in this way would exclude those from other faiths. More information about this is needed.</p>			<p>It is recognised that within some belief/faith groups that there are cultural differences regarding caring which services need to be aware of and to offer support which takes into account this.</p>
<p>Age</p>	<p>From 2012/13 onwards at least 20% of the Change Fund will be dedicated to supporting carer to continue care for adult over the age of 65. It is anticipated that this</p>		<p>Adult of working age who are in employment may need flexible support particularly during periods of transition – such as pregnancy/maternity etc.</p> <p>At times of transition for the carer or the cared for person</p>	<p>The biggest group of individuals which young carers are likely to be caring for his through mental health and substance misuse. Better identification and joint working to support the young carer and the cared for person is needed. In</p>

	additional resource will be used to support older people on new initiatives.		there might be an increased need for identification and support. With young carers this might be when leaving school or starting college.	particular identification of children of primary school age and younger.
Lesbian, Gay and bi-sexual			More information about the needs of LBG carers is needed. Research from Stonewall indicates that undertaking sensitive assessment and greater workforce awareness can help reduce stigma.	
Other groups to consider  Socio-economic				Research indicates that carers are disproportionately impacted financially by their caring role. Work to maximise income will be increasingly significant given forthcoming welfare reforms.

At this stage you need to consider whether a full impact assessment is needed on your policy. This may be done on one strand as identified above.

#### Section 4: Next steps

#### 4. Will you be making changes to your policy?

a. What action will you take:

- We will review the process for improving monitoring equalities within the context of this strategy.
- We will include a specific commitment to equalities & diversity within the strategy and action plan
- We will gather more information about the needs of Gypsy Travellers, LGBT and BME carers as current information is limited.



b. Who will take that action

Carers Joint planning group will follow up actions identified. A range of partners will be responsible for implementing the actions outlined in the strategy.

c. When that action will take place

Actions in terms of developing the strategy will be built into the strategy development process and reviewed by the carer's joint planning group.

**5. Have you decided to proceed with this policy?**

As the strategy EQIA has not revealed any serious negative impacts, we will not carry out a further EQIA at this time. As the strategy progresses, the EQIA will be reviewed to ensure that all changes are assessed.

**6. If you have decided not to undertake a full equality impact assessment, can you justify this decision?**

**Signed** .....

**Date** .....

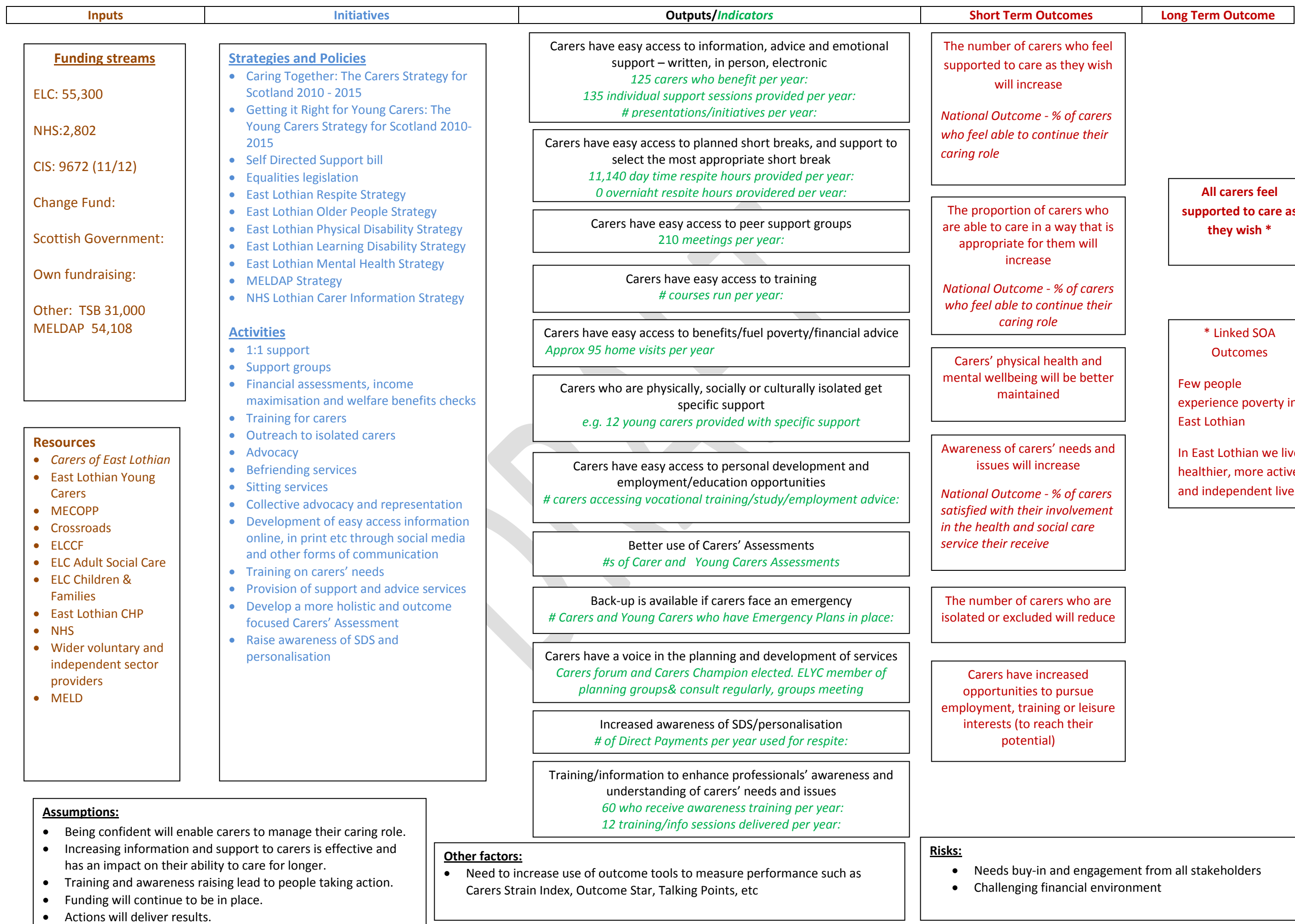
Please send a completed version of this form to:

Rebecca Spillane, Equalities Officer, East Lothian Council.

Email: [rspillane@eastlothian.gov.uk](mailto:rspillane@eastlothian.gov.uk)

Phone 01620 827134

## Appendix 1 East Lothian Carers Planning Group – Carers Logic Model



## Appendix 2 East Lothian Carers and Young Carer Strategy Draft Action/Implementation Plan

<b>Short Term Outcome – Increased access to appropriate debt and financial advice for carers &amp; families</b>			
<b>Action</b>	<b>Lead/ Involvement (lead in bold)</b>	<b>Timescale</b>	<b>Evidence/Indicator</b>
Promote money & debt advice as part of assessment or contact with carers & their families.	<b>1) ELC Adult and Children Wellbeing</b> 2) NHS Lothian 3) Carers support agencies	Ongoing, subject to regular review	Number of assessments undertaken where financial inclusion/income maximisation included; this will include adult carer assessment and families assessments.
Develop better links with Tackling Poverty Theme group & reference strategy to ensure carers & families are reflected in poverty alleviation work such as fuel poverty & food banks	<b>4) Carers Joint Planning Group</b> 5) ELC Adult Wellbeing, Strategy & Policy section 6) Health and Social Care Theme Group	Autumn 2012	This would be monitored through regular updates provided on developments. Initiatives to address poverty include carers and this information is shared with local communities.
Ensure all staff and agencies working with carers & their families have an understanding of potential financial concerns and are able to provide information and/ or signpost to relevant financial advice and support.	<b>7) Tackling Poverty Theme Group</b> 8) Citizens Advice Bureaux 9) ELC Welfare Rights Team 10) Carers of East Lothian 11) ELC Adult and Children Wellbeing 12) East Lothian Young Carers 13) NHS Lothian	December 2012 - ongoing, subject to regular review	Number of referrals to financial advice services. Number of carers & families assessed. Clear information and publicity about where carers can get specialist income maximisation advice. Minimise the impact on carers of Welfare Reform.
Work with carers & their families to maximise their incomes	<b>14) ELC Welfare Rights Team</b> <b>15) Carers of East Lothian</b> <b>16) East Lothian Young Carers</b>	Ongoing, subject to regular review	Amount of welfare benefits and other financial benefits secured for carers and those they care for.

Ensure there is sufficient capacity of specialist income maximisation advice for carers	17) Tackling Poverty Theme Group <b>18) Carers Joint Planning Group</b>	January 2013	No or fewer delays in carers getting advice.
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<b>Short Term Outcome – Improved access to leisure, education ,training/employment opportunities for carers</b>			
<b>Action</b>	<b>Lead/ Involvement (lead in bold)</b>	<b>Timescale</b>	<b>Evidence/Indicator</b>
Promote opportunities for carers and former carers to engage in voluntary work	19) Carers of East Lothian 20) East Lothian Young Carers 21) Volunteer Development East Lothian	Ongoing, subject to regular review	Number of working carers engaged in voluntary work.
Promote flexible working and carer-friendly employment practices with employers	<b>22) Carers Joint Planning Group</b>	Ongoing, subject to regular review	Number of working carers supported. Number of local employers which have arrangements in place to support carers.
Policies procedures and approaches for identifying young carers in schools will be developed and implemented.	23) Education 24) ELC Integration Team 25) East Lothian Young Carers	To be determined as part of development of a young carers strategy.	No. of young carers identified and support provided recorded. Outcomes recorded. No. of young carers with increased access to the curriculum No. of schools with young carer policy
Teaching staff in schools will be aware of and will implement the primary/secondary school toolkit	26) Education 27) ELC Integration Team 28) East Lothian Young Carers	To be determined as part of development of a young carers strategy	Increase numbers of young carers Identified in schools increase number of young carers' access to support mechanisms that are available to them
Local education services will work in partnership with local schools, colleges,	29) Education 30) ELC Integration Team 31) East Lothian Young	To be determined as part of development of a young	No. of young carers identified in schools No. of young carers accessing support and the curriculum

parents, young carers organisations and third sector partners to support young carers.	Carers	carers strategy	
Promote young carers with opportunities that encourage them to be more active by taking part in recreational and sporting activities.	32) Integration Team 33) Education 34) East Lothian Young Carers 35) Community Learning and Development	To be determined as part of development of a young carers strategy	Proportion of identified young carers accessing recreational opportunities
Develop and promote opportunities for specific training, education and leisure courses for carers of all ages	36) Integration Team 37) Education 38) East Lothian Young Carers 39) Community Learning and Development	To be determined as part of development of a carers and young carers strategy	Proportion of carers and young carers accessing opportunities
Develop and promote approaches which raise awareness of the barriers young carers face when accessing education and training to ensure that they are not disadvantaged because of the impact their caring has on their attendance, achievement, attainment and behaviour.	40) Integration Team 41) Education 42) East Lothian Young Carers 43) Community Learning and Development 44) Skills Development Scotland	To be determined as part of development of a young carers strategy	

<b>Short Term Outcome – More carers will have access to appropriate respite/short -breaks opportunities</b>			
<b>Action</b>	<b>Lead/ Involvement (lead in</b>	<b>Timescale</b>	<b>Evidence/Indicator</b>

	<b>bold)</b>		
Secure long-term future of Short Breaks Service	45) Carers of East Lothian, ELC Adult Wellbeing 46) NHS Lothian 47) Older People's Joint Planning Group	April 2013 onwards	Establishment of Service Level Agreement.
Expand remit of Short Breaks Service to cover all care settings	48) Carers of East Lothian 49) ELC Adult Wellbeing 50) NHS Lothian 51) Health & Social Care Theme Group	April 2013 onwards	Breakdown of care settings of people supported by Short Breaks Service.
Maximise the use of Self-Directed Support to enable carers to have short breaks that reflect their individual needs	<b>52) Self-Directed Support Implementation Group</b> 53) Short Breaks Service	January 2013 onwards	Number of people using 'personalised' options of Self-Directed Support.
Planning groups maintain respite as a high priority	<b>54) Health &amp; Social Care Theme Group</b>	Annual	Production of 'Respite Annual Report'.
Implement and review ELC Respite Policy/Procedure	<b>55) ELC Adult Wellbeing</b> 56) Carers Joint Planning Group	To be implemented in December 2012. January 2013 & reviewed annually	Carers understand better their entitlement to short breaks. Practitioners feel better able to support carers to access appropriate short breaks.
Ensure young carers are offered regular breaks from caring	57) East Lothian Young Carers 58) Children's Wellbeing	To be determined as part of development of a young carers strategy	More young carers having regular short breaks. No of young carers benefiting and no of breaks recorded. Outcomes of short breaks recorded.
Provide opportunities for young carers to enjoy quality time with their families as a child and not a young carer	59) East Lothian Young Carers 60) Children's Wellbeing	To be determined as part of development of a young carers strategy	More young carers enjoying quality time with their families. Number of young carers recorded. Outcomes for young carers and families recorded

<b>Short Term Outcome – Carers have improved access to health and wellbeing services</b>			
<b>Action</b>	<b>Lead/ Involvement (lead in bold)</b>	<b>Timescale</b>	<b>Evidence/Indicator</b>

Support for carers to attend health appointments through sitting services	NHS Lothian Carers of East Lothian East Lothian Young Carers ELC	To be determined	Number of carers on GP registers?
Carers training programmes to support physical and emotional wellbeing		To be determined	Number of carers accessing training
Tailored emotional and peer support services	61) ELC 62) NHS Lothian 63) Carers of East Lothian 64) East Lothian Young Carers other carer support services	To be determined	Number of care home admissions due to carer emergency or breakdown Number of carers with emergency care plans Number of carers accessing services

Short Term Outcome – Carers & families are less isolated through access to, advice & support			
Action	Lead/ Involvement(lead in bold)	Timescale	Evidence/Indicator
Ensure adequate capacity to support carers requiring help	65) Carers Joint Planning Group	Continual review	Continuation of existing services which support carers successfully. Development of new capacity if required.
Put on a comprehensive programme of training and information events for carers	66) Carers of East Lothian 67) East Lothian Young Carers 68) other carer support services	Ongoing, subject to regular review	Number of sessions delivered. Number of carers reporting feeling better able to undertake their caring role.
Target initiatives to reach carers in specific situations: <ul style="list-style-type: none"> <li>• male carers</li> <li>• carers from BME</li> </ul>	<b>69) Carers Joint Planning Group.</b> 70) Carers of East Lothian 71) MECOPP	Dependent on funding	Monitoring returns from Carers of East Lothian, MECOPP, Crossroads and other carer support services.

<p>communities</p> <ul style="list-style-type: none"> <li>• parents of children/young adults with disabilities</li> <li>• LGBT</li> <li>• Gypsy Travellers</li> </ul>	<p>72) LGBT organisations</p> <p>73) Gypsy Traveller agencies</p> <p>74) other carer support services</p>		
<p>Improve accessibility of support to carers who are in work</p>	<p>75) Carers of East Lothian</p> <p>76) ELC Adult Wellbeing</p> <p>77) NHS Lothian</p> <p>78) other carer support services</p>	<p>Dependent on funding</p>	<p>Number of working carers supported.</p>
<p>Maximise opportunities for using IT to identify and support carers</p>	<p><b>79) Carers Joint Planning Group</b></p>	<p>2013 onwards</p>	<p>Measure to be developed.</p>
<p>Expand proven approaches to identifying 'hidden' carers, such as:</p> <ul style="list-style-type: none"> <li>• 'surgeries' within health centres</li> </ul>	<p>80) Carers of East Lothian</p> <p>81) East Lothian Young Carers</p> <p>82) other carer support services</p>	<p>Dependent on funding.</p>	<p>Costed development plans.</p> <p>Measure and proxies to be developed.</p>
<p>Carers are supported to exercise their right to a Carers' Assessment</p>	<p><b>83) ELC Adult Wellbeing</b></p> <p>84) Carers of East Lothian</p> <p>85) NHS Lothian</p> <p>86) other carer support services</p>	<p>Ongoing, subject to regular review</p>	<p>Number of Carers' Assessments completed</p> <p>Percentage of carers feeling their Carers' Assessment has helped their caring situation</p>
<p>Develop support for young carers aged 16-24 who are moving onto the next stage of their lives</p>	<p>87) East Lothian Young Carers</p> <p>88) ELC Children's Wellbeing</p> <p>89) Carers of East Lothian</p> <p>90) Skills Development Scotland</p>	<p>To be determined as part of development of a young carers strategy</p>	<p>Increase in number of young carers aged 16-24 identified and offered support.</p> <p>Outcomes of young carer support recorded.</p>
<p>Ensure that staff that come into contact with young carers offer young carers</p>	<p>91) East Lothian Young Carers</p> <p>92) ELC Children's</p>	<p>To be determined as part of development of a young carers strategy</p>	<p>Increase in young carers accessing assessments.</p> <p>Outcomes of assessments recorded.</p>



information about their legal rights including the right to a young carers assessment	Wellbeing 93) NHS Lothian		
Develop young carers assessment reflecting the principles of GIRFEC	94) ELC 95) East Lothian Young Carers	To be determined as part of development of a young carers strategy	Young carers offered full assessment of their needs. Young carers physical and mental health, confidence, self-esteem and life chances improved.
Ensure young carers are offered appropriate support to enable them to be a child and young person first and foremost and not to take on responsibilities that are beyond their years.	96) ELC 97) East Lothian Young Carers	To be determined as part of development of a young carers strategy	Reduction in the number of young carers who are not able to enjoy the same life chances as their peers.
Ensure young carers needs and wishes are considered as part of hospital discharge process.	NHS Lothian	To be determined as part of development of a young carers strategy	Number of young carers offered appropriate information about the person they care for recorded. Young carers needs are considered when discharging the person they care for. Increase in number of young carers who feel more included in decisions regarding the care of their family member.

<b>Short Term Outcome – Awareness of carer issues is heightened</b>			
<b>Action</b>	<b>Lead/ Involvement (lead in bold)</b>	<b>Timescale</b>	<b>Evidence/Indicator</b>
Promote the value of Carers' Assessments	<b>98) Carers Joint Planning Group</b> 99) Carers of East Lothian 100) East Lothian Young Carers	Ongoing, subject to regular review	Number of Carers' Assessments completed Percentage of carers feeling their Carers' Assessment has helped their caring situation

	101) other carer support services		
Young carer strategy and action plan will be developed	102) ELC Children's Wellbeing 103) NHS 104) East Lothian Young Carers 105) Other partners	To be determined	Measures of this will be based on implementation plan
Maintain programmes that raise awareness of carers' needs and issues	106) VOCAL training programme for NHS Lothian staff 107) Specific input from MECOPP regarding carers from BME communities	2013 onwards	Delivery of training/information sessions
Support carers to voice their rights and needs	108) Carers of East Lothian 109) East Lothian Young Carers <b>110) Health &amp; Social Care Theme Group</b>	Ongoing, subject to regular review	Community Planning hears and responds to carers' needs and issues. Carers' feel they have a meaningful voice in Community Planning.
	111) Carers Forum  112) Identify a Carers Champion	2013 onwards	Carers feel they are able to be heard by key decision makers, commissioners and providers of carer support in a range of ways. The Champion will work with carers and senior Council Officers to support local carers to ensure that they have a strong and effective voice at the heart of Council
Embed the use of an 'outcomes' approach and monitoring to all service delivery	113) Social Enterprise East Lothian (SEEL) to develop 'Carers Outcome Star' as pilot through Change Fund	Winter 2012/3	Creation of 'Carers Outcome Star'. Adoption of 'Carers Outcome Star' or similar tool.
Promote campaigns that highlight the role of carers within society	<b>114) Carers Joint Planning Group</b>	2013 onwards	General awareness campaigns. Tailored campaigns to target specific groups within communities/society.

Ensure a meaningful place for carers in revised planning systems	<b>115) Health &amp; Social Care Theme Group</b>	Winter 2012/3	Carer representatives in place on planning groups. Carer representatives report their contributions are valued.
Develop training to ensure all staff and agencies are aware of the specific needs of young carers.	116) East Lothian Young Carers 117) ELC 118) NHS Lothian 119) MELDAP 120) Other organisations	To be determined as part of development of a young carers strategy	Staff able to identify and offer appropriate support to young carers and their families. Number of training sessions recorded.
Ensure young carers in hard to reach groups such as BME, young carers in rural areas and LGBT are targeted	121) East Lothian Young Carers 122) ELC 123) NHS Lothian 124) Other organisations	To be determined as part of development of a young carers strategy	More young carers in hard to reach groups offered support
Young carers are fully involved in planning services.	125) East Lothian Young Carers 126) Carers Joint Planning Group 127) ELC Young Carers Worker	To be determined as part of development of a young carers strategy	Young carers feel more valued. Support for young carers reflects their needs.
Develop links with GP practices to encourage identification of young carers	128) NHS Lothian 129) East Lothian Young Carers 130) Carers Joint Planning Group	To be determined as part of development of a young carers strategy	GP's more aware of young carers. Increase in number of young carers identified and referred to services.
Housing and housing adaptations services process are aware of carers.	131) ELC Adult Wellbeing 132) ELC Housing 133) Housing associations	Commencing 2012/13	Number of carers identified by housing providers

## **Appendix 3 Carers Personal Outcomes Measurement**

### **Change Fund: Reshaping Care for Older People, East Lothian: Personal outcomes for carers: measurement and evaluation.**

#### **Background**

Two outcomes-focused approaches that can support carers are Talking Points (which provides guidance to providers) and the Outcomes Star assessment tools that give users and providers a method to measure change in outcomes.

#### **Aim**

To develop an Outcomes Star assessment tool in collaboration with Triangle Consulting (who hold the OS common creative licence) to evidence carer outcomes and service change agencies funded by the East Lothian Change Fund: Reshaping Care for Older People.

#### **Project Objectives/ Outputs**

##### **Objective**

Scoping & research work for key policy documents, outcomes frameworks, and research related to outcomes for carers.

##### **Output**

The literature research identified the ranges of personal outcomes identified by carers and older people. It supported a base line of information to support engagement with carers and carer agencies / advocacy groups and initiated a framework development for Outcomes Star – Carer planning.

##### **Objective**

Identify use of Outcomes Star/Older people and development of Outcomes Star-Carer with management and project staff for each organisation.

##### **Output**

Identify the current methods and their use/frequency used by Change Fund supported projects to support the needs of carers in East Lothian and their suitability to support outcomes-focused carer engagement and assessment of need.

Provided a rich source of information covering the ways in which each of the sectors engaged with each other, with carers and the cared for person.

It provided an informal forum to discuss the real or suspected challenges of using methods such as “Outcomes Star”, gauge agency capacity and willingness to participate in cross-organisational/sector “outcomes focused” assessments for carers work.

##### **Objective**

Carer engagement and input to Outcomes Star – Carer planning

Interviews with carers that reflected the East Lothian profile

##### **Outputs**

Informal interviews enabled experiential narrative data to be collected from individual carers (in confidence and anonymity) covering the challenges of the caring role, their health and lifestyle and the things that matter most to them, the things that would make a difference to them.

## **Appendix 3 Carers Personal Outcomes Measurement**

A series of common “areas for outcomes” were identified

- Physical health
- Emotional (mental) Health
- Caring and sharing the role – rebuilding relationships
- The caring relationship
- Work and employment
- Money and pensions - Finance
- Leisure and social interests

These mapped closely to the domains and themes identified in related research work and were incorporated into the Outcomes Star-Carer Workshop 1.

### **Objective**

Workshop 1 with Triangle Consulting (Outcomes Star) agreed the outcome areas and journey of change. Workshop representatives were drawn from the NHS, public care, independent care and third/voluntary sectors and representation from Carers Trust UK.

### **Output**

The meeting output was to review the carer outcome domains/themes (as listed above), discuss and outline the “journey of change” for carers.

The format of the meeting also enabled members to address the challenges faced by organisation to buy-into new approaches to carer engagement.

A first draft of the Outcomes Star Carer was planned and circulated for review and revision to members in December ‘12

### **Future work**

Ongoing collaborative work with Triangle Consulting to complete a the working draft of Outcomes Star for Carers.

Validate the content of the Outcomes Star for Carers (draft) with care agency staff and carer interviews.

Raise ongoing participation and awareness of Outcomes Star for Carers through information and engagement work with carer groups.

Prepare steps (eg staff training) for pilot testing from March 2013 onwards